

welcome to brighter

## FAQ

**Q: Why can't I download my Data Validation File?** I can log in to my account on imercer.com, but the file is not there.

**A: The imercer.com account was likely established under a different user.** Mercer will automatically create an imercer.com account for the contact email address given on the "Contact" tab of your submission. To reset the password for this account, please visit <https://winsts.mercer.com/iMercerSTS/ForgotPassword.aspx> and provide your email address. A new password will be sent to you via email. If the email address on the submission file is incorrect, please let us know which email address should have access to the imercer.com account.

**Q: Why can't I open my Questionnaire/Data Validation File?** I have downloaded the Questionnaire/Data Validation File but I can't open the Excel file.

**A: There may be a problem with the file format.** Please try the following troubleshooting procedures to access the Questionnaire/Data Validation File:

1. Select the box to the left of the file name
2. Click "Download as zip"
3. Save the Excel file to your computer
4. Open the file and click "unzip"
5. Open the Questionnaire/Data Validation File

If you still can't open the file, you may be using a version of Excel that does not support an XLSM format. Most compatibility issues can be resolved by installing the Office Compatibility Pack, which can be downloaded from Microsoft's official website: <https://www.microsoft.com/en-us/download/details.aspx?id=1285>.

The Office Compatibility Pack download will enable you to open new file formats in earlier versions of Microsoft Office. If you are unable to install downloads on your system, please send a request to [surveys@mercerc.com](mailto:surveys@mercerc.com) and Mercer will replace the Questionnaire/Data Validation File on your imercer.com account with a 2003 Excel file.

**Q: I am having trouble accessing the imercer.com website.** Even though I am using Internet Explorer (IE) version 8.0 or newer, I receive an error message saying imercer.com is no longer optimized for my current browser and I should use IE 8.0, Firefox 18.x, or Google Chrome 26.x.

**A: Please verify your web browser's page settings.** If you are using IE 8.0 or 9.0, please make sure "Compatibility View" is turned off. If you are using IE 10.0, please be sure "Compatibility View" is turned on.

**Q: Why do I receive an error when trying to edit cells or enable filters?** I have copied data from another file into the Questionnaire/Data Validation File, and now I can't edit cells or enable filters. I receive an error stating the file is password protected.

**A: This is an Excel issue which impacts all password protected files.** Editing errors can occur when Mercer's file and your external file are opened in two different instances of Excel. In other words, when one Excel file is already opened, then Excel is run again from the Start menu and a second file is opened within the new instance of Excel. In this situation, copied cells are locked and can't be edited because Mercer's questionnaire is password protected.

To prevent cells from becoming locked in Mercer's questionnaires, change the paste option by right clicking the mouse and selecting "match destination formatting". Another method to enable editing is to copy the data from the external Excel file to the "Working" tab of Mercer's file, and then copy directly from the "Working" tab to the "Incumbents" tab.

If you are unable to make changes to your file because of this error, please contact [surveys@mercer.com](mailto:surveys@mercer.com).

**Q: Where should I put comments in my Data Validation File?** I have downloaded the Data Validation File but I don't know where to put my responses.

**A: Please follow the instructions provided in the "Audit Summary" tab of your Data Validation File.** If an audit has occurred multiple times, but can be resolved easily with one explanation, please provide your response in the "Overall Instructions" column in the "Audit Summary" tab.

Any audits that are unique to a particular incumbent can be addressed in the "Incumbents" tab. By clicking on the hyperlink in the audit summary tab, you will be directed to the "Incumbents" tab with the corresponding audit already filtered. Alternatively, to modify the data directly in the "Incumbents" tab, you may also select the row specific to the incumbent, then use the drop down filter above the "Issues" column to separate out the incumbents with the specific audit.

**Q: I'm having problems uploading my Questionnaire/Data Validation File to the Survey Submission Upload site – is there any other way I can deliver the file to Mercer?**

**A: Yes.** You can send an email to [surveys@mercer.com](mailto:surveys@mercer.com) with your Questionnaire/Data Validation File as an attachment.

**Q: Will I be receiving a confirmation email to ensure my file was received by Mercer?**

**A: Yes.** A confirmation email will go out to the email address in the contact tab.

**Suggestions to expedite Questionnaire processing:**

1. Confirm that the Questionnaire you are submitting to Mercer contains all essential data, such as the Position Code, Position Title, and Base Salary. If any essential data is missing, Mercer is unable to process the file until all issues are resolved.

2. In order to save time, please ensure the submission you are sending to Mercer is not password protected. If you need to password protect the file, please send the password to us so we can access your information. You can either include your password in the “General submission comments or Instruction for opening file” section of the Survey Submission Upload site when you upload your file, or email your password to [surveys@mercer.com](mailto:surveys@mercer.com).