

The responses below try to address common problems experienced when filling out the 2010 Mental Health Atlas Questionnaire. If possible, please try to resolve the response using the information provided below. If this is not possible, please email Jodi at morrisj@who.int. If she is out of the office, she will try to get back to you as soon as possible. Meanwhile, please do not delay your work on the questionnaire. If you have trouble with the on-line version, please use the Word version. It is available at the following link - http://www.who.int/mental_health/evidence/atlas/mnh/en/index.html

If you have questions about the terms, use your best judgement as corrections can be made a later point. You may also contact your Regional Advisor for assistance.

This information has not yet been translated into French, Spanish, Russian, or Portuguese. If you need help in one of these languages (or others) try using Google translation. <http://translate.google.com/#>

Cette information n'a pas encore été traduite en français, espagnol, russe, portugais ou arabe. Si vous avez besoin d'aide dans une de ces langues (ou autres) essayez d'utiliser la traduction Google. <http://translate.google.com>

Esta informação ainda não foi traduzida em francês, espanhol, russo, Português ou Árabe. Se precisar de ajuda em uma dessas línguas (ou outros) tente usar tradução do Google. <http://translate.google.com>

Эта информация еще не была переведена на французский, испанский, русский, португальский и арабский. Если вам нужна помощь в одном из этих Языки (или другие) попробовать использовать Google перевода. <http://translate.google.com>

Esta información no ha sido traducido al francés, español, ruso, portugués o árabe. Si necesita ayuda en uno de estos idiomas (u otros) tratar de usar la traducción de Google. <http://translate.google.com>

Commonly asked questions

When I try to save or submit the data on-line, I get an error message saying "one or more of the values is not formatted correctly. Correct fields highlighted in red". What does mean and how can I fix the problem?

You get this message because you have tried to enter data in a format not recognized by the programme. The questions for which there are a problem will be in red font. Scroll through the questionnaire to look for red font. For example, the program does not except commas in numbers. Thus, if you wanted to enter the number 1300 you cannot enter 1,300 - you need to delete the comma. For phone numbers you cannot use the + symbol or dashes.

I have forgotten my credentials to access the questionnaire

If you click on the following link and enter your email address, credentials will be sent to you that will allow you to access the questionnaire.

https://extranet.who.int/datacol/form_request.asp?form_id=1508 (for EURO, EMRO, WPRO).

https://extranet.who.int/datacol/survey.asp?survey_id=1510 (for AFRO)

(note - some countries in EURO, EMRO, and WPRO you have been sent a user name and password by HQ. Please see the note below for PAHO and SEARO).

For PAHO and SEARO, please use the user name and password sent to you in the original email sent to you by HQ. If you no longer have this email, please email Jodi at morrisj@who.int. She will get back to you as soon as possible. Meanwhile please use the Word version of the questionnaire. It is available at the following link - http://www.who.int/mental_health/evidence/atlas_mnh/en/index.html

When I register for the questionnaire, I get a message saying that I am not a "recognized Ministry focal point".

This means that our records are out of date and we have probably pre-entered the email address of the previous mental health focal point for your country. Please send an email to Jodi at morrisj@who.int and she will update the records. Meanwhile, please work on the Word version of the questionnaire. It is available at the following link - http://www.who.int/mental_health/evidence/atlas_mnh/en/index.html

I have tried the above and I still cannot access the questionnaire

If you continue to have problems with the on-line questionnaire, please feel free to use the Word version instead. It is available at the following link - http://www.who.int/mental_health/evidence/atlas_mnh/en/index.html

I have questions about some of the terms used in the questionnaire.

After consulting the glossary you have questions about the terms used in the questionnaire, please email Jodi at morrisj@who.int. If she is out of the office, she will get back to you as soon as possible. Meanwhile, please use your best judgment. Any corrections can be made at a later point.

I will not be able to meet the deadline. Is it possible to submit at a later date?

While we greatly appreciate timely submissions we recognize that many times it is not possible. It is very important to us to have all countries included in the Mental Health Atlas. Thus, we are willing to give slight extensions. Please email Jodi at morrisj@who.int and provide her with an estimate of when we can expect to receive the completed questionnaire.

I am not able to provide all the information.

We recognize that not all information will be available in all countries. Please try to provide us with as much information as possible. Some information is better than none.