

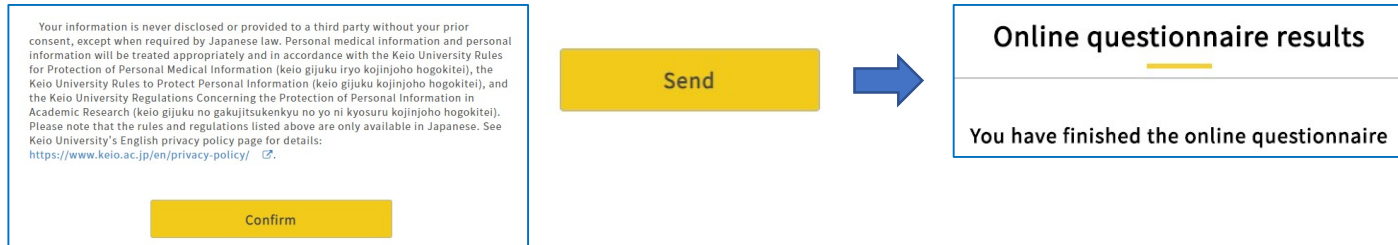
Q&A for Online Questionnaire Sheet

Q1 I was informed that I had not sent the answers even though I have done so.

A1 If you do not click “Send「送信」” after clicking the “Confirm「確認」” button on the Online Interview Sheet, the form status will remain as unsent.

Please confirm through to the completion screen.

completion screen



Q2 I am unable to log in to the Online Questionnaire Sheet screen.

A2 1. Please ensure that your attempt to log in is within the registration period for responding to the Online Questionnaire Sheet.

2. Please confirm your keio.jp mail address.

3. There is a chance that you are not eligible for the Annual Health Checkup.

Please direct any inquiries to the Keio University Health Center at your main campus.

Q3 The screen froze as I was filling in the Online Questionnaire Sheet.

Q3 While I responded to the Online Questionnaire Sheet, the “Confirm「確認」” button was unresponsive and I could not click it.

Q3 I was unable to proceed to the next screen and was returned to the previous screen after I clicked the “Confirm「確認」” button.

A3 There may be a problem with your network connection or browser cache. Please try the following to address this.

1. Close all applications that are running, restart your device or terminal, and start over.

2. Attempt to complete the process from the start using a different device, terminal or internet browser.

3. Clear the cache on your browser (Chrome, Safari, etc.) on your smartphone or PC, and start over.

(As there are various browser types, please check how to clear your cache for the particular browser)

Q4 I would like to edit my responses.

A4 Please report any changes in your perceived symptoms at the Health Checkup venue.