The Internet Self-Response Portal:

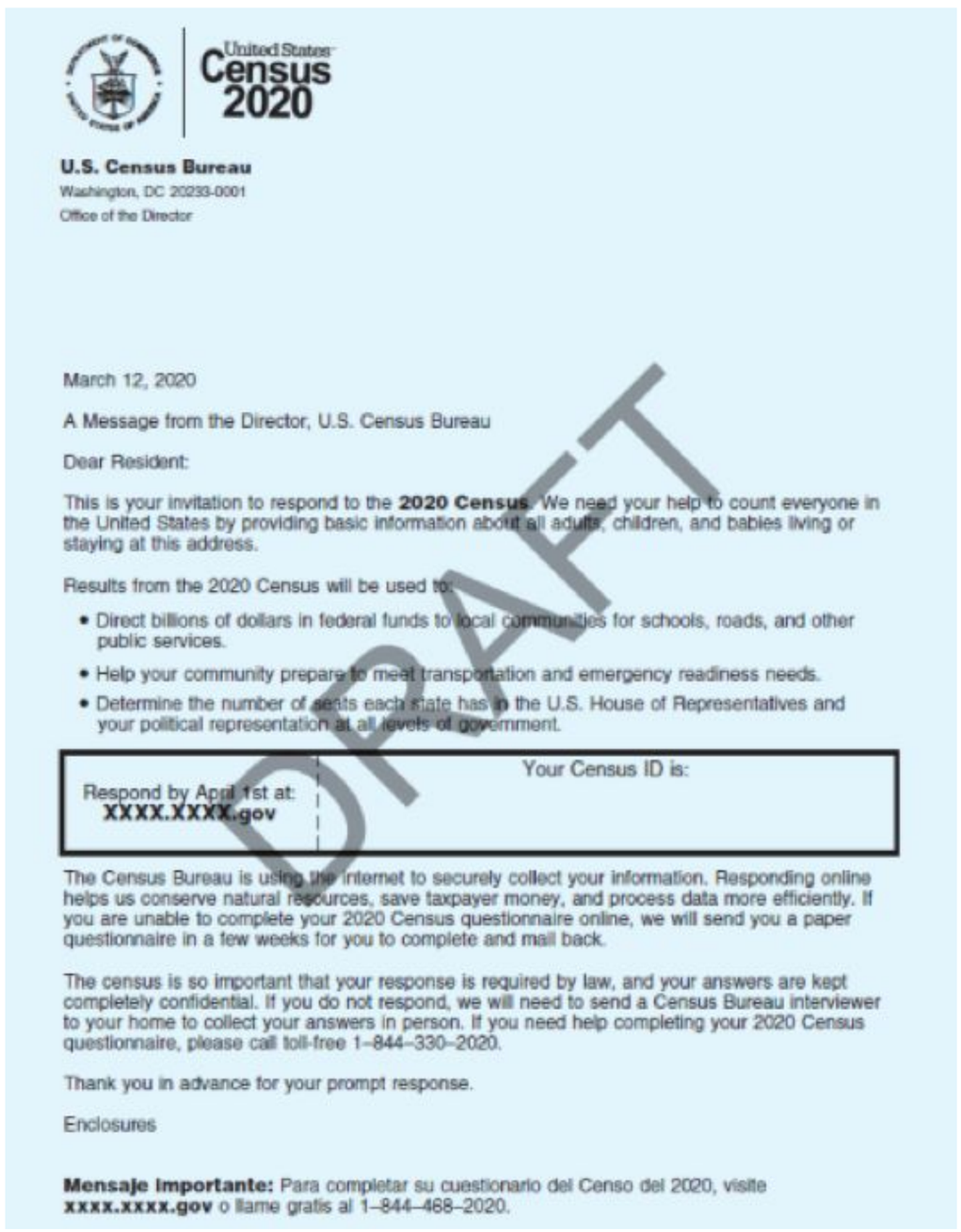
What to Expect

The 2020 Census is quickly approaching, and with this being a “digital-first” census for the majority of households, it’s important for advocates and the general public to understand the internet self response (ISR) portal experience.

There are a few **KEY THINGS** to know about the ISR Portal, commonly referred to as the “online option”:

- Households will receive a letter with a **unique 12-digit code**. This code is entered into the ISR to begin filling out the form to your address.
- If you cannot locate your code, it is possible to start the form without it.
- The **form must be completed in one sitting**. If there is no activity for 15 minutes, with a notification after 13 minutes of inactivity, the session will end and the respondent will have to start from the beginning.

Here’s a **draft of the letter** households will receive a letter in mid-March inviting them to go online to take the census



United States Census 2020

U.S. Census Bureau
Washington, DC 20233-0001
Office of the Director

March 12, 2020

A Message from the Director, U.S. Census Bureau

Dear Resident:

This is your invitation to respond to the **2020 Census**. We need your help to count everyone in the United States by providing basic information about all adults, children, and babies living or staying at this address.

Results from the 2020 Census will be used to:

- Direct billions of dollars in federal funds to local communities for schools, roads, and other public services.
- Help your community prepare to meet transportation and emergency readiness needs.
- Determine the number of seats each state has in the U.S. House of Representatives and your political representation at all levels of government.

Respond by April 1st at:
XXXX.XXXX.gov

Your Census ID is:

DRAFT

The Census Bureau is using the internet to securely collect your information. Responding online helps us conserve natural resources, save taxpayer money, and process data more efficiently. If you are unable to complete your 2020 Census questionnaire online, we will send you a paper questionnaire in a few weeks for you to complete and mail back.

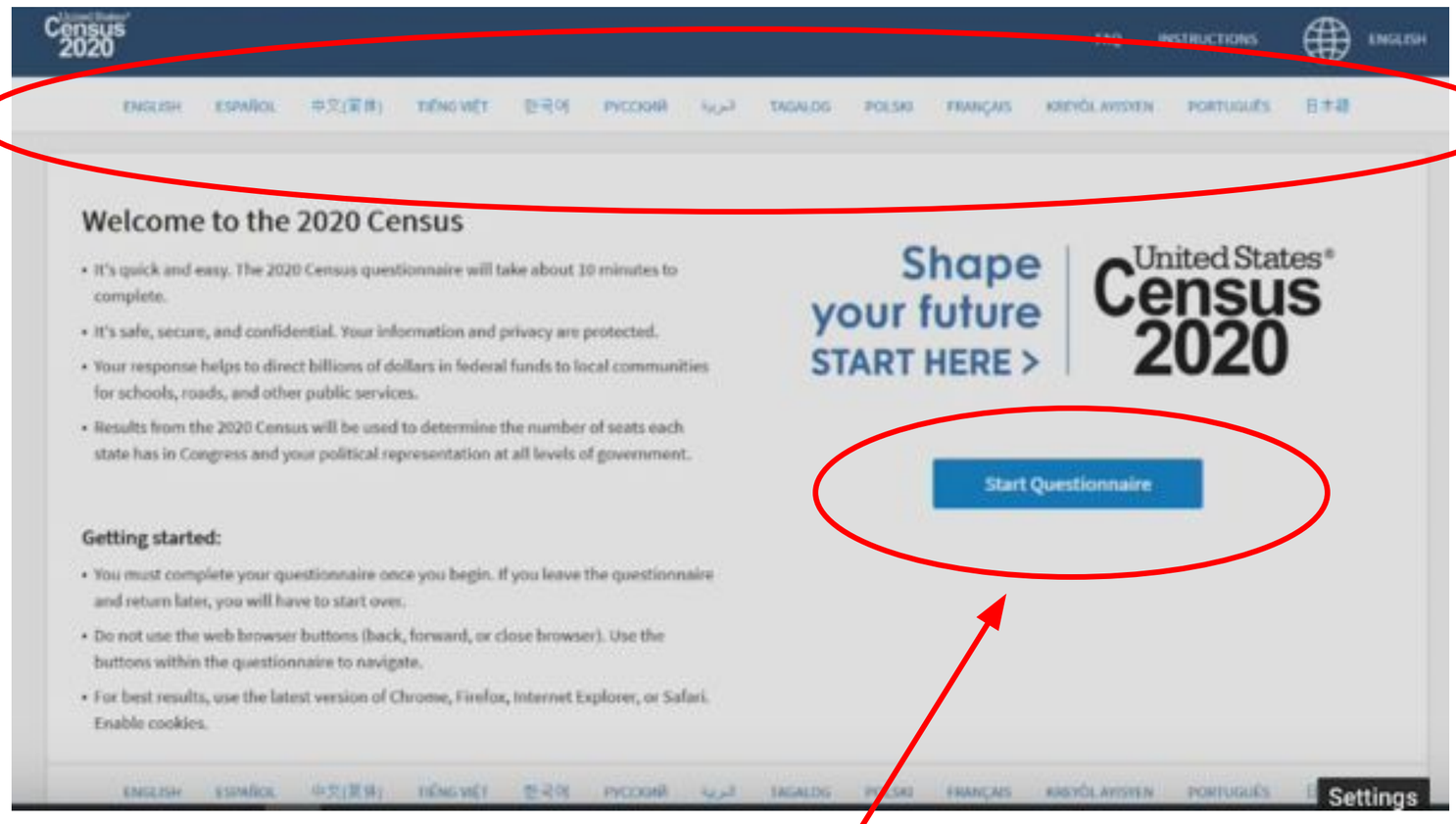
The census is so important that your response is required by law, and your answers are kept completely confidential. If you do not respond, we will need to send a Census Bureau interviewer to your home to collect your answers in person. If you need help completing your 2020 Census questionnaire, please call toll-free 1–844–330–2020.

Thank you in advance for your prompt response.

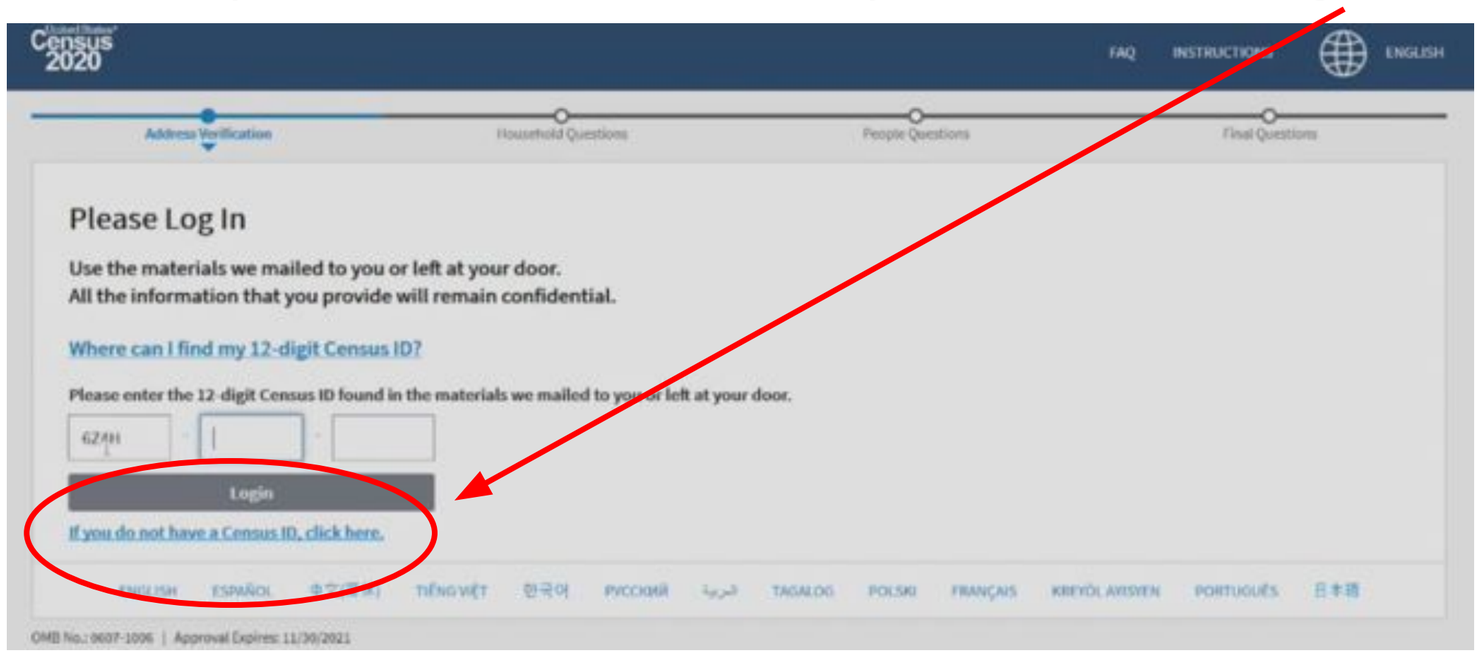
Enclosures

Mensaje importante: Para completar su cuestionario del Censo del 2020, visite **xxxx.xxxx.gov** o llame gratis al 1–844–468–2020.

The census form will be accessible via **www.2020census.gov** and will be available in **13 languages** which you can select at the top. If you would like to use a language other than English, be sure to click the language before clicking “Start”.

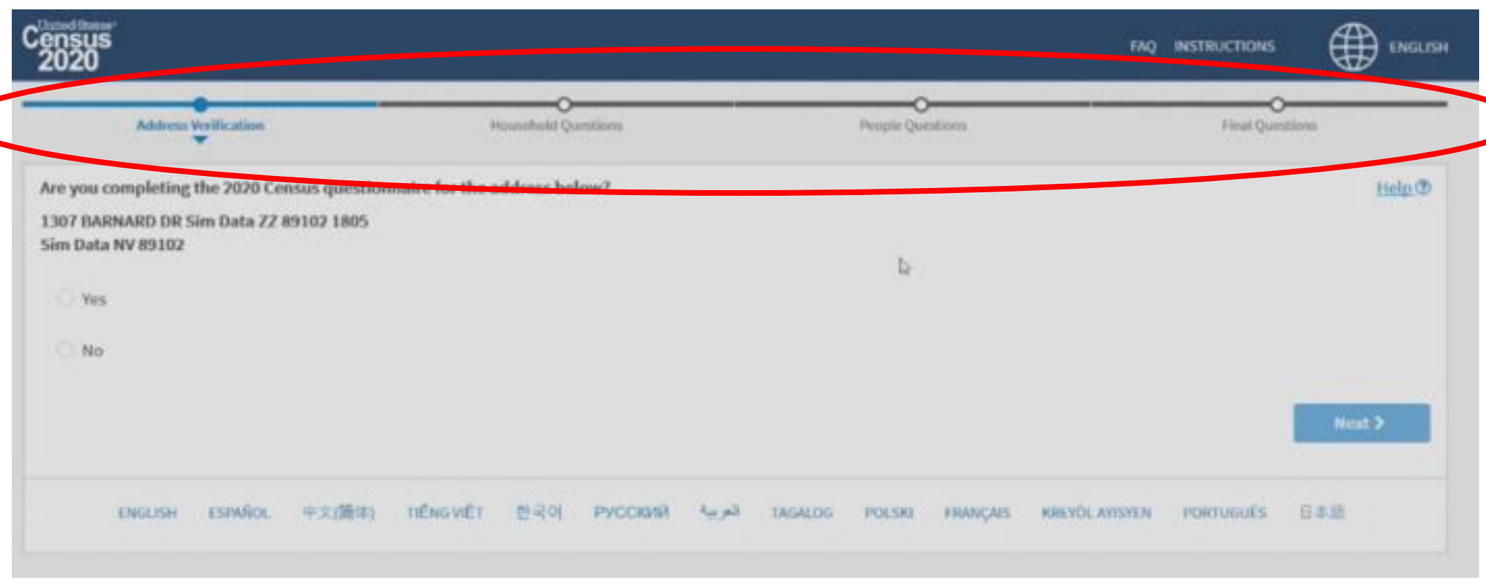


Once you click “**Start Questionnaire**,” you’ll be directed to login



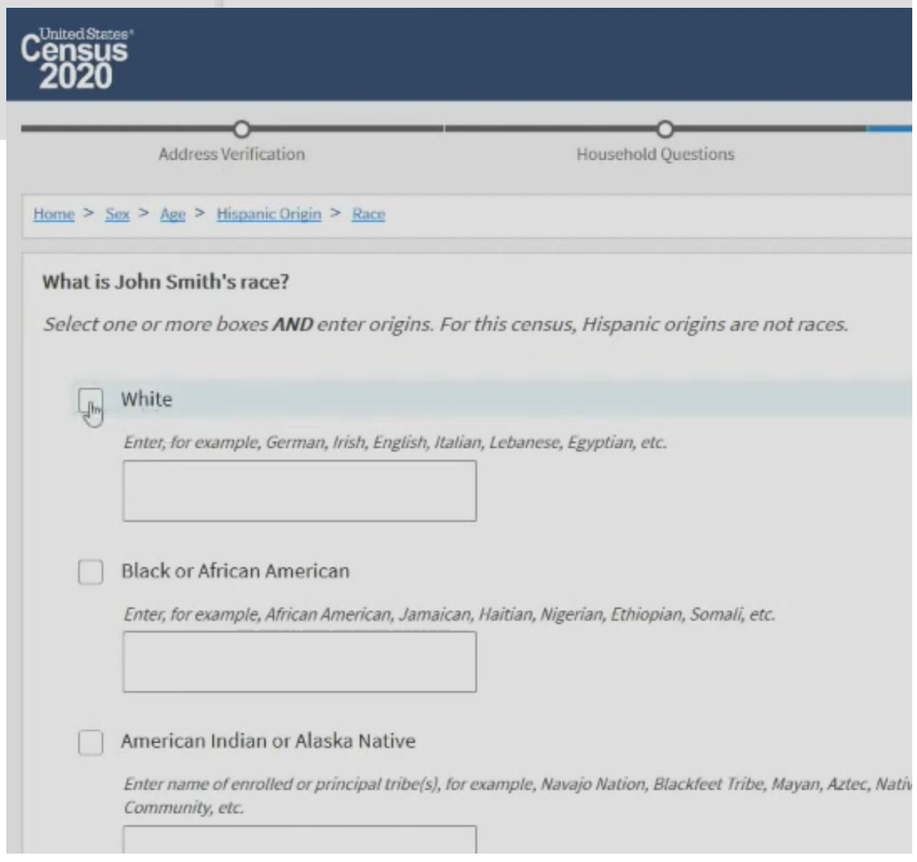
You can still fill out the form without having a census ID

There are **4 categories of questions**:
address verification, household questions, people questions, and final questions.

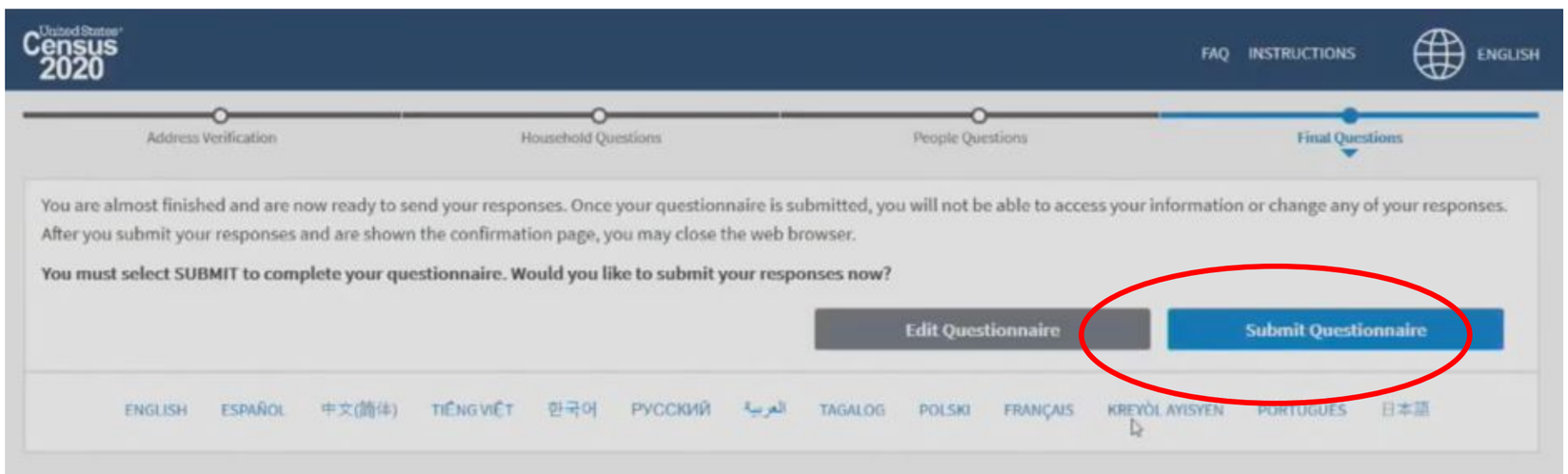


You will need to **complete the people questions for each person** (that includes children, grandchildren or others who are ages 0-100+) residing in the household – sex, date of birth, age, ethnicity, and race.

Be sure to check off the categories you believe best represent you and write in your ethnic origin. To learn more about how to answer the race and ethnicity question see the following resources for Arab Americans, Asian Americans, Native Hawaiians, and Pacific Islanders and Latinos.

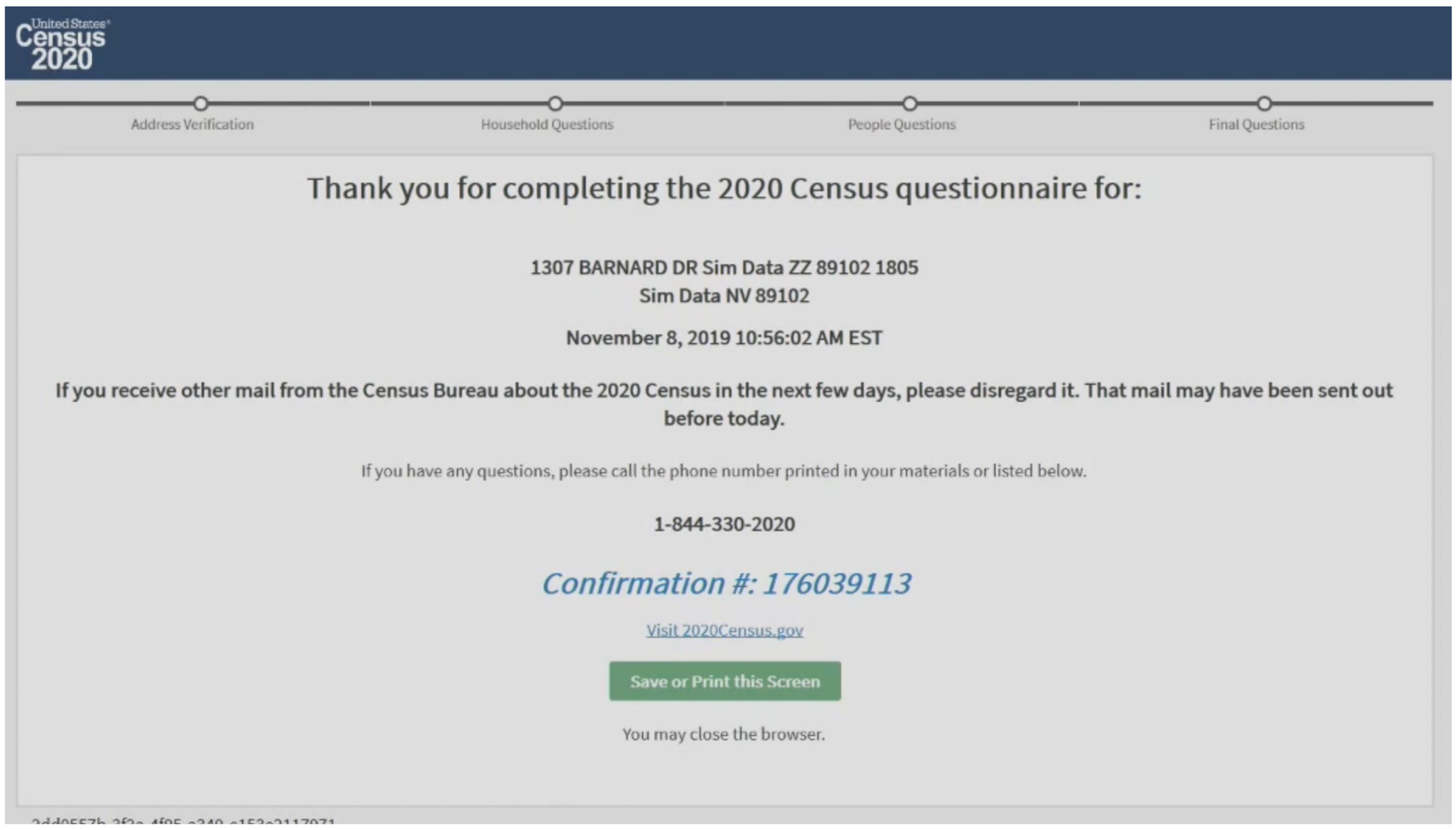


Once all of the questions have been answered, you will be taken to the **final questions section**. Here is an opportunity to ensure everyone in your household has been counted accurately and that no one was missed. Once you are able to confirm, you can submit your form!



Confirmation & Additional Resources

Once you submit your questionnaire, you will get a **confirmation** that the form is submitted:



For **more information**, and to see other scenarios for the Internet Self Response portal, check out this presentation.

To see information on how to set up a census kiosk, check out:

- Get Out the Count toolkit
- New Century Cities 2020 Census Kiosk Toolkit
- Digital Equity Lab Manual

CENSUS COUNTS 2020

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