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.
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