Using CDP’s Disclosure Platform – States & Regions
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Version Control

<table>
<thead>
<tr>
<th>Version Nr.</th>
<th>Revision Date</th>
<th>Released</th>
<th>Revision Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>April 2019</td>
<td>April 2019</td>
<td>This guidance to the activation process and Online Response System (ORS) has been prepared to allow States &amp; regions to understand the processes and functions involved in the 2019 disclosure period.</td>
</tr>
<tr>
<td>1.2</td>
<td>June 2019</td>
<td>June 2019</td>
<td>Minor edits made.</td>
</tr>
</tbody>
</table>
Guide to using the disclosure platform

Introduction

States and Regions are asked to respond to the information requests using CDP’s disclosure platform. The disclosure platform consists of the States and Regions Dashboard and the Online Response System (ORS).

*Please note that the disclosure platform works best with Google Chrome.* You can use other browsers, however there may be some loss of functionality.

If you are experiencing difficulties using the platform (i.e. error messages on the website), we advise you to follow these steps before contacting CDP:

1. Sign out of the ORS and the Dashboard
2. Delete your cookies and browser history
3. Refresh your browser and try signing in again

If you are still experiencing difficulties, please contact your account manager or local CDP office with **details of the actions** you are taking and **screenshots** of any error messages. You can find your local office contact or Account Manager on the dashboard. If you do not have an account manager or local CDP office, please email statesandregions@cdp.net.
The basics
Register, confirm and sign in

At the start of each disclosure year CDP sends an invitation email to nominated contacts associated to your city with relevant information and an activation link.

If this is the first time you have used CDP, either because it is the first time your state or region is participating, or the first time you are responsible for supplying information on behalf of your state or region, the **activation link will take you to the registration page** (where you create your password).

If you responded to a CDP program in a previous year, or you have registered via the website independently, you will be in our database and the **activation link will take you to the sign in page** (where you can sign in using your existing password).

If you are using the activation link to register for the first time, create a password and click ‘Register’ (your email address, organization, and name will be prepopulated):

![Registration Screen]

After creating your password and clicking “Register”, you will be redirected to the screen shown below. Next, you must complete your registration using the confirmation link emailed to the address you provided in the registration screen. **Please remember to check your junk mail.**
If you have not received the confirmation after 30 minutes, please use the Resend registration or confirmation link, also found on the sign in page.

Clicking the confirmation link in the email will redirect you to the sign in page on the CDP where you will see a red notification banner. You can now sign in using the password you just created.

To access your dashboard once registered, you can simply go to https://www.cdp.net/en/users/sign_in, or go to www.cdp.net and click on “Sign in” on the top right-hand corner of the screen.

Please contact statesandregions@cdp.net if you have any problems registering, signing in or if you have not received the invitation email. Please note that you should not copy and paste your email or password into the fields as spaces that may be copied in will mean your details are not recognized.

Your States and Regions dashboard

After signing in, you will see the main page of your account, or ‘States and Regions Dashboard’, as shown below. The dashboard contains various features such as:

1. **Initials icon and dashboard menu**: allows you to navigate between your account page and dashboard, access the guidance tool (which can also be accessed from the States and Regions 2019 block), or sign out;

2. **Jump to… menu**: use this to navigate to different blocks on the page;

3. **Users block**: indicates your permissions concerning the current questionnaires. See the ‘User types’ section for more on user permissions

4. **States and Regions 2019**: shows the deadline date and your response status, find guidance and, access the ORS (after generating the questionnaire);

5. **Analytics and Insights**: This block takes users to an interactive tool based on self-reported public data from who have responded to CDP’s States and Regions questionnaire in 2018. This allows you to benchmark on climate change data points and track your region’s progress.

6. **Announcement block**: read important news and updates related to CDP and CDP initiatives;

7. **Webinar block**: find out about webinars related to CDP;

8. **Resources block**: access additional guidance and support documents;
9. **Search for Responses**: search participation history for your, or other state and/or region.

10. **Need help bar**: guide you to the contact details of your account manager, or the CDP office that you should contact if you have any queries.
Changing languages

If you wish to change the language that you see in your dashboard and the ORS you can do this from your dashboard using the ‘Language’ drop-down. You may need to sign out of the ORS, and enter it again from the dashboard, for the change to occur.

You can continue to answer your questionnaire(s) in English even if you are viewing the questionnaire in another language.

⚠️ If your response is in any language other than English, it may not be scored. Please check with your account manager, or local CDP office.

Guidance tool

To access the guidance tool, which contains all of CDP’s guidance documents, recorded webinars, and translations, you will first need to sign in to the CDP website. Then, go to your initials icon menu, and click ‘Guidance tool’:
The guidance tool enables you to search for guidance by:

- **Program**: here you can filter CDP’s guidance by the program to which you are responding to (States & Regions) and by year;
- **Category**: here you can specify the type of guidance you are looking for (e.g. ‘Questionnaires’, ‘Technical information’, ‘Recorded webinars’, etc.);
- **Keyword**: if you already know what you are looking for, you can also search by keyword here;
- **List**: scroll through an alphabetical list of guidance documents before or after refining your search.

Alternatively, you can also access a selection of CDP’s guidance and resources via the public guidance page. You can access this by clicking on the ‘Guidance & Questionnaires’ link on the top right of the dashboard screen or CDP website, then select the ‘Guidance for States & Regions’ page. Here you will be able to view the following:

- **The States and Regions questionnaire**, which details every question in the questionnaire.
- **The States and Regions reporting guidance** which explains each question in detail and describes what information to provide.

You can also access guidance documents from the States and Regions 2019 block:
Changing your password

To change your password, navigate to your Account page from the drop-down menu shown when you click on either:

- Hello [your name]; or
- Your initials icon (both of which are in the top right corner of the page).

On your Account page, you can change your password in the bottom half of the ‘Details’ block. If your organization name, email address and details are incorrect please contact CDP at statesandregions@cdp.net:

You will then receive a confirmation banner and are redirected to the CDP’s main website page:
To return to your preferred page, e.g. response dashboard page (where you can access the questionnaire(s)), simply select ‘Response dashboard’ in the drop-down menu.

There is also a ‘Forgotten your password?’ link on the sign in page.

User types
A contact may be one of three user types, each with different permissions. User types are for the current year only, therefore the listed contacts will not automatically be those user types the following year(s). For further information please read the 2019 User FAQs.

You can check which contacts at your organization have which user types via the ‘User’ block on the response dashboard:

<table>
<thead>
<tr>
<th>User type</th>
<th>Test User 1</th>
<th>Test User 2</th>
<th>Test User 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main User</td>
<td>Change to View Only</td>
<td>Make Main User</td>
<td>Remove User</td>
</tr>
<tr>
<td>Contributor</td>
<td>Change to Contributor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>View Only</td>
<td></td>
<td></td>
<td>Remove User</td>
</tr>
</tbody>
</table>

Only the Main User will be able to submit once the response is complete. You can check for user status on the States and Regions dashboard in the relevant program block:

Main User: The Main User is responsible for the organization’s response(s). There can only be one Main User per organization and year. The Main User can access the response(s) in the ORS, enter and save data, generate and share a ‘read only’ link, and are the only contact that can submit the questionnaires. This user should not be a consultant.

The Main User also controls access rights to the ORS on behalf of the organization and can also add or remove contacts (for the current year) via their ‘Users’ block. They can also change the roles of other users (as per the links shown in the illustration above), including transferring Main User rights to a colleague. Please note that the ‘Make Main
User’ link will only be active if that contact has registered, and that added contacts should be from your own organization.

To become the Main User for your state or region, please follow the steps outlined in ‘Activating your questionnaire’.

Please note that as the Main User your details will be stored in CDP’s systems. To Change the Main User, the current ‘Main User’ will need to go to the Users section of their dashboard and select ‘Change to Main User’ to update details. If there is not currently a Main User and you are a contributor, in the Users section click ‘Become Main User’ to change the Main User. The new Main User will then be requested to complete the confirmation screen, if the original Main User has left the organization please contact statesandregions@cdp.net.

- **Contributor(s):** This type of user role can be used to collaborate with multiple colleagues, who can all directly access the Online Response System. In the ORS they can, enter and save data, generate and share a view only link, but cannot submit. There can be many Contributors and this type of user can be a consultant.

- **View only user(s):** This type of user role can be used for sharing the response(s) with colleagues for review or sign off purposes. They cannot enter data, save, share, or submit. There can be many View only users.

Main Users and Contributors can generate a read-only link that can be shared with colleagues who are not Users. Within the ORS there is a “Share” button. Please note that links have expiry dates. If your colleague needs to be able to view the response at any time before submission, they should become a View only user.

**When is the deadline?**
The deadline is shown in the program block.

![CDP States and Regions 2019](image)

**Activating your questionnaire**

States and Regions need to activate their response each year if they wish to participate. To confirm your participation, tick you are authorized to be the Main User and to activate the questionnaire, click ‘Confirm participation’ in the States and Regions program block.
Your Online Response System (ORS)

The ORS Homepage

The ORS will open in a new tab or window in your browser, therefore please ensure that \textit{pop-up blockers} are switched off, or that cdp.net is set as an ‘allowed’ domain.

\textbf{⚠️} The ORS is most compatible with Google Chrome. It does work with other internet browsers, but functionality will be restricted.
You can see the following main features here that you will also see throughout the ORS:

1. **Exit ORS:** where you sign out of the ORS. You can then close that tab or window. Please note, you may still be signed in to the dashboard.

2. **Dashboard links:** link back to the relevant parts of your dashboard, where you can perform the action required.

3. **Save, Share & Submit:** depending on your user type you may see all, some, or none of these permissions. See the ‘User types’ section for more on user permissions. Using ‘Save’ displays a warning for parts of questionnaire not yet completed, or that have an error.

4. **Export:** This button allows users to export the questionnaire, including all responses entered, as a Word or Excel document. Please see the [Exports and Imports](#) section below for more information.

5. **Audit Log:** This button takes the user to the audit log. It allows users to track all changes made in the ORS by any user. Please see the [Audit Log section](#) below for more information.

6. **Floating progress bar:** This indicates the number of questions you have saved an answer for so that you can track your progress. The progress bar now moves with the user, as you progress through the questionnaire. Please note, depending on your answers, the total number of questions may fluctuate. This is for your own tracking purposes only. Please note that questions on the ‘Submit your response’ page are counted in the progress bar. The bar will show unanswered questions however you will need to look back through your response to identify unanswered questions.

7. **Navigation menu:** Click the arrow and use the menu to jump between modules and pages. Click navigation from the progress bar to access the navigation menu.

8. **Previous, Next, and skip buttons:** for moving between neighboring pages or skipping to the start or end of the questionnaire. You should use these rather than your browser buttons. Please also make sure your page is saved before moving on. The ‘Submit your response’ page has a greyed out Next button as there is no next page.

9. **Copy Forward:** If a response was submitted to the 2018 questionnaire, the answers have been auto-populated in your 2019 questionnaire where applicable. This icon will
show for auto-populated answers. Please review auto-populated answers carefully, it is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2019 response. See the copy forward section below for more information.

Navigating the ORS
Users can navigate around the ORS in two ways:

- Clicking on the ‘Navigation’ button will open a menu on the left detailing the questionnaire sections available. Click on the relevant section to access it. To hide the navigation menu, simply click on it again.

- You can use the ‘Previous’ and ‘Next’ buttons at the bottom of the page to move between pages (see below in red). The skip buttons, in green below, allow you to jump to the ORS homepage and the submission page.

Please make sure you save regularly, before moving page and before logging out, as unsaved data cannot be recovered.

Accessing guidance

Reporting guidance
Throughout each program questionnaire, you can access that program’s reporting guidance via ‘Click here for guidance for this question’. When you click the option, choose the question number you are interested in and a new tab or window will open with the relevant guidance.

Information icon
You can also click the information icon for more direction on some questions. For example, the information icon may tell you whether you should select one option, or all that apply.

Saving your response

‘Save’ button
The save button is located on the top left corner of each page. Please click the ‘Save’ button regularly, before moving page and before logging out, and in particular after entering significant data or attaching/removing documents. If you are planning to leave the response inactive, please use the ‘Save’ button before moving away, as the system may time-out after a long period of inactivity and data would subsequently be lost.
It is advisable to do this frequently to avoid the loss of data, e.g. due to time-outs. The green pop up messages, as shown below, will confirm once your data has been saved.

**Autosave**

There is an autosave function in the ORS in addition to the 'Save' button. The icon will appear next to questions where you entered data as you move through a page.

Please do continue to use the ‘Save’ button when entering large amounts of data, adding or removing attachments, navigating through pages, and before exiting the ORS.

In addition to the green ‘Saved’ icon, you may see an orange ‘Save in Progress’ icon. **Please wait for that icon to change to the saved icon before continuing.** If it does not change, there may be an issue with your internet connection or your log in session may have timed out, and the data you have recently entered will not be saved. Please sign out of the ORS and sign back in to continue with your response.
Copy Forward

If you submitted a response to the 2018 questionnaire, your answers have been auto-populated into your 2019 questionnaire. Answers which were saved and submitted last year will copy forward. A copy forward symbol icon will show for all questions.

If you did not submit a response to a question in 2018 or this is a new question no answers will copy forward. If you click the icon a message will appear outlining that no previous answers have been found.

When you click the copy forward icon you will see an overlay of your answers from last year. In the overlay you will see the answers you entered last year even if they are not copy forward. The red cross indicates where you entered information last year but are not copy forward this year. Please be aware for Q6.6a/Q6.6b and Q7.1a/Q7.2, if a de-selection in the current year questionnaire, the follow up questions may still contain the prior year’s response and will need to be edited, as necessary.

Please note, comments are not auto-populated, however, if you press the copy forward icon, the comment from your 2018 response can be entered. Please note the Copy Forward function will not auto-populate attachments.

Please review auto-populated answers carefully, it is your responsibility to ensure your answers are updated for the accuracy and completeness of your 2019 response.

CDP has tried to ensure copy forward from your previous response is available where possible, however, some questions have been modified from last year’s questionnaire, and therefore not all fields may copy over.

As a result, your 2018 data might only be available on specific fields within table questions. We encourage you to double check the response after copying to ensure that the response is complete and up to date.

Once the response has been copied into your questionnaire, you can add, edit and amend the data as necessary.
**Audit Log**
The Audit Log button is located at the top of the screen, there are two elements to the Audit Log:

- Answer Audit log
- Workflow Audit log

The Audit Log button is located at the top left of the screen, the user can see all changes made to the full response.

![Image of CDP States and Regions Questionnaire 2019](image)

**Answer Audit Log**
The Answer Audit log displays all changes made to the full response, when they were made and who they were made by. This also indicates how they were made. Source: indicates where a change has originated. Changes made by the Main User or a Contributor will display as "User"

In the Answer Audit Log the user name will appear User field, the source field will show UI (User Interface) where the User has made the change, Excel Import or Copy Forward campaign if these functions have been used.

The user is also able to view the Audit Log at the question level. This allows the user to see changes made to each question.

![Image of Workflow Audit Log](image)

**Workflow Audit Log**
The workflow audit log shows changes according the status change of your response. Once you have submitted part of your response the summary column will change from draft to submitted. The User column shows who has made the change, note that the API_User is when CDP requests a status change.

**Leading questions**
These are questions that will impact which questions or options will show later in the questionnaire. Please be aware of leading questions and check the corresponding reporting guidance for the pathways illustrating ‘leading’ questions and what impact they have on the rest of the questionnaire.
Question types and additional question features

Attachments

Some questions allow, or specifically request, attachments to be added to that question directly. Please click the information icon for direction for that question. The turquoise ‘0/1’ counter is to indicate the number of characters added to the field, not to indicate how many files are attached.

To attach a file, click the paperclip icon and you will see the upload pop-up:

Add your file via the right of the pop-up, and when it has uploaded the left will change from ‘there are no files attached to this question’ to ‘Files attached to this question’ and you will see the file listed. You can add more than one file at a time.

Click ‘Close’. The paperclip icon will now be blue.

You cannot see directly from the ORS which files are attached. Click the paperclip icon to see your files, or to remove files.

⚠️ There is a file size limit of 30MB. Please also ensure that the file name does not contain invalid characters (e.g. + % $ &), or the file will not attach.

Please always use the ‘Save’ button for the page after attaching or removing documents to ensure you do not lose any data, and so you can access the contents of your attached file via the ORS.
Please note we advise against importing attachments with characters in the file name. If the uploaded attachment has a character in the file name the character will be lost when uploaded.

**Character limits**
Some questions ask for responses to be completed in text fields. There are character limits set for these fields which varies between questions.

The character limits that apply to each question are displayed on the text field with a counter for your convenience. The counter turns yellow when the limit is reached.

⚠️ Organizations are advised to enter their response to text fields into the ORS **before gaining management/legal approval** as character counts made within the ORS may differ slightly from those in Microsoft Word (due to formatting).

**Comment fields**
There is a comment field on some questions, accessed by clicking on a speech bubble icon 🗣️.
This is for specific purposes only, as set out in the guidance for each question.

**Single select questions**
Single select questions (i.e. it is not a multiple-choice question, so you can only make one selection) will show as ‘Please select’ if no answer was selected in the ORS.
**Drop-down options**

For some questions, your answer is restricted to one option from a drop-down menu. Clicking on the arrow to the right of the field will reveal the full list of options. For a description of the meaning of each option in the list please consult the reporting guidance. Organizations should select the option that best describes their situation. Please select from the categories provided whenever possible, and only select ‘Other, please specify’ when none of the listed options is appropriate. This greatly assists data analysis.

If organizations choose the option to select ‘Other’, a text box also appears. You must enter an answer in the text box for ‘Other’, for your answer to be valid.

**Numeric and percentage fields**

In numeric fields, only digits (and decimal points if applicable) are accepted. Commas will be added automatically. There are rules on the maximum number of digits and decimal places in these fields, which vary between questions. These are clearly listed in the reporting guidance.

For percentage fields, there is no need to enter the percent symbol ‘%’, as this is indicated in the question for you.

**Tables**

Table columns can have any of the characteristics of other question types. Character limits and number ranges will be displayed. This includes leading questions within columns and rows.

Some table questions have a fixed number of rows, and for others you can add additional rows. The ‘Add row’ function will be displayed where you can add extra rows.

Please note that tables can be displayed in one of two formats:

- **Grid format** - a standard table view

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Adding more than 50 rows decreases usability.
(C0.2) State the start and end date of the year for which you are reporting data.

- Click here for guidance for this question

<table>
<thead>
<tr>
<th>Start date</th>
<th>End date</th>
<th>Indicate if you are providing emissions data for past reporting years</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM/DD/YYYY</td>
<td>MM/DD/YYYY</td>
<td>Yes/No</td>
</tr>
</tbody>
</table>

**Vertical format** - In vertical format tables, rows are separated by a line

- Each 'row' has a delete button at the top of its section

**Dynamic Tables** - In dynamic tables, where more than 25 rows have been added these responses will be paged. The following icon will appear at the bottom of the table:

![Pagination Icon]

**Share**

You can share your response with other colleagues by clicking the share button at the top of the page in the ORS. This will generate a URL that will allow other users to see a "view-only" version of your response.

**Signing out**

To sign out of the ORS, save your current page and click 'EXIT ORS' in the top right corner.

You are logged in as **Your Name Here**

You will receive the following message and you can now close the tab/window in which it appears.

**Your ORS Session Has Now Ended**

Your Online Response System (ORS) session has now ended, but you may still be logged in with CDP.

Click on your initials in the top right of the screen to either sign out completely ('Sign out') or return to your response via your dashboard.
However, you may still be signed in to the dashboard. You can sign out of your dashboard by returning to the tab/window you may still have open, or by going to [http://www.cdp.net/](http://www.cdp.net/), and selecting ‘Sign out’ in the top right drop-down menu.

To return to the ORS

To continue working on your questionnaire(s), please sign in to your dashboard at [https://www.cdp.net/en/users/sign_in](https://www.cdp.net/en/users/sign_in) and click ‘Continue’ in the relevant program block.

Export your response from the ORS

You can Export your questionnaire response to:

- Word
- Excel

Export to Word

Users can download their response from the ORS into Word. This function is for viewing only, you will not be able to import any changes made in word back into the ORS. Please note the Word Export timestamp is GMT+1 (UK time).

*How to export to Word*

Click the Export dropdown and then select word.

The following screen will appear. Select either Portrait or Landscape, CDP recommends exporting to Word in Portrait format. Click ‘OK’, the export of your response will now download. This can be saved and shared in a read-only format.
Export to Excel

Users can download their response from the ORS to a specially formatted Excel. Edit in Excel, save and reimport into the ORS.

Please note that the Excel export will show you every question in the questionnaire. Please use the CDP Guidance to determine whether each question is relevant to your response.

How to export to Excel

To export the questionnaire into an Excel format that can be used offline, select the ‘Export’ button.

Once you click ‘Export’ you will see the options below. If you have already entered data and/or comments into the ORS and want to remove these from the export, then you can untick ‘Include data’ and/or ‘Include comments’. However, if you want the data and/or comments to be exported into the excel spreadsheet, then the relevant boxes should remain ticked.

You should then click “OK” and wait for the Excel spreadsheet to download. The download speed will vary and the download may take a while to complete.

Reviewing questions in your Excel export

The Excel extract will show you every question in the questionnaire, each section of the questionnaire will be split into separate worksheets within the Excel. Please use the CDP Guidance to determine whether each question is relevant to your response.
Help text is still available in the Excel export. It will appear in an italicized grey font to differentiate it from the question text which is in black font. Please note links to guidance documents will not be displayed.

You can also find the question pathway in the Excel file help text. For example, in the question shown below, you should only respond to 7.1 if you have selected ‘Yes’ in response to 7.0.

**How to edit the Excel**

*Enter text*

You can type text directly into the text boxes. However, if you would like to copy and paste text from another source (e.g. Word or PDF document), please use the “Formula Bar”. Please note that if you have entered information into the ORS in a rich text field (i.e. a text field that allows formatting) and exported it to Excel, the cell will be locked in Excel and you will not be able to update it. If rich text fields are blank on export then they are editable in the Excel document and the answers can be re-imported. Formatting then can be added in the ORS after.

Excel will not support all types of formatting. On text field there are character limits, which you can see to the right-hand side of each text field. In the example shown below, the character limit for question 1.0 is 5,000 characters.

**Date fields**

In places that ask for a date, please enter it mm/dd/yyyy. If you just enter a year an error will occur, so please ensure that you enter the field in correctly.

<table>
<thead>
<tr>
<th>If your computer is set to UK format, date fields in the ORS will appear as mm/dd/yyyy</th>
<th></th>
</tr>
</thead>
</table>

---
Numeric fields

For questions that ask for a numeric value, please note the range that the value should fall into which is displayed either to the right or underneath the field. In the example below, the numbers entered in these fields should be higher than 0 and less than 999,999,999.

Some questions contain calculation fields which are only displayed in the ORS and not in the Excel. These calculation fields are displayed as "Import to view calculation" text.

Drop-down selection fields

To make a selection in a drop-down field, first select the field and then select the arrow on the right to see the full list of options. Please note when selecting ‘Other’ an additional text box will appear beneath the field, where you are encouraged to provide an explanation.
Check-box fields appear slightly differently in the Excel export to the ORS, as they are shown as one field per option, with 'Yes' and 'No' drop-down options. Please note 'No' is the default selection here, which indicates an un-selected check-box.

Add-row table questions
Add-row tables will appear with a pre-defined number of blank rows. This allows you to complete more rows of data as needed. You can identify the blank rows as those with 'New row 1', 'New row 2' etc. row headers. Rather than clicking 'Add row' as you would do in the ORS, simply complete the data directly in the blank rows made available.

Attachments
Please note attachments not visible in the Export.

Adding comments
Comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share. Please note that comments submitted on public responses will be public on your CDP response. Comments can be added into the Excel file where you see a small red arrow in the top right-hand corner. You will have a maximum of 1,000 characters.

Import your response to the ORS
To reimport your response from Excel into the ORS, select import at the top of the screen. Once selected, use the file finder to upload your file and click ok. Please ensure your Excel document you are re-importing is saved to xlsx.
Select “all pages” or the page you wish to import, ensure that the Import map is set to Standard.

![Import Excel File](image)

Click ok, if the import has been successful you will see the following screen. Please note that even if some fields fail, the successful fields will still have imported into the ORS.

![Import Excel File](image)

If the import fails, please download the import results file. In the import results file, look for the cells with the red triangle in the corner this indicates an error. Please review and amend these responses and reimport. Ensure mandatory questions are completed when importing into the ORS.

Please be aware some questions in the Excel may be hidden in the ORS if your answer to a lead question renders them hidden in the ORS. In the Excel it is possible to enter invalid dropdown answers based on the conditional logic. Please check through answers carefully once imported.

Your imported answers will now be displayed in the ORS. Your imported answers will be reflected in the Answer Audit Log.
Submitting your response

Prior to submitting a questionnaire, you are strongly encouraged to review your response, paying attention to:

- **Spelling, grammar, and figures** (if applicable, e.g. emissions figures) are correct;
- Your answers adhere to the relevant reporting guidance document;
- Completeness: please make sure to answer as many questions as you can, even if the answer is 'no' or 'I don't know';
- Web links and cross references are **not** used to answer questions; and
- The value ‘Other’ is selected in the dropdown list only if no other option fits your required value.

Only the Main User can submit the response and is therefore the only user that can see the submit button. If you need to change the Main User, the current Main User can do this via their corporate dashboard, otherwise please contact statesandregions@cdp.net or your local contact.

Making your submission choices

Before you can submit your response, you will be required to confirm:

- The language you are submitting your response in;
- Acceptance of the terms for responding; and
- How CDP should handle your response.

How to submit your response

1. Navigate to the 'Submit your response' page at the end of the online questionnaire:
2. Select the language you are submitting your response in:
   - In which language are you submitting your response?
     - English
     - Clear selection
3. Indicate if you wish your response to be public or non-public:
   - I am submitting my response
     - Public
     - Non-public
     - Clear selection

For more information on the differences between a public and a non-public response, please see the Terms & Conditions that apply to the response you are submitting. You may also wish to view the Privacy Policy.
4. The final steps are to confirm that you have read the Terms & Conditions and click 'Submit'. If you accept the Terms & Conditions, tick the box, then scroll to the top of the page to submit.
Submission troubleshooting

The floating progress bar tracks questions completed. Please note you can still submit your response even if the progress bar is not at 100%. Please note that the public/private submission question on the ‘Submit your response’ page is counted in the progress bar. The bar will show unanswered questions however you will need to look back through your response to identify unanswered questions. Please note some questions are not included in the progress bar, these are questions which are not currently scored. You can still submit your answers even if you have unanswered questions.

Submission confirmation

Clicking ‘Submit’ will take you to the ‘Thank you for your submission…’ page.

Accessing your submitted response

Back on your response dashboard under the CDP States and Regions program block you can see your submission details and response under the ‘Latest Submission Details’ section. Any or your current users can view your submitted response.
Amending your response

If you need to make a change to your questionnaire response, please contact statesandregions@cdp.net to place your questionnaire in ‘Amendment Status’. This will change your dashboard screen from ‘Completed’ to ‘Amendment in Progress’ with the ‘Continue’ button. **You will have two weeks from this point to submit your amendment(s) before the ORS closes with your previous response.**

Once you access the ORS again from the dashboard, you may navigate the questionnaire as if it were unsubmitted, making the necessary change(s), however you will not be able to amend answers on the submission page. When complete, click the ‘Submit Amendments’ button.

![CDP States and Regions Questionnaire 2019](image)

Your responses

You can view your **submitted** response in a web page viewable format (known as a ‘formatted response’) from your dashboard. Please allow up to 48 hours after submission for this to be processed.

Navigate to the ‘Search past CDP Responses’ section at the very bottom of the page and search for your state or region’s name. Once your search has returned your responses, click on the questionnaire within the ‘Response’ column to open the response in a new window.

![Search past CDP responses](image)

<table>
<thead>
<tr>
<th>Response</th>
<th>Year</th>
<th>Status</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>States and Regions 2018</td>
<td>2018</td>
<td>Submitted</td>
<td>Not Scored</td>
</tr>
</tbody>
</table>

You will be able to see your entire response and the submission page.
The response will include all questions which were shown to you in the ORS even if no information was entered. Additionally, if a row or column was not shown to you in a table, e.g. a row for a particular sector that does not apply to your organization or because a previous selection determined that the column was hidden, it will appear in the formatted response as ‘Not Applicable’.

Single select questions (i.e. it is not a multiple-choice question, so you can only make one selection) will show as ‘Please select’ if no answer was selected in the ORS.

The menu on the left-hand side is expandable, click on the arrows to view questions within that module and navigate around your response. You can also export your response to PDF.

Further help

For more information on responding through CDP please see the guidance links throughout the ORS and the guidance page of our website.

If you have any problems in accessing or using the ORS, you can check our FAQs, or email your local CDP contact or statesandregions@cdp.net with full details (and screenshots) of your issue.