

# STOP on the Net: Frequently Asked Questions

## 1. I started my survey but didn't finish, and now the system says that I'm already enrolled. What should I do?

For security reasons, the online survey will end after 20 minutes of inactivity. This may also happen if you lose your internet connection while taking the survey. If this has happened to you, please reach out to us by email.

## 2. I completed the survey but did not receive an email reply.

If you do not receive an email within a few hours after completing the survey, please check your junk/spam folder. If you did not answer all the survey questions or you did not click "Finish" at the end of the survey, you will not receive an email. Please reach out to us by email for support.

## 3. My NRT kit was returned before I could pick it up from the post office.

Please reach out to us by email so we can help troubleshoot. If it has been more than 30 days since you enrolled in the program, our policy requires you to re-take the survey.

## 4. Can I get my NRT kit faster or pick it up?

The NRT kits are shipped using a third party, such as Canada Post. Standard delivery times can take up to 2-3 weeks depending on where you are located in Ontario, and shipping times cannot be changed. At this time, we do not offer the option to pick up NRT kits from us directly.

## 5. Can I exchange my NRT for a different strength or brand?

The NRT products you receive from STOP on the Net may not be exchanged. For your safety, the strength of NRT patches we provide to you is based on your reported smoking behaviour. If the NRT you received feels too strong for you, please discontinue its use and speak with your healthcare provider about safe alternatives. At this time, the STOP on the Net Program only offers one brand of patches.

## 6. My spouse or partner doesn't have an email address. Can they use mine?

If you have already used your email address to sign up for STOP on the Net, someone else **cannot** use the same email address. You must have a unique email address to be eligible for the program in order to receive emails about your enrollment.

## 7. I'm not comfortable with computers, can I sign up over the phone?

Unfortunately, we are not able to enroll people over the phone at this time. STOP on the Net is an exclusively online smoking cessation program. We encourage you to ask a family member, friend or healthcare provider to assist you with your enrollment.

If your question is not answered here, please contact the program by email at [StopOnTheNet@camh.ca](mailto:StopOnTheNet@camh.ca)