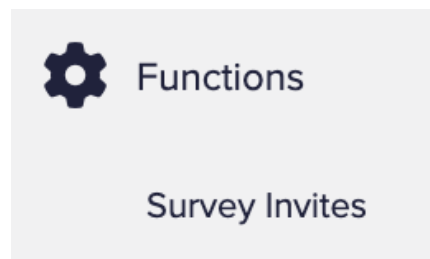


FAQs for Survey Launch

How do I find Survey Launch?

1. Click on Functions in the bottom left menu bar
2. Click on Survey Invites



How to Edit a Name/Email?

Select the **Actions** button next to an existing record. Then, edit the information as listed below to update the **first name, last name, email, or employee id** of a participant.

Edit Name/Email

First Name	<input type="text" value="A"/>
Last Name	<input type="text" value="June"/>
Email	<input type="text" value="test@pyx.com"/>
Emp ID	<input type="text" value="test"/>

Save

Cancel

How to send an invite?

Select the **Actions** button next to an existing record. Then, select **Send Email**. Then choose from the drop down list of invitation and reminder emails that can be sent. Click **Send**. **Are you sure?** will pop up. Click **OK**.

Send Email

Pick an Email Body version



Survey Invite 1

Survey Invite 2

Send

Cancel

How to Re-Open a survey?

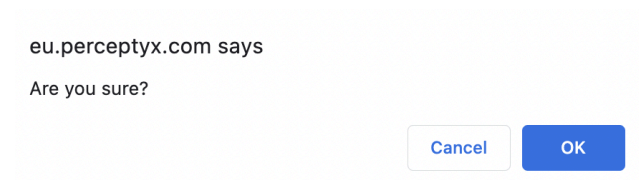
Select the **Actions** button next to an existing record. Then, select **Re-Open Survey**. A pop up will appear requiring you to click ok and confirm you would like to reopen the survey. The participant can review or update their responses. They will need to click submit again.

eu.perceptyx.com says

Are you sure?

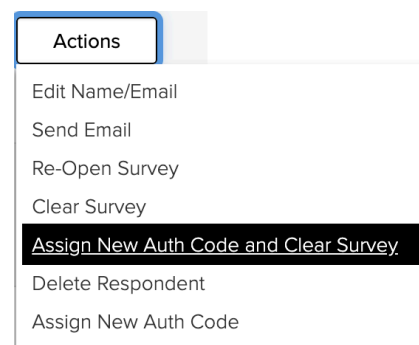
How to clear a survey?

Select the **Actions** button next to an existing record. Then, select **Clear Survey**. A pop up will appear requiring you to click ok and confirm you would like to reopen the survey. This does completely delete the old taken survey. We can not retrieve a deleted survey. This action is permanent.



Why would someone need a new Auth Code?

If a participant has shared their unique Auth Code Link with their coworkers and another employee has completed their survey in error, you will want to **Assign New Auth Code and Clear Survey**. This will send them a brand new unique link to be able to take the survey themselves, and it will wipe the old link (delete it completely) so no one else can take/click that link. This does delete the old taken survey. We can not retrieve a deleted survey.



What are prefill details?

Select the **Information** button next to an existing record. Then, select **Prefill Details**. These are all the preassigned details provided by your company during the survey set up, this is used to see the demographic information of the participant.

Prefill Details



How to look at the email history of past invites?

Select the **Information** button next to an existing record. Then, select **Show Email Log**. This will show all invitation and reminder emails sent to the participant through the platform. (However, this will not show if the email bounced or any errors occurred).

Email History

test@pyx.com

1. Nov 21st, 2023 @ 2:36 AM PST:

◦ Sent 'Translation - Survey Invitation'

Close