Why am I having problems getting my survey to work?

If you are having trouble editing a survey question, make sure you're in the Set Up panel, not the Communication panel (which is where you manage the results).

If an attendee can't submit a survey, check they have some way to have contact records tied to it, either via:

1. Including a sign-in page

Adding a sign-in page means all attendees need to have an online account so that they can sign in, so you'd normally do this if you already have an interactive site where they are already creating an online account.

2. Using auto login token links

Using the token link allows an attendee without an online account to access an interactive site, survey, portal or other online feature within EventsAir. This needs to be sent in the form of an email, usually through the attendee's record, or via the Communications panel.

When composing the email, the auto login token link appears next to the 'Sites' dropdown menu (where you usually select a site within your event to hyperlink).

Ticking the token link box and "insert token" allows you to send bulk emails, but each one will have a unique link for each person, allowing them to fill out the survey.

(This method also pulls the contact information on the attendee record and pre-fills information on the online site when they open it.)