Why can't attendees submit survey [responses]?

If attendees can't submit surveys because they get a message saying they can't create a user record through the survey, it's probably because a survey response can only be submitted if it's tied to a contact record. You either need to:
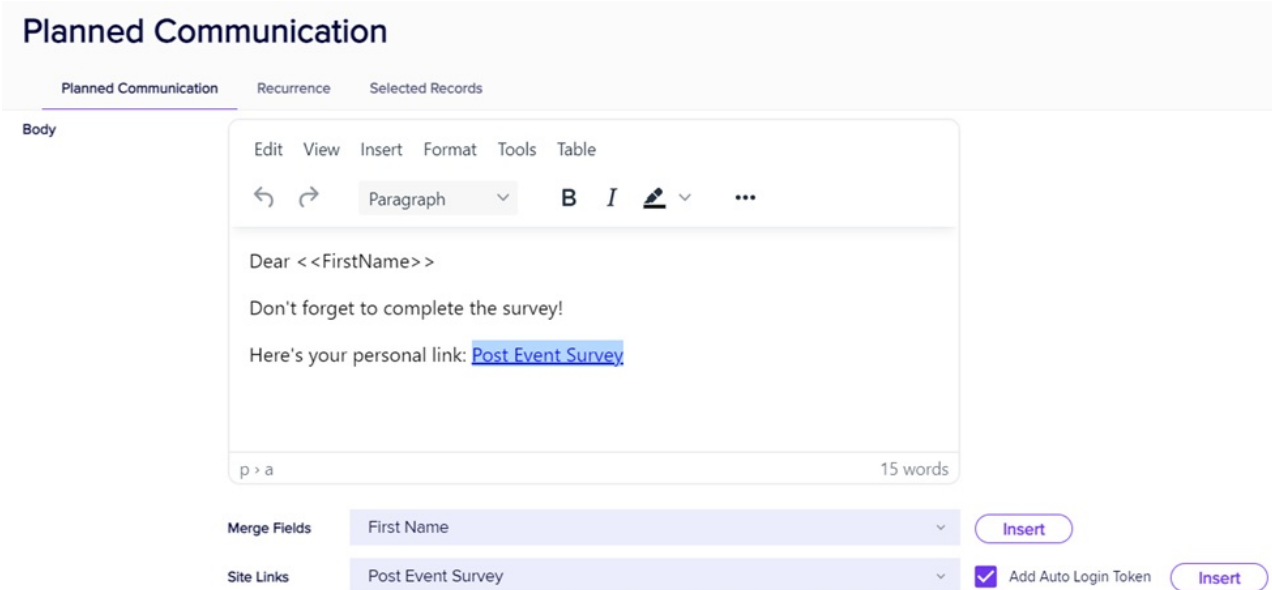
1. Add a sign-in page

Adding a sign-in page to your survey means all attendees will need to already have an online account so that they can sign in. (Their online account would usually be created via an interactive registration site.) You can add the sign-in page in the survey builder.

OR

2. Send an auto login token

Using an auto login link allows an attendee to easily access an interactive site, survey, portal or other online feature within EventsAir.

You can merge this into an email by selecting it (next to the 'Site Links' dropdown menu when creating the email).

Tick the "Add Auto Login Token" box to make the site hyperlink turn into a personalized login token hyperlink you can insert into the email.

This token link will also pull in the contact information already contained on the attendee record and pre-fills any information on the online site the attendee is opening. After inserting an auto login token, sending this email in bulk to all attendees will send out a unique link to each person, allowing them to fill out and submit the survey.