

Why can't attendees submit survey [responses]?

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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

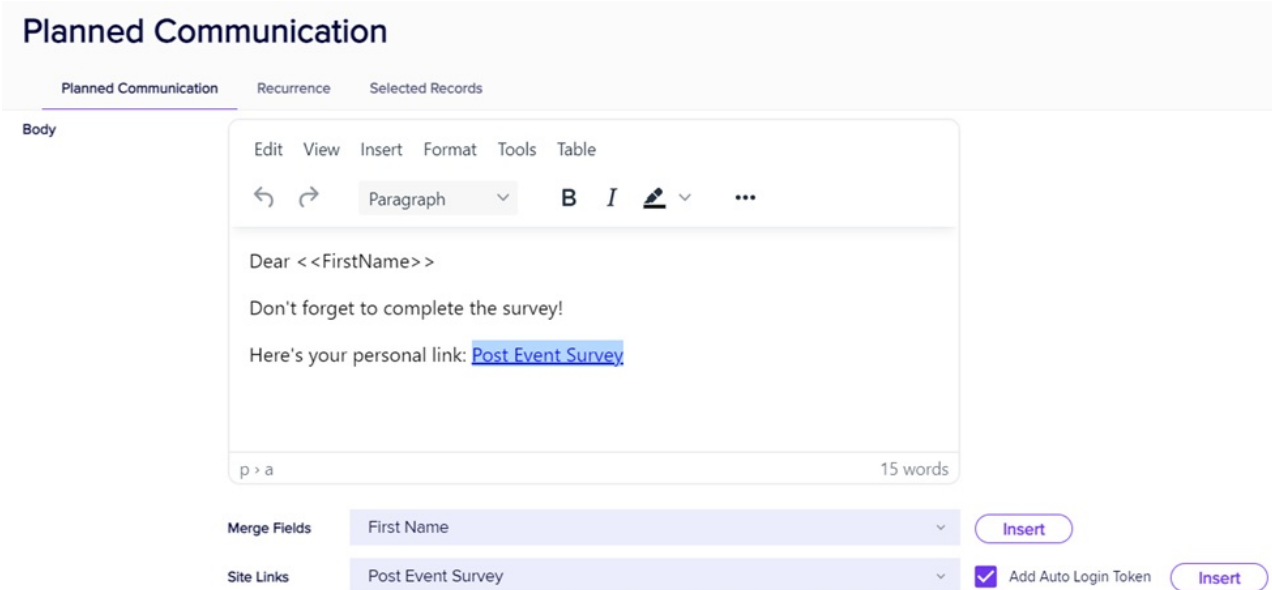
Adding a sign-in page to your survey means all attendees will need to already have an online account so that they can sign in. (Their online account would usually be created via an interactive registration site.) You can add the sign-in page in the survey builder.

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).



The screenshot shows the 'Planned Communication' editor interface. At the top, there are tabs for 'Planned Communication', 'Recurrence', and 'Selected Records'. Below the tabs, the 'Body' of the email is being edited. The editor includes a menu with options: Edit, View, Insert, Format, Tools, and Table. The text in the body reads: 'Dear <<FirstName>>', 'Don't forget to complete the survey!', and 'Here's your personal link: [Post Event Survey](#)'. Below the text, there are two merge field boxes: 'Merge Fields' with 'First Name' selected and 'Site Links' with 'Post Event Survey' selected. To the right of the 'Site Links' box, there is a checked checkbox for 'Add Auto Login Token' and an 'Insert' button. The bottom right corner of the editor shows 'p > a' and '15 words'.

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.