

Frequently Asked Questions (FAQ)

Flexible Survey for registered SupplyOn user

Status 11.02.2021

➤ What user roles are required to receive and access survey notifications?

To access a survey an active user with at least one of the following roles is needed:

- *BusinessDirectorySellerStandard* or *SurveyRecipient*

To get one of these roles please contact your CompanyAdmin.

➤ Why was my colleague invited to participate in the survey and not me?

The survey is provided to all users that have the roles *BusinessDirectorySellerStandard* or *SurveyRecipient*. Only users with one of these roles can receive and edit surveys.

➤ Why are several users of my company addressed for the same survey?

The survey is provided to all users that have the roles *BusinessDirectorySellerStandard* or *SurveyRecipient*.

If your company has more than one user with these roles, than the survey will be send to all of these users. In case not all users need to receive the survey invitations and reminders for surveys, please unassign the roles in the [user account management](#).

➤ Why do I receive more than one invitation or reminder for my E-mail-Address?

The survey is provided to all users that have the roles *BusinessDirectorySellerStandard* or *SurveyRecipient*. In case not all users need to receive the survey invitations and reminders for surveys, please unassign the roles in the user account management.

➤ Why was the subsidiary or several locations of my company group invited to participate in the survey, but the umbrella company was not?

Your customer decides who will be invited to the survey. Please contact your customer contact person for further information.

➤ How can I forward the survey to a colleague?

A survey cannot be forwarded directly by email because the recipient will not have access to the survey. The survey can only be forwarded in the survey tool. To forward the survey please open the survey by logging in with your user, open the survey and click on the button "Forward Survey".

Please note that you can only forward the survey to colleagues who already have a user. These users are listed in the survey tool for you. In addition, you cannot edit the survey after forwarding it.

How can I ensure, that the survey is saved after submission?

To make sure your data is saved, please wait a few seconds after pressing submit until the "Thank you" page appears.

➤ The survey is already closed. How can I submit my answers afterwards?

There is no possibility to open and answer closed surveys. To provide feedback to your customer anyway, please contact your customer contact.