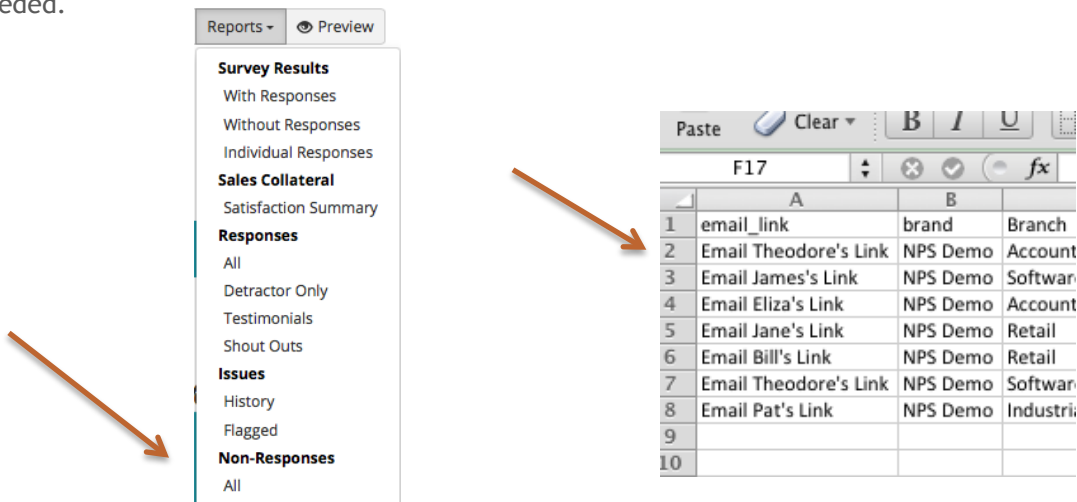


## HOW TO RESEND A SURVEY LINK TO YOUR CONTACT

# Copy & paste link into an email

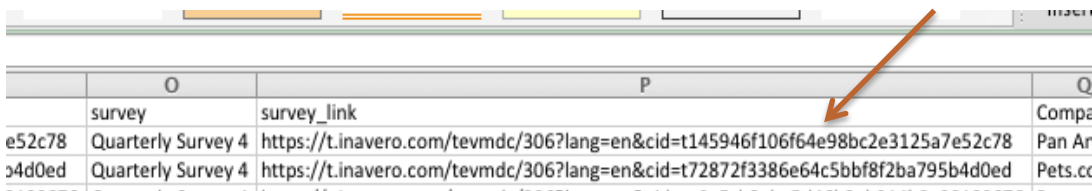
- Log into your [dashboard](#) and select the **Active** survey you would like to send reminders for.
- Download the non-response list from the report menu at the top right of the page labeled Reports.
- Open the .csv file and click in the first column. An automated message will populate into your email system with the contacts unique survey link. The email will contain a pre-populated message which you can edit as needed.



The image shows a 'Reports' dropdown menu on the left with 'Non-Responses' selected. An arrow points from this menu to a spreadsheet on the right. The spreadsheet has columns for 'email\_link', 'brand', and 'Branch'. It lists several email links for different contacts, such as 'Email Theodore's Link', 'Email James's Link', etc.

	A	B	
1	email_link	brand	Branch
2	Email Theodore's Link	NPS Demo	Account
3	Email James's Link	NPS Demo	Software
4	Email Eliza's Link	NPS Demo	Account
5	Email Jane's Link	NPS Demo	Retail
6	Email Bill's Link	NPS Demo	Retail
7	Email Theodore's Link	NPS Demo	Software
8	Email Pat's Link	NPS Demo	Industrial
9			
10			

- If your email settings do not allow you to use the “one-click” method to resend the link, you can copy and paste their survey link from the same spreadsheet. Copy and paste the link into a short email to the client whose name appears on the same line, asking them to take a minute to provide their feedback. The survey link looks like this:



The image shows a close-up of a spreadsheet row. The 'survey\_link' column contains a long URL: <https://t.inavero.com/tevmcd/306?lang=en&cid=t145946f106f64e98bc2e3125a7e52c78>. An arrow points to this link.

	O	P	Q
e52c78	Quarterly Survey 4	<a href="https://t.inavero.com/tevmcd/306?lang=en&amp;cid=t145946f106f64e98bc2e3125a7e52c78">https://t.inavero.com/tevmcd/306?lang=en&amp;cid=t145946f106f64e98bc2e3125a7e52c78</a>	Compa
3d0ed	Quarterly Survey 4	<a href="https://t.inavero.com/tevmcd/306?lang=en&amp;cid=t72872f3386e64c5bbf8f2ba795b4d0ed">https://t.inavero.com/tevmcd/306?lang=en&amp;cid=t72872f3386e64c5bbf8f2ba795b4d0ed</a>	Pets.cc

**PLEASE READ!** Each link is unique to the person showing on the same line. **DO NOT** reuse the same link for multiple contacts. The survey attached to each link will only record one completed response and is recorded for the person whose name appears on the same line in the non-response sheet, regardless of who you send it to.