



## Frequently Asked Questions

Thank you for choosing to participate in the Benefit Plus Survey. Below are some of the frequently asked questions to assist you throughout the survey process. If at any point you need further assistance, clarification, or to address a concern not outlined in our FAQ, please contact us at [regionalsurveys@archbright.com](mailto:regionalsurveys@archbright.com), 206.329.1120, or 509.381.1635.

### **I have received an invitation to take the Benefit Plus Survey. I need another person in my organization to complete the survey. Am I able to forward the link to them?**

Please do not send or forward this unique link. If a different person should receive the invitation to participate, please contact us at [regionalsurveys@archbright.com](mailto:regionalsurveys@archbright.com), 206.329.1120, or 509.381.1635, and we will send the intended individual a unique link of their own. This will ensure that the intended individual belongs to the same organization and protects both parties if questions arise when the data is received. Also, a confirmation email is sent to the original recipient and may cause confusion if that subsequent email is sent to the wrong individual.

### **Should I save or try to complete the survey in one sitting?**

Our survey is detailed and thorough, and will likely take you 40 to 60 minutes to complete. Luckily, you will not need to complete the survey responses in one sitting and can save the survey and return to the page where you left off. Simply locate and click on the "Save & Continue Later" button, located at the bottom of the screen. You will be redirected from the survey to a page notifying you that "Partial Data Saved." To complete the remaining questions, you will need to return to your original survey invitation sent from [regionalsurveys@archbright.com](mailto:regionalsurveys@archbright.com) with the subject line, "How does your company's benefits plan stack up?" and click the included "Survey Link".

### **I could not finish the survey in one sitting and chose to "Save & Continue Later" how do I access the survey to continue where I left off?**

As each Survey Link is specific to you and your organization, you will need to revisit your original Survey Invitation sent from [regionalsurveys@archbright.com](mailto:regionalsurveys@archbright.com) with the subject line, "How does your company's benefits plan stack up?", and then click the included "Survey Link". Upon doing so, a webpage will open, advising that you are accessing a "Partially Completed Survey," and you will be presented the option to "Click here to return where you last left off" or to "Click here to start at the beginning of the survey". **IMPORTANT:** If you select the option to "Click here to start from the beginning of the survey" you are choosing to start over, and all previous entries will be lost.

### **I selected the wrong option on a question from a previous page. Am I able to go back to the previous page to change my answer?**

Yes, the survey is easily navigable. Simply click on the "Back" link located toward the lower left of the screen within the survey.

### **I am trying to answer a question and am getting an invalid response message. What could I be doing wrong?**

Specific questions within the survey require answers in a particular format. For example, when asked for a whole number, invalid responses that include commas, dollar signs, percentage signs, or decimal points

will be flagged by the system. Each of these specific questions are noted with instructions that your response must conform to the formatted requirements, or they will not be accepted.

**I have entered text into a question and saved to return to it later. I found that my open text answers have disappeared. What happened?**

The survey platform saves your responses as you progress but may remove the open-text from the current page when navigating back or returning to a saved survey. The platform is trying to be helpful but seems only to retain a certain amount of information until the completed survey is fully submitted. Please simply re-enter the missing information and continue with your responses. We apologize for any inconvenience that this may cause.

**I have completed the survey. How do I know that you have received my submitted responses?**

Once you have submitted the survey, by clicking on the button labeled, "Submit" you will be presented with a screen that thanks the participant for completing the survey. Also, you will receive a system-generated completion email to the email address on file.

**I have completed the survey and would like a copy of my responses. Where may I access them?**

Once you have submitted the survey, you will be presented with a screen that thanks the participant for completing the survey. This page also includes a button labeled "View Responses" which will allow you to download a PDF copy of the survey, which includes the captured responses.

**I can't wait to get my copy of the report. When can I get access to the results?**

We are so glad you decided to participate and are very excited to send out the results. While we are crunching the numbers, know that we are working hard to get you a report in September 2023.