# Frequently Asked Questions

## ABOUT THE COMMUNITY

**What is an online research community?**

An online research community is a group of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research surveys about various topics related to their common interests.

**What are the benefits of being a member?**

You'll have an opportunity to share your experiences and opinions to help inform the decision making process for current and future services being offered. You may be invited to attend community forums or other interactive activities. Each month that you complete at least one survey, you'll be entered into a random sweepstakes drawing to win a prize.

**How long will I remain a member?**

You may remain a member as long as the community is active. Members may remove themselves from the community by clicking on the unsubscribe link located at the bottom of all email correspondence or by sending an e-mail request to **support@customerperspectivescoummunity.com**.

**What happens after I join?**

Once you have been accepted to join the community, you will receive a confirmation e-mail with a link to your first survey. You will need to click the link and complete the survey to become an official member of the community. For subsequent surveys, you will receive an invitation e-mail with a link to the survey. You can also access this survey and any other active surveys through the community portal site under "My Activities".

## BECOMING A MEMBER

**What information is required to become a community member?**

A brief member profile is the only information required for joining the community. Your member profile will include basic contact information and demographic data. Members who wish to participate in other programs such as focus groups or other special events may be asked to provide additional information. Your information and responses and any contact information will be kept in accordance with the Escalent Privacy Policy.

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**How do I register to be on the Customer Perspectives Community?**

To register, click on the "Join" button in your e-mail invitation and complete the brief profile questionnaire.

**PARTICIPATION**

**How do I complete a survey?**

You will be e-mailed a unique link for each survey to which you are invited. Simply click on that URL or cut and paste it into a web browser of your choice and complete the survey form online. Survey length is closely controlled to respect your time.

**How long will I have to complete each survey?**

You will typically have anywhere from 72 hours to one week to complete each survey.

**How long does it take to complete a survey?**

Survey length varies from project to project. Your e-mail invitation will state the estimated length of each survey. Some factors, such as connection speed, can affect the time it takes to complete each survey.

**How many surveys do I have to complete?**

We encourage participation in as many surveys as you are invited to take. Completing at least one survey per month guarantees your entry into the monthly sweepstakes prize drawing.

**I've been disqualified from the survey. Why?**

Some surveys sent out seek to target a very specific type of customer who has to qualify in all the desired categorical areas. If you are disqualified from a survey, it is likely because the topic of the survey is better equipped for other respondents to answer.

**Did you get my responses?**

If you would like confirmation that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

**What do you do with the data you collect from my surveys?**

We will combine the individual member responses and report on the aggregated (or group) results. Individual level responses are occasionally used, but never associated with any personal identifying information (i.e. name, phone number, etc.).

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**Are there any prizes for filling out the survey?**

There is a monthly sweepstakes prize drawing for members of the community that complete at least one survey during that month. Be sure to read the Official Sweepstakes Rules so you are familiar with the rules and requirements for prize fulfillment.

The Official Sweepstakes Rules for the Customer Perspectives Community can be found in the survey invitation emails from [support@customerperspectivescommunity.com](mailto:support@customerperspectivescommunity.com) or by sending a self-addressed postage-stamped envelope to "Customer Perspectives Community Sweepstakes– Rules Request," c/o Escalent 17430 College Pkwy, Livonia, MI 48152, United States.

**I've joined, but there are no surveys under "My Activities" on the site.**

Surveys are launched periodically. If there are no surveys listed under the "My Activities" area of the member site, there are no surveys currently available. An e-mail invitation will be sent to you when a survey is launched and it will also become accessible through the "My Activities" area on the portal page. You can also check the Customer Perspectives Community to complete the latest Quick Poll, available beside the "My Activities" area.

**Am I still registered in the community? I haven't received a survey invitation for a while.**

Surveys are often sent depending on region or other criteria. When a survey matching your profile is launched, you will receive an e-mail invitation. If you have not received an invitation, it is most likely because there have not been any surveys released that match your profile.

If you have never received a survey invite, please check your Spam E-mail or Junk E-mail folders for invites.

**TECHNICAL SUPPORT**

**I'm having trouble creating my password.**

Your password must contain at least 8 characters including one number, one capital letter and one lowercase letter. Ensure that there are no spaces before, in the middle, or at the end of your password. Here are a few examples:

      Dandel1on
      April2605
      Howareyou2

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**I didn't receive the confirmation e-mail.**

This may be the result of one of two things:

Depending upon your e-mail provider and your personal e-mail settings, some e-mails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address **support@customerperspectivescommunity.com** to your safe list or address book.

You may have entered your e-mail address incorrectly, which would have sent your confirmation to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this happening.

**My password is not working when I return to the portal page.**

If you have been re-directed to the member portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the member portal page by default should you wish to update or change any of your account information.

If you have not yet received and clicked the link in your e-mail to confirm your registration, you will not be able to log into the community. Check your e-mail for this confirmation and follow the steps to complete your entrance into the community.

When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address or password. The system reads blank spaces as extra characters.

**I get an "e-mail does not exist" message when I try to login.**

Within the first survey, there are several questions that you need to fill out in order to register your email and create a password for the portal page. If the first survey was not completed, you have not fully registered for the community and will have to go back and complete the survey in full. **I can't login with my e-mail address. The message says it is not in the database.**

After completing the questionnaire, you should have received an e-mail asking you to confirm your e-mail address. The system will not recognize your address until it has been confirmed by clicking on the link in that e-mail.

Check your Inbox and Junk Mail folder for the confirmation e-mail; depending on your e-mail provider, it may have been directed to your Junk Mail folder.

**I didn't receive my password after clicking on the "Forgot password" button.**

Depending on the e-mail provider, the e-mail might have been directed to your Junk Mail folder. Some providers automatically divert e-mails sent from an automated system to the Junk Mail folder. To avoid this, add our address **support@customerperspectivescommunity.com** to your address book or safe list.

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**How do I add emails from the community to my safe list?**

Here are the steps (Applies to Outlook Versions 2013-2016) to ensure that your survey invitations are not sent to your Junk Mail folder:

- Outlook: Open your Mailbox.
- Click on "Home" tab.
- In the "Delete" section, click "Junk" (It is located on the top left of the page, on the same level as the four tabs labeled New, Kerio Connect, Respond, QuickSteps, Move, Tags and Find).
- Click on "Junk E-mail Options".
- Click on the "Safe Senders" tab.
- Click the "Add" button on the right and type in **support@customerperspectivescommunity.com**
- Click "Okay".

If you use Gmail, Hotmail, Yahoo or another e-mail retrieval program or web-based e-mail provider your e-mail provider or program 'help' menu will be able to give you specific instructions on adding an e-mail address to your safe list or address book.

**The page timed out.**

If you leave your computer or leave the survey on the same page for an extended period of time, the page may time out. Although the page has timed out, your previous answers are not lost. To finish the survey, click on the link again and it will take you right to where you left off.

**My postal code is not being accepted.**

There are certain "validations" on each question to ensure that the information is filled out properly. Make sure that there are no blank spaces before, within, or after your postal code; the system reads these spaces as characters. Double check that the order of numbers is correct and that if your code contains zeros, be sure to use the number 0 as opposed to the letter O. If you continue to experience problems, please contact support at **support@customerperspectivescommunity.com.**

**Why am I not receiving the e-mail notifications?**

Some Internet Service Providers have recently implemented new Spam Filtering Systems that will automatically direct e-mails sent from an automated system directly into the Junk Mail folder. To ensure the receipt of your survey invitations, it is best to add the community email address **support@customerperspectivescommunity.com** to your safe list or address book.

**The link in my e-mail invitation is not working.**

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Depending on your service provider, or the size of your e-mail window, the link to the survey may be broken onto two or more lines. You may also have a link that is not completely underlined or active. You must select the entire link in order to access the survey correctly. If necessary, copy and paste the entire link into a web browser address bar to access the survey.

If this solution doesn't work, you can also find the survey under "My Activities" on the community portal page.

**Why can't I get past the login page?**

Be sure that your browser's "cookies" are enabled.

For example, if you are using Internet Explorer Version 10 as your browser here's how to enable them:

- open a browser window - in the tools menu, go to 'Internet Options'
- go to the 'privacy' tab
- set your privacy settings to medium or lower
- go to the 'advanced' screen
- make sure 'override automatic cookie handling' is NOT checked
- hit 'ok'

Please click here for other versions of Internet Explorer or search "how to manage cookies" and the Browser you are using for further instruction.

If you are still experiencing problems, it might be your security settings or a conflict with another software application on your system.

Please check the Privacy tab of your Internet Options to ensure that the "Override Automatic Cookie Handling" is NOT selected. If this doesn't help, check to see if you have any security software installed such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page load.

If you continue to experience problems, please e-mail us at **support@customerperspectivescommunity.com** with as much detail on the problem as possible (i.e. what platform you are using – PC or MAC and what type of browser – Internet Explorer 6.0, Netscape, Safari, etc.).

**I can't see the video.**

Please make sure you have Flash Player software installed to view the videos. Please click here for instructions on how to enable Flash on different browsers.

If you already have the correct software, check the privacy setting on your browser:

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- Click the "Advanced" option (from the Tools – Internet Options – Privacy).
- Make sure that "Override Automatic Cookie Handling" is NOT selected.
- If you continue to experience problems, please contact Support at **support@customerperspectivescommunity.com** with as many details as possible (i.e. what type of platform and browser you are using).

**The e-mail I received is all in code.**

If you are using Microsoft Outlook, check to see if you can switch from Plain Text to HTML. For instructions on how to view an email in Outlook in plain text click here.

If you continue to experience problems, please contact **support@customerperspectivescommunity.com.**

**How do I copy and paste?**

To copy an item, move your cursor to the beginning of the word or sentence you want to copy. Left click and drag your mouse to the end of it to highlight the selection. Right click anywhere on the highlighted selection and select Copy. You can then right click on the spot where you wish to paste the selection and click on "Paste."

If you want to replace something with your copied selection, simply highlight what you want replaced and then right click and select "Paste".

**MY INFORMATION/PRIVACY**

**Will my profile information be sold to other companies?**

Customer Perspectives Community member profile information is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See the Escalent Privacy Policy for complete details.

**Why do you need my personal information?**

Your responses may be grouped together with those of many other cardholders in the community. All information provided is kept strictly confidential and is used only for legitimate research purposes. The information gathered during registration helps us to select surveys that best match your profile.

**Do you have a Terms of Use or Privacy Policy? Where can I find this information?**

Our Terms of Use and Escalent Privacy Policy are available in email communications from **support@customerperspectivescommunity.com**. Please take a moment to review the information.

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## CANCELLING MEMBERSHIP WITH THE COMMUNITY

**How do I cancel my membership with the Customer Perspectives Community?**

To unsubscribe, simply click on the "Unsubscribe" link found at the bottom of any of our email communications or within the "Update" section once logged into the member's page. Simply follow the instructions on the screen to complete the process. Once you have completed this action, you will be immediately removed from the community.

## GENERAL

**Whom should I contact if I am unable to find an answer to my question?**

If you cannot find an answer to your question, we will be happy to help. Please send an email to our Help Box at **support@customerperspectivescommunity.com** and someone from our community team will assist you shortly.

## WHO WE ARE/CONTACT US

**Who is Alida (formerly Vision Critical)?**

Alida provides the software for the Customer Perspectives Community and stores the information collected. They will not use the information for any purpose other than analyzing and reporting survey results. They have strict security measures in place to protect your information.

## Who is Escalent (formerly Morpace and Market Strategies International)?

Escalent is a top human behavior and analytics firm specializing in industries facing disruption and business transformation. As catalysts of progress for more than 40 years, we tell stories that transform data and insight into a profound understanding of what drives human beings. We help businesses turn those drivers into actions that build brands, enhance customer experiences and inspire product innovation. Visit www.escalent.co to see how we are helping shape the brands that are reshaping the world.

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