### **Inviting People to Take the Feedback Survey**

Once you've set up the [Standard Feedback](https://support.cvent.com/apex/CommunityArticle?id=000002349) or the [OnArrival Feedback (Beta)](https://support.cvent.com/apex/CommunityArticle?id=000045363" \t "_self) survey you'll want to make sure all attendees know how to access it. Fortunately, there's a pre-built email template to do just that.

**1.** ***Access the Post Event Feedback email*.** Begin by selecting your event. Hover over Promotion & Communication and, under **Email**, select **Event Emails**.

*If your event has multiple invitation lists, select one from the dropdown at the top.*

Scroll down to the **Post-Event Emails** section and click the email's name.

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| **NOTE:** If you'd like feedback from your registrants' guests as well, there's another template intended for that. To modify it, click **Guest Event Feedback**.  |

**2** ***Adjust the email settings*.** Click **Edit**. *Activate the email by clicking****Yes****next to "Active."*



If necessary, edit the Name, Subject, and From Name fields.

**3 Schedule the email.** Want to "set and forget" the email? In the **Send Settings** section, next to “**send this email**," select “**At the following data and time**.”

Enter a date, time, and time zone. Unless you're [allowing feedback to be collected before the event is over](https://support.cvent.com/apex/CommunityArticle?id=000002676), ensure the date and time is after the event end date (listed in *Event Details > General > Event Information*)has passed or the email will not send.

*Scheduling your emails at least an hour in advance is recommended.* Also keep in mind that delivery can be impacted by how many messages you and other users are sending.



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| **NOTE:** You can create a reminder email to go after this one. Just select the action “duplicate.”  |



**Continue on next page.**

Select the audience type "Registrants who did not respond to the feedback survey." Make sure you're[sending it on a later date than this one](https://support.cvent.com/apex/CommunityArticle?id=000002339).



Once you're done, click **Save**.

**4 Edit the template, if necessary.** Click the neighboring tab, **Content**, then click **Edit**.

Feel free to make any changes to the content, but *make sure the survey link data tag ({[E-FEEDBACK LINK]} or {[E-SURVEY-LINK]}) remains.* This [data tag](https://cvent.my.salesforce.com/apex/CommunityArticle?id=000002648) gives recipients a direct link to your feedback survey.

Once you're done, click **Save**.

**5 View your registrant's responses.** If you're using the [Standard Feedback](https://support.cvent.com/apex/CommunityArticle?id=000002349) survey, check individual registrants' responses by going to *Invitee Management > Invitees & Registrants > Answers*and choosing Feedback Survey from the dropdown. You can also view answers in bulk by going to *Reporting > Reports > Standard Reports>General Reports* and selecting either **Survey Question Summary** or **Survey Question Details by Registrant**.

Using the [Event Feedback (New)](https://support.cvent.com/apex/CommunityArticle?id=000045363) survey? Find all the reports you need in *Website & Registration >Surveys> Feedback Survey > Reporting*.