

# Error while accessing external survey links

## ▲ Issue

Members are experiencing glitches when attempting to open external survey links which prevents them from accessing the survey. How can this be resolved?

## ✔ Solution

When external survey links are used, Administrators should ensure that they copy & paste the URL directly from the browser address bar.

Note: Ensure that you **do not use the auto-generated/shortened URL** as this results in the aforementioned error.

📌 If you have questions or need further support, please contact our Support Team: [support@mentoringcanada.ca](mailto:support@mentoringcanada.ca)

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★Created Thu, Jun 16, 2022 4:25 PM by Turie Emakpore

✍Updated Mon, Mar 27, 2023 9:26 PM by Michèle Mantero