

Survey link shared to personal email

Issue

I sent a survey link to member's personal email and an "access denied" error message appeared. How can this member gain access to the survey?

Solution

Survey links are only accessible by MentorCity users within a specific program and with the email address used to log into the platform.

In this scenario, the member was unable to gain access to the survey because the system did not recognize the email address as one that is associated with a program on MentorCity.

 **If you have questions or need further support, please contact our Support Team: support@mentoringcanada.ca**

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★Created Thu, Jun 16, 2022 4:28 PM by Turie Emakpore

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