# Student Work Placement Program

**SurveyMonkey Application Portal Technical FAQ**

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# GENERAL SURVEYMONKEY ACCOUNT FAQ

# GENERAL SURVEYMONKEY ACCOUNT FAQ

Below are some of our frequently asked questions that are general for all of our Users within SurveyMonkey Apply. If you have more specific questions about completing an application (employer) or recommendation (student), you can refer to our other FAQs available in the next sections.

## This section covers:

- How do I Register as an Applicant

- How do I reset my Password?

- How do I change my Current Password

- How do I change my Name or Email Address

- How do I change the Timezone on my Account

- How do I change the Preferred Language on my Account

## Emails FAQs

- How do I Change the Notification Preferences

- Why am I not receiving any emails from the site?

- How do I contact the Administrators of the site?

- I have a technical Issue with the software. Who do I contact?

# How do I register as an Applicant?

1. Click **Register**



2. Choose to Register using a **Social Media Account** (Facebook, Google, Twitter)
**OR**
Choose to Register to **SurveyMonkey Apply**

3. Selecting a Social Media Account redirects to that platform to complete your registration
Selecting to register to SurveyMonkey Apply directs to the SM Apply Registration page.

4. Click **Create Account**

If you can't see the Registration button, Registration may be closed by the <u>administrators</u>.

## Required Information

- First Name
- Last Name
- Email (please always use the same one)
- Password/Confirm Password
- Any extra required information as set by the administrator
- Complete the Captcha

## Registration Errors

Here are potential errors you could experience while registering:

1) <u>Missing Required Information</u>

To register for the site, complete all required fields within the registration form. If you have difficulty registering, check for this warning in regards to a missing field:

2) Account Already Exists

When you register or are invited to a SurveyMonkey Apply site, an account gets created for you within the SM Apply database. Once registered within one site you will need to re-register using the same password and credentials as the existing account.

If this is the case, then a message appears that "An account with this email already exists." You will then be prompted to:

- Register with a new account
- Reset your password
- Complete the registration with that account

# How do I reset my Password?

If you forgot your password and aren't to login you can reset your password through email.

To reset your password:

1. Go to the **Homepage** of the site you're trying to access

2. Click **Log In**

3. Underneath the Email/Password fields, click "Forgot your password?"

4. Enter the email address that you use to login to the site

5. Click **Send Instructions**

6. You will be sent instructions to the email you entered to reset your password. If you aren't to locate the email in your inbox, we recommend checking your Spam/Junk folder

7. Click on the link within the email

8. Enter a new password and confirm the password

9. Click **Reset Password**

Your password must contain at least:

- 8 characters (including letters, numbers, and special characters)
- One uppercase letter
- One lowercase letter

- One number
- One special character (!@#$%^&* etc.)

## How do I change my Current Password?

If you wish to change your password on your account:

1. Log in to your account
2. Click on your Name in the top right corner of the page
3. Select **My Account**
4. Go to **My Profile**
5. Enter your current password
6. Enter your new password and Confirm your new password
7. Click **Save**

## How do I change my Name or Email Address?

If you wish to change your Name or Email address on your account:

1. Log in to your account
2. Click on your Name in the top right corner of the page
3. Select **My Account**
4. Go to **My Profile**
5. Edit the Name and Email address
6. Click **Save**

**NOTE:** You won't be able to change your account to another email that already has an existing account. Instead, you will need to log in to that account.

## How do I change the Timezone on my Account?

If you wish to change your timezone on your account:

1. Log into your account
2. Click on your Name in the top right corner of the page

3. Select **My Account**

4. Go to **My Profile**

5. Select the time zone that you're in.

6. Click **Save**

Your Application Activity will be displayed in the time zone you select.

## How do I change the Preferred Language on my Account?

If you wish to change your preferred language within the site:

1. Log into your account

2. Click on your Name in the top right corner of the page

3. Select **My Account**

4. Go to **My Profile**

5. Click the **Preferred Language** drop-down

6. Select the language you wish to change to.

**NOTE:** The languages available are based on the configuration of the site by the administrators. For any information in regards to the languages available you can reach out to the administrative team.

## How do I change the Notification Preferences?

If you wish to change your notification preferences in the site:

1. Log into your account

2. Click on your Name in the top right corner of the page

3. Select **My Account**

4. Click **Notifications**

5. Enable/Disable the emails you no longer wish to receive. These options will differ based on your role in the site

## Why am I not receiving emails from the site?

If you're currently not receiving any emails from the site:

1. Ensure that noreply@mail.smapply.io is added to your safe sender list within your email account.

2. Ensure that your email is verified within the site. If you're receiving this notification at the top of your page, then it's possible that you won't receive other emails from the site.
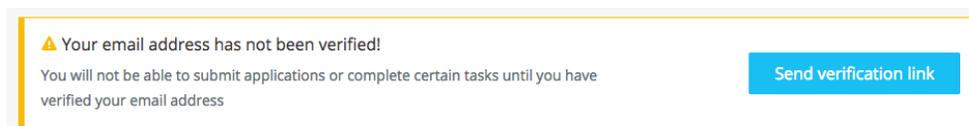


3. Ensure that you're subscribed to receive emails from the site.

4. Check your Spam Folder to verify whether the email was sent to your Spam/Junk folder.

5. Depending on the email(s) you're expecting to receive, reach out to the administrators to ensure that an email was sent out.

## How do I contact the Administrators of the site?

The administrators are responsible for configuring SurveyMonkey Apply to suit their own needs. Any forms, deadlines, or emails are customized by them. So, they will be the best ones to answer many of your application process questions.

To contact the administrators of the site:

1. Go to the Home Page or Log in to your Account
2. Click on the **Information (i)** icon

3.  Click on **Contact the Site Administrator**
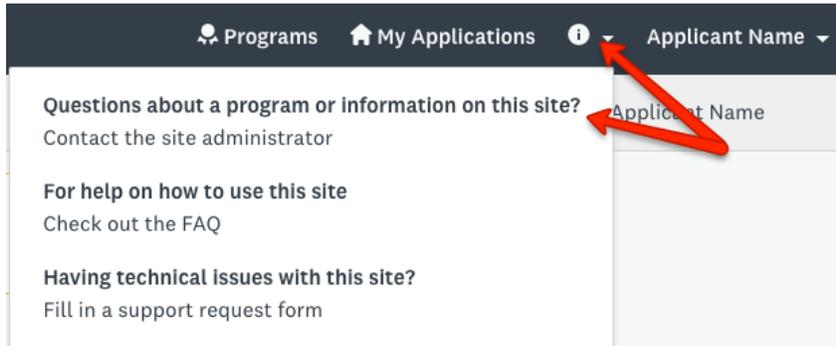


Your default email application will open for you to compose your email.

# I have a technical issue with the software. Who do I contact?

Use this FAQ or contact the administrators of the site to confirm your issue is a technical issue. You can reach out to our helpful SM Apply Support team via Email to receive further help.

They will be able to provide help with troubleshooting your issue. Please provide as much information as possible, including attachments, links, and screenshots.

For more information on how to contact our Support team, you can refer to Email Support: For Applicants, Reviewers, and Recommenders

# COMPLETING AN APPLICATION FAQ

# COMPLETING AN APPLICATION FAQ

Below are a few of our frequently asked Applicant questions within SurveyMonkey Apply.

## Application FAQs

- How do I create a new application?

- How do I delete my application?

- How do I submit my application?

- How do I preview my application?

- Can I print/download my online application?

- How do I edit a completed task?

- Why can't I edit my task?

- I get an error when uploading a file

- "Whoops! We couldn't find what you were looking for."

- The deadline has passed, what can I do?

- Why is my application locked?

- I submitted my application but didn't receive a confirmation email

- How do I Sign a Form?

## Recommendation FAQs

- My recommender hasn't received their email, what should I do?

- My recommendation task says "In Progress"

- I want to change the information of my recommender.

## Application FAQs

# How do I create a new application?

**1) I haven't created an application yet:**

If you have no Applications created yet, within the site you can:

1. Click **View Programs**



No applications.

Please choose a program from our program listings page to get started

View programs
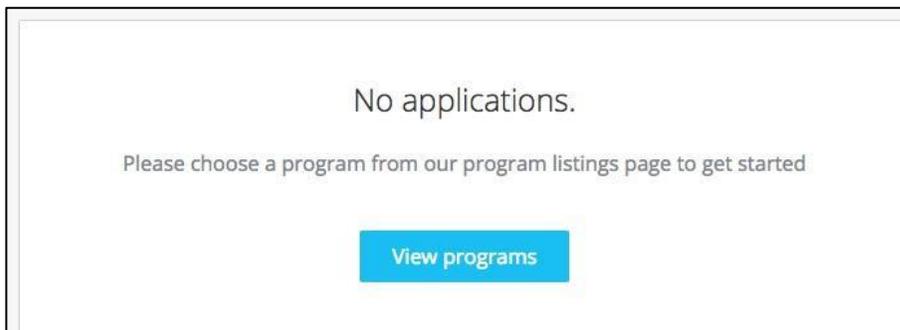
2. Click **MORE >** for the program you wish to apply for

3. Click **Apply**

**2) I have existing applications on the site:**

In the case where you've already created an application on the site and wish to create a new one:

1. Click **Programs** in the top in the top right corner



Pages    Programs    My Applications    User's Name

2. Click **MORE >** for the program you wish to apply for

3. Click **Apply**

If you're experiencing difficulties creating more than one application, you can **reach out to the administrators of the site**.

## How do I delete my application?

If you have started the application but no longer wish to continue, you can choose to Delete your application.

You won't be able to delete a Submitted application. You will need to contact the administrators of the site for further help in regards to this.

There are two ways to Delete the application:

**From the "My Applications" page:**

1. Click on the **More Options** icon in the top right corner of the tile of the application you wish to Delete

2. Select **Delete**

3. You will receive the confirmation message **"Are you sure you want to delete your application? You won't be able to undo this action"**

4. Click **Yes** to confirm

**From Within the Application:**

If you're on the application page with the list of Tasks to complete, to Delete your application:

1. Click on the **More Options** icon in the top right corner of the application.

2. Select **Delete**

3. You will receive the confirmation message **"Are you sure you want to delete your application? You won't be able to undo this action"**

4. Click **Yes** to confirm

# How do submit my application?

To be able to submit your application you will first need to complete all required tasks within your application. Additionally, you will need to ensure that you've verified your email.

A Banner will appear within your portal until you've verified your account. Click to **Send Verification Link** and follow the instructions sent in the email.

⚠ Your email address has not been verified!
You will not be able to submit applications or complete certain tasks until you have verified your email address

**Send verification link**

Once all tasks are complete, submit your application by performing the following steps:

1.  Within the application to submit, select **Review & Submit**

4 of 4 required tasks complete

Last edited: July 04, 2017 10:35 EDT
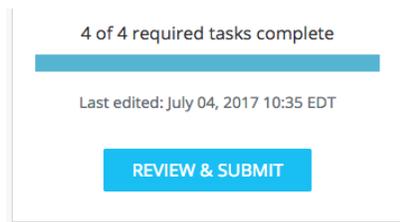
**REVIEW & SUBMIT**

2.  **Review** application materials

3.  Once you've reviewed all your completed tasks, you can click to **Submit Your Application**.

4.  Choose to proceed back to your applications or View More Programs.

# How do I preview my application?

There are two ways to Preview your application within the site:

**From the My Applications Page:**

1.  Click on the **More Options** icon in the top right corner of the tile of the application you wish to Preview

2.  Select **Preview**

**From Within the Application:**

If you're on the application page with the list of Tasks to complete, to preview your application:

1. Click on the **More Options** icon in the top right corner of the application.

2. Select **Preview**

## Can I print/download my online application?

There are three ways to print/download your application within the site:

**From the "My Applications" Page:**

1. Click on the **More Options** icon in the top right corner of the tile of the application you wish to download

2. Click **Download**

**From Within the Application:**

If you're on the application page with the list of Tasks to complete, to download your application:

1. Click on the **More Options** icon in the top right corner of the application.

2. Click **Download**

**From the Preview:**

1. Within the Preview, click **Download** in the top right corner

## How do I edit a completed task?

If you have previously pressed Marked as Complete on a form, but have not yet Submitted your application, you can choose to make Edits to your task.

1. Enter your application

2. Click on the task you wish to edit

3. Click on the **More Options** icon in the top right corner of the task

4. Click **Edit**

5. Click **Previous/ Next** to navigate between the pages and make your changes

6. When done, navigate to the last page and press **Mark as Complete**

If you experience difficulties editing your task or this option isn't available, see Why can't I edit my task?
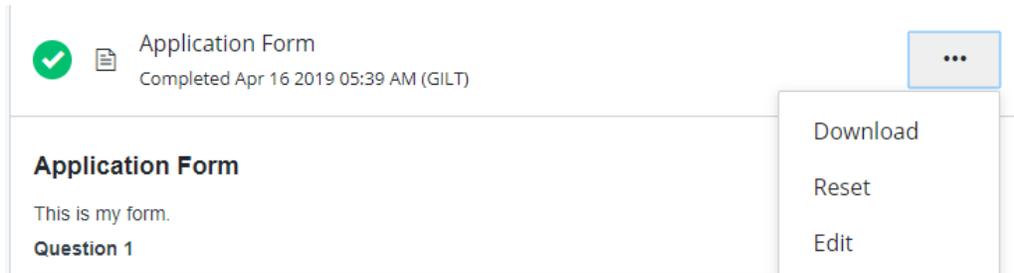


## Why can't I edit my task?

If your tasks **Cannot be Modified** or say **The task cannot be started at this time**, there are a few main reasons why this could occur.

1. The deadline has passed or the administrators don't want you to start until a specific date.

2. Prerequisites haven't been met. Meaning you will need to complete other tasks before you're able to start this one.

3. You've completed your task and the administrators don't wish for you to be able to make changes.

4. Your application is locked.

Contact the administrator of the site if you aren't able to edit a task and wish to understand why.

## I get an error when uploading a file

There are a few potential reasons why you may experience issues uploading your file:

1. **The file isn't in an available format.**
   Check to ensure that the file type you're trying to upload matches the requested formats.

2. **The file doesn't meet size restrictions.**
   Check to ensure that the file type you're trying to upload does not exceed the maximum file size of the upload task.

3. **You're attempting to Upload more files than allowed**
   Confirm that the number of files you're uploading is within the range of the minimum and the maximum number of files required.

4. **The file is encrypted**
   SurveyMonkey Apply won't accept encrypted files. To upload your file, it will need to be unencrypted.

5. **The file is corrupted**
   It is possible that the file you're trying to upload is a corrupted file. To resolve the issue, **re-save the file to a new folder** on your computer and attempt to upload the file again.

6. **A task related issue.**
   Depending on the issue it's also possible that the error is related to another Setting on the task. For example, you're unable to edit the task.

## WHOOPS! We couldn't find what you were loookling for."

If you're receiving this error warning, then the page you're attempting to access isn't available to you. This is based on restrictions on the site and is most likely related to not having permission to currently edit the task. For more information in regards to this you can refer to the section on Why can't I edit my task?

## The deadline has passed, what can I do?

The administrators may set deadlines when they wish to restrict access to the application after that date.

As this is a configuration set by the administrators of the site you will need to contact them, for information on any process past a deadline.

## Why is my application locked?

If your application appears locked within the site. It has either been locked manually by an administrator, or by an automation on the site.

Contact the administrator of the site if you wish to understand why your application is locked.

## I submitted my application but didn't receive a confirmation email

A confirmation email is part of the configuration of the site set by the administrators. If you submit your application and haven't received an email, check your spam/junk folder. If you still aren't able to find the email, contact the administrators to confirm if one was sent.

You can also refer to I am not receiving any emails from the site for more information.

## How do I sign a form?

If you're completing a form and it asks you to Sign the form:

1. **Click and Drag** your mouse across the screen to draw your signature on to the form.

# My recommender hasn't received their email or is unable to access their form

If your recommender (student) hasn't received an invitation to recommend your application or is unable to access it, you can take the following steps:

1.  Check to ensure that the email you entered at the "Invite your student ('Recommender')" step and the email used by the student to log in to the portal are the same and are correct/active. If the email is incorrect you can <u>change this information</u> by selecting "Delete" on that step and resending the invite.

2.  Have the recommender check their Spam/Junk Folder or use the following link: <u>https://magnet-swpp.smapply.ca/rcmdr/</u>. It is recommended that the student tries with a different browser and ensures that the email address they enter is the one that was provided by the applicant.

3.  If none of these work, have the recommender contact our support team for <u>Login Assistance</u>. It is important that they contact us themselves with no CC's on the email. Once we receive their email we will be able to assist them with logging into the site.

# My recommendation tasks says "In Progress"

If your recommender task currently says In Progress

1.  Click to enter the task within your application

2.  This will tell you the status of the recommendations. For example, you can see if it's **Requested/Not Started**, **In Progress**, or **Received.**

3.  If it's marked as **Received** click on Mark as Complete, to complete the task.

If the task states **Requested** or **Not Started**, it means that the recommender hasn't started their recommendation. We would recommend reaching out to them to ensure that they have received the invite to log in to the site. If they haven't received the invite please refer to <u>My recommender hasn't received their email, what should I do?</u>.

# I want to change the information of my recommender

To change the information of your recommender, you will need to Delete your request. This will allow you to Start a new request.

**WARNING!** Deleting the request will rescind the invitation and delete any progress the recommender may have made on their task. Once you send them another request they will be able to start a new recommendation form.