



## **How to avoid login issues when taking the 2019 annual team member engagement survey**

The survey team is aware of several login issues associated with the 2019 annual team member engagement survey and is working to address them. In the meantime, please review the following tips and share with your team:

- With the exception of drop-in computer labs that have been set up in the Midlands, the survey should not be taken on shared computers such as a workstation on wheels.
- If you have a mobile device that is connected to the Prisma Health network, try taking the survey there rather than on a shared computer.
- If you are unable to reach a login screen, receive a message that you are not eligible to take the survey, or have any other problem accessing the survey, please contact Perceptyx customer support at [customersupport@perceptyx.com](mailto:customersupport@perceptyx.com) or by calling at 951-326-1001.
- Palmetto Health-USC Medical Group team members only - if your work computer username is not allowing you to login to the survey, add **rmh\** in front of it on the login screen (rmh\username).

After one day, our overall participation rate is currently 17% organization-wide. Links to view your team's participation rate will be sent to leaders tomorrow and also included in next week's issue of *Leadership News*. Please continue to encourage your team members to complete the survey by Friday, Sept. 6.