

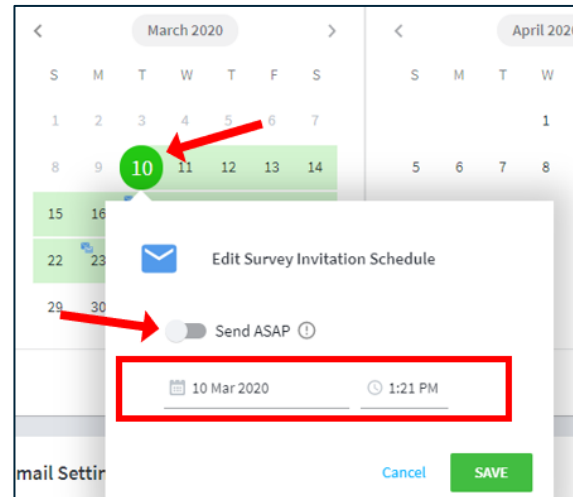
# Micro Pulse — Create a New Survey

## Step 3: Setup Email

### Timeline

#### Send and Close Date

The default is to have the survey open for 15 days with two reminders. To edit the start or close date click on the round date in the calendar. Either Send ASAP or deselect Send ASAP and select the date and time you would like. Save your selections.



#### A Note on Survey Close Date and Time

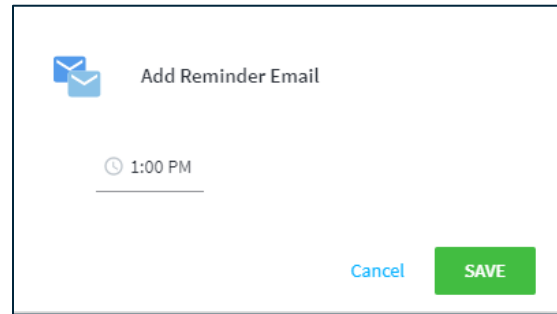
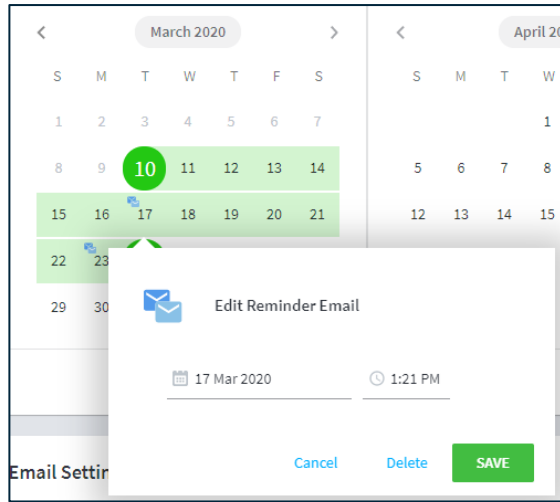
You may find that the close date selected in the timeline does not match the survey close date in your survey invitation/reminder. This is because the close date in the timeline reflects the survey creator's local time, while the email invitation/reminder reflects the time zone of the Press Ganey server (i.e., Central Time). For the survey close date that displays in your invitation and reminder to match your intended close date, you may need to adjust the survey close time.

Example: You would like your survey to close at 11:59pm on June 18th your local time. You will need to adjust your survey close time to the equivalent of 11:59pm CT (see table below).

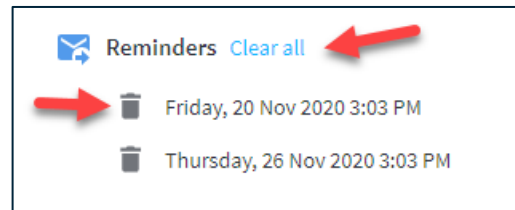
PT	MT	CT	ET	GMT
9:59pm (June 18)	10:59pm (June 18)	11:59pm (June 18)	12:59am (June 19)	4:59am (June 19)

## Reminders

To edit the reminders, click the date with the blue envelopes and update the date and time the reminder email will be sent. To add a reminder, click on a date, select the time, and save your selection.



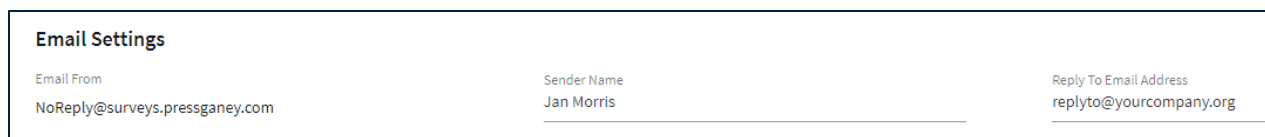
You can delete a reminder by selecting the trash can icon or select Clear All to remove all reminders.



## Email Settings

Emails will always come from [NoReply@surveys.pressganey.com](mailto:NoReply@surveys.pressganey.com).

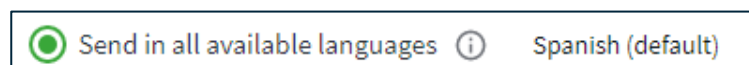
You can edit the Sender Name and the Reply to Email Address Name (click in the box and type in a name).



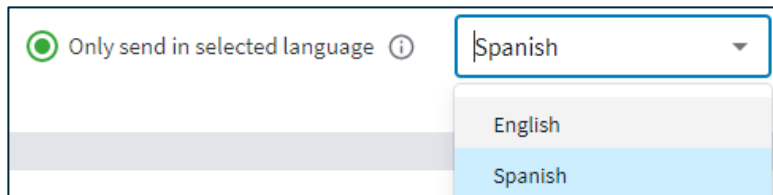
## Language

If you included Spanish translations in your Employee Micro Pulse platform, you have the following options for sending the email notifications:

**Send in all available languages:** the recipient will receive the invitation and reminder emails in the default language. The first survey question will allow them to select the language in which they prefer to take the survey.



**Only send in selected language:** the recipient will receive emails in the selected language. They are still able to select the language in which they prefer to take the survey.



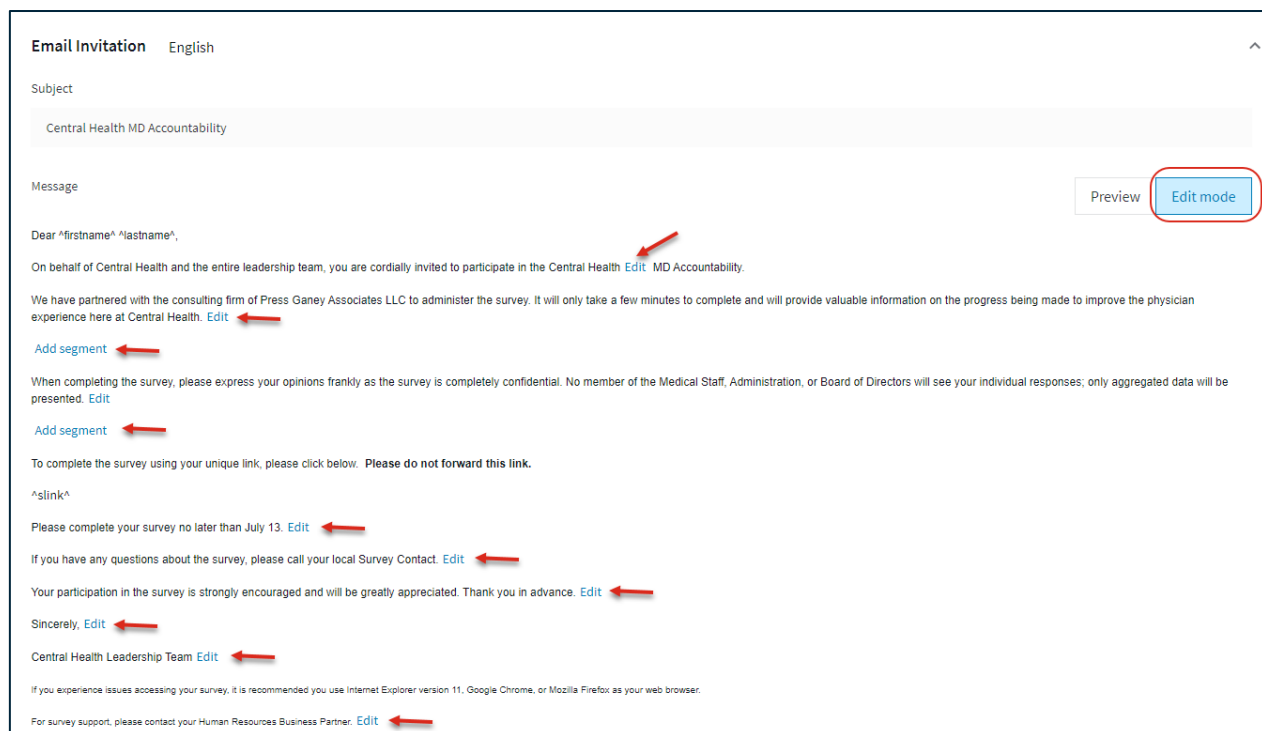
## Email Invitation

This is the text of the email your respondents will receive. This will be customized with each recipients' name, the survey name, and the survey close date.

### Edit the Email Invitation - Edit Mode

To edit the text of the Email Invitation, select Edit Mode in the upper right corner of the Email Invitation section.

Click on any of the area that says Edit or Add Segment in blue text to change or add text to that area.



## Edit Email Message

**Edit Email Message** ✕

When completing the survey, please express your opinions frankly as the survey is completely confidential. No member of the Medical Staff, Administration, or Board of Directors will see your individual responses; only aggregated data will be presented.

[CANCEL](#) [SAVE](#)

## Add Segment

**Edit Email Message** ✕

[CANCEL](#) [SAVE](#)

## Preview

Select Preview to view your message with the change you made.

[Preview](#) [Edit mode](#)

## Email Reminders

This is the text of the email reminder that will be sent to non-respondents. This will be customized with each recipients' name and the survey close date.

To edit the text of the Email Reminder, select Edit Mode in the upper right corner of the Email Reminder section. Click on any of the areas that say Edit or Add Segment in blue text to change or add text to that area.

To change the language in which you are viewing the email invitation and reminders, use the dropdown menu.

**Email Invitation** Spanish ▼

Subject

Central Health Sample

Message

Estimado(a) ^name^,

**Email Reminders** English ▼

Subject

Central Health Sample

Message

Dear ^name^,

Select Next or Step 4

**3** SETUP EMAIL — **4** COMPLETE SET UP