



Perceptyx Survey Access & Troubleshooting Checklist

Phase 1: Before You Click

- **Verify the Sender:** Ensure the survey invitation comes from an official HR email address or your designated internal communications portal.
- **Locate the Latest Link:** Check the timestamp. If you have multiple reminder emails, strictly use the link from the most recent message to avoid expired session tokens.
- **Identify Custom Routing (For Marriott/Enterprise Staff):** Confirm if your department requires a specific branded portal (e.g., a custom Marriott employer link) instead of the generic vendor homepage.
- **Choose a Trusted Device:** Use your designated corporate laptop or personal smartphone. Avoid shared kiosks or public computers for security reasons.

Phase 2: The Login Process

- **Check Identity Requirements:** Determine if the system requires your corporate email, employee ID badge number, or SSO (Single Sign-On) verification.
- **Clear Formatting Typos:** If copying and pasting your email or access code, ensure there are no hidden spaces before or after the text.
- **Approve MFA Prompts:** Keep your mobile device nearby to quickly approve any Multi-Factor Authentication (WebAuthn, Okta, Microsoft Entra ID) requests.

Phase 3: When Access Fails (Troubleshooting)

- **Launch an Incognito Window:** If the page loops endlessly or shows a redirect error, open a private browsing window to bypass cached cookies and expired tokens.
- **Test a Different Browser:** Switch from Chrome to Edge or Safari to rule out local browser conflicts or custom wrapper issues.



- [] **Check for One-Time Use:** If the system says "Already Responded," verify with your team leader if the survey token was restricted to a single click.
- [] **Stop After Three Attempts:** If biometric or SSO authentication fails repeatedly, pause to prevent security throttling or account lockout.
- [] **Contact Internal Support:** Take a screenshot of the specific error message and contact your internal HR or IT helpdesk first, rather than reaching out to external vendor support.