Vaultex Pulse Survey and Online Reporting FAQs

1. Why do I need to register for a *Vaultex Pulse* online account?

The *Vaultex Pulse* online tool allows you to view the survey responses made by your team. Results are available once a survey has closed and will enable you to see how your team are feeling about work, so that you can make positive changes to improve their levels of engagement.

During the survey, you will be able to see overall participation stats for your team, as long as you have at least 8 colleagues in your team.

Once a survey has closed, you'll be able to view the information listed below for your direct reports and for your overall team, if applicable to your job role.

- Overall Participation
- Overall Engagement Score
- Individual Question Scores
- Overall and Question comparisons against the company and your department.
- Verbatim comments for your Team
- Question scores and comments from specific individuals, providing the minimum anonymity threshold has been met (see question 4)
- Hints and Tips on how to improve the scores (see question 6)

You can also download each report into a printable PDF.

2. How do I register for a *Vaultex Pulse* online account?

Visit https://vaultex.riverlinks.co.uk/register

You'll need to enter your EmployeeId and your Date of Birth. You will be sent a verification email to your Vaultex email account which will ask you to click a link to confirm your identity. Once you have clicked the link, you will be able to login to the Vaultex Pulse site.

If you have any issues with registration, please contact the team via email: vaultexsurvey@riveragency.com

Once registered, you'll need to remember your password for future reference and can access the Vaultex Pulse site by visiting https://vaultex.riverlinks.co.uk/#/login

If at any point you forget your password, please follow the Recover Forgotten Password process which can be accessed via the log in screen.

3. How do I access my Team's survey responses?

Once logged in, and providing the survey has now closed, you'll be able to select "Team Reporting" from the home page. The page that follows will present the different reports that are available for you to view.

- Direct Reports: Responses from those who report directly into you
- Team Reports: Responses from everyone who sits below you in the org structure. (Only applicable if your direct reports are Managers.)
- Drillable Reports: The ability to drill-down through teams below you in the hierarchy to view their results.

IMPORTANT: *What if I still cannot see any reports?* **For reports to be displayed, at least 8 members of the team must have responded to the survey. This threshold is in place to protect the identity of those who have chosen to be anonymous.**

4. I can see reports, but I cannot see anybody's name?

Names will be shown in online reporting, when there are at least 4 members of a team who are not identifiable, either through remaining anonymous, or not participating in the survey.

For example, if a survey received 8 responses and 1, 2 or 3 people chose to be anonymous (or didn't answer the survey), all names would be hidden.

If a survey received 8 responses and 4 or more chose to be anonymous (or did not answer), the names of those who had chosen to identify themselves would be displayed.

This is to protect the identity of those who have chosen not to identify themselves.

Names of individuals are also only displayed for direct reports as the list of names could potentially be very long for overall teams.

5. How are scores calculated?

Survey scores are calculated by totalling up the results from questions which have a one to five score range and converting this to a % figure. The maximum score is therefore 100% and the minimum score is 20%.

As a Manager, your overall survey score is an average of your total team's score divided by the total number of people that completed the survey.

Participation percentage figures are calculated by taking the number of completed surveys in your team and dividing by the total people in your team that had a survey created for them.

6. How do I view the Hints and Tips?

The hints and tips are automatically displayed for any scores below 2.0, your lowest scoring question and for those question(s) which scored lower than the company average.

7. Who do I contact for further help with the *Vaultex Pulse* online tool?

If you have a question relating to the tool, please contact the Vaultex Pulse team at
vaultexsurvey@riveragency.com