

# FWD Client Voice

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## The panel

### What is Spark Digital FWD Client Voice?

FWD Client Voice ('FWD Client Voice') is a business online research panel. A business research panel consists of a number of individuals from a cross-section of client organisations who have agreed to participate in ongoing market research surveys.

FWD Client Voice is owned by [Spark Digital](#), a division of [Spark New Zealand Trading Limited](#) and has been set up to help us understand our clients from people right across the breadth of our client organisations.

### Who can become a FWD Client Voice member?

To become a FWD Client Voice member you need to:

- a. be a full time employee at a business that is a client of Spark Digital;
- b. complete the registration (introductory) survey and provide your full name and email address;
- c. be accepted by Spark Digital as a member of Spark Digital FWD Client Voice.

Find more in the [Terms & Conditions of Spark Digital FWD Client Voice](#).

### Can more than one person from my company join FWD Client Voice?

Yes. We would like the online research panel to represent the feedback and opinions of a range of people and roles within a client's company but, of course, just be from those who interact with Spark Digital.

### How do I become a FWD Client Voice member?

To start with, you'll be invited to complete a short registration survey. You only need to complete this registration survey once.

Our online research panel has been set up to be representative of our breadth of clients. This means we need certain numbers of participants to answer surveys based on, for example, region, industry, job type and business size. As a result, if you are the lead client contact for your company's relationship with Spark Digital we will ask you to answer some questions about your company and your role to help us make sure we achieve this wide representation.

In rare cases we might find the panel is over-represented by individuals in your type of role, organisation and/or industry sector. Should this happen you might not qualify to be a member of FWD Client Voice. You can still provide us with your feedback at any time on [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz)

If you do not qualify, any identifiable information such as your name, address and email address will be deleted from the *FWD Client Voice* database.

### What happens after I join?

Once you qualify to become a FWD Client Voice member, you will be sent a confirmation email. In that email will be a link that you click to activate your FWD Client Voice membership and account.

Note: if you're re-directed to FWD Client Voice's home page after completing the introductory survey, you don't need to login to submit your survey responses. They will have already been submitted.

As a FWD Client Voice member, you will be invited to take part in online surveys to provide your opinions and experiences with Spark Digital, and other technology and business topics.

### **How do I update my personal details?**

As a FWD Client Voice member, you can log into the website and change your email address, username and password whenever you like. If you'd like to update other personal details such as job title or company name, please email [support@FWD-Client.Voice.sparkdigital.co.nz](mailto:support@FWD-Client.Voice.sparkdigital.co.nz)

For updating personal details directly related to your account relationship with Spark Digital, please contact your Client Account Team.

### **How do I stop my FWD Client Voice membership?**

To end your FWD Client Voice membership email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz) with 'Request Remove' in the subject line.

## **Member registration**

### **Why do you need my personal information?**

We collect and hold your personal contact details provided from your FWD Client Voice membership for research purposes. We also use the details to notify you and verify your identity if you win a prize in any draw or competition associated with FWD Client Voice.

All information collected by FWD Client Voice from and about individuals and their company will be used in accordance with the [FWD Client Voice Privacy Policy](#).

### **Why do you need information about my company?**

We collect and hold information provided about your company from your FWD Client Voice membership for research profiling purposes and to help us analyse information collected from businesses like yours.

Our online research panel has been set up to be representative of our breadth of clients. This means we need certain numbers of participants to answer surveys based on, for example, region, industry, job type and business size. As a result, if you are the lead client contact for your company's relationship with Spark Digital we will ask you to answer some questions about your company and your role to help us make sure we achieve this wide representation.

All information collected by FWD Client Voice from and about individuals and their company will be used in accordance with the [FWD Client Voice Privacy Policy](#).

### **I'm having trouble creating my password**

Your password must be 6-12 characters long and include at least one number. Make sure there are no spaces before, in the middle, or at the end of your password.

### **Why did I not receive the confirmation email?**

This may be due to the following:

1. Your email provider or your personal email settings. Some emails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, add our address to your safe list or address book.
2. You may have entered your email address incorrectly, so your confirmation may have been sent to an invalid address. If this has happened, you will need to fill out the questionnaire again.

### **How long will I be a FWD Client Voice member?**

Your participation in surveys is your choice. However, if you haven't participated in a survey in over a year, have changed roles or left the company you registered with and are no longer working in a business that is a current client of Spark Digital's, then we will discontinue your FWD Client Voice membership. If your FWD Client Voice membership is discontinued, all of your personal information will be removed from FWD Client Voice's database. This does not affect your relationship with Spark Digital in any way.

### **Participating in research**

#### **How do I participate in a survey?**

When a survey becomes available, you will receive an email inviting you to participate. Click on the link in the email to begin the survey.

#### **How long will it take to complete a survey?**

Most surveys will take 10 to 20 minutes to complete, depending on the length of the survey and your answers.

#### **How often will I participate in surveys?**

We aim to invite you to participate in surveys every two to three months. You decide whether to participate in the surveys.

#### **What kind of surveys will I be asked to participate in?**

The surveys will ask about your opinions of and experiences with Spark Digital, and other business-related topics. Your feedback will be used to help us improve the experience and solutions we deliver to our clients.

If you work in one of our larger client companies you may be invited to participate in an individual relationship review survey based on the 0 to 10 Relationship Management™ Matrix.

#### **What will the surveys be used for?**

The surveys conducted by FWD Client Voice are designed and analysed by Spark Digital. The responses to surveys are combined and analysed as a group, individual responses cannot be identified. If you work in one of our larger client companies and complete an individual relationship review survey we may publish analysis and results grouped at a company level.

The surveys will ask about your opinions of and experiences with Spark Digital, and other business-related topics. Your feedback will be used to help us improve the experience and solutions we deliver to our clients.

### **Can I find out the results of a survey?**

Yes as we will publish key findings of surveys as a regular feature in our quarterly FWD Client Voice newsletters.

If you work in one of our larger client companies and complete an individual relationship review survey you will be given the option to receive a copy of the aggregated report.

### **Technical problems**

#### **The link in my email invitation isn't working**

Depending on your service provider, or the size of your email window, the survey link might be split across two or more lines. You may also have a link that is not completely underlined or active. To access the survey correctly, select the entire link and paste it into your internet browser.

#### **Why can't I get past the first page?**

Be sure that your browser's 'cookies' are enabled. For assistance, refer to the 'Help' menu in your web browser.

If you continue to experience problems, it might be your security settings or a conflict with another software application on your system. Check the Privacy tab of your Internet Options to ensure that the 'Override Automatic Cookie Handling' is NOT selected.

If this doesn't help, check your security software installed, such as Norton Internet security, personal firewall software, pop-up blockers, or spam blockers. Any of these might be blocking the page from loading.

If you continue to experience problems, email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz) with as much detail about the problem as possible (i.e. what platform you're using – Windows or Macintosh and what type of browser – Internet Explorer, Google Chrome, Safari, etc).

#### **I can't see the video**

You'll need the correct software installed to view videos. If you already have the correct software, check the privacy setting on your browser.

1. Click the 'Advanced' option (from the Tools – Internet Options – Privacy).
2. Make sure that 'Override Automatic Cookie Handling' is NOT selected.

If you continue to experience problems, please email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz) with as much detail on the problem as possible (i.e. what platform you're using – Windows or Macintosh and what type of browser – Internet Explorer, Google Chrome, Safari, etc).

### **The email I received is all in code**

Check if you can switch from Plain Text to HTML. At the top of your email window there is a small field with the words 'Plain Text'. Click on the down arrow to select HTML. If you continue to experience problems, please email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz)

### **Why is my password not working?**

Make sure that you've clicked the link in the confirmation email you're sent after completing the introductory survey to activate your FWD Client Voice membership and account.

If you have confirmed your FWD Client Voice membership and your password problems persist, make sure that when you're logging in, there are no unnecessary spaces before or after your email address or password - the system will read these blank spaces as extra characters.

### **I get an 'email does not exist' message when I try to log in**

If you didn't complete the initial introductory survey and click the link in your confirmation email, you are not fully registered for FWD Client Voice.

If you have completed these steps and still cannot login, try closing the FWD Client Voice web page and returning in a few minutes.

### **I can't remember my password**

If you can't remember your password, click on the 'Forgot password' button on the FWD Client Voice login page and it will be emailed to you. If you continue to experience problems email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz)

### **The page timed-out**

If you leave your survey page open for a long period of time, the page can time-out. However, the answers you've already provided will not be lost. To finish the survey, click on the survey link in your email invitation again and it will take you back to where you left off.

### **Why is the system so slow?**

A number of things may affect the speed when you're on FWD Client Voice. These could be related to your modem, your ISP, or the browser you are using.

If you continue to experience problems, please email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz) with as much detail on the problem as possible (i.e. what platform you're using - Windows or Macintosh and what type of browser - Internet Explorer, Google Chrome, Safari, etc.)

### **Portal problems**

#### **How do I retrieve my password if I forget it?**

Enter your email address where you would usually log in on the FWD Client Voice web page and click on 'Forgot password?'. The password will be emailed to you.

### **I can't log in with my email address. The message says it is not in the database.**

Once you've completed the introductory survey and qualify to become a FWD Client Voice member, you will be sent a confirmation email with a link. You click on this link to activate your FWD Client Voice membership and account. The system will not recognise your address until it has been confirmed by clicking on the link in that email. Check your Inbox and Junk Mail folder for the confirmation email. Depending on your email provider, it may have been directed to your Junk Mail folder.

### **I didn't receive my password after clicking on the 'Forgot password' button**

Some email providers automatically divert emails to the Junk Mail folder. To avoid this, add our email address to your address book or safe list.

### **How do I add FWD Client Voice to my safe list?**

If you are using Hotmail, Yahoo, or Gmail, follow the instructions below to ensure your email invitations are sent directly to your inbox.

1. Open your mailbox.
2. Click on 'Mail' tab.
3. Click on 'Options' - located on the top right of the page, on the same level as the four tabs labeled Today, Mail, Calendar and Contacts
4. Click on 'Junk Email Protection'.
5. Click on 'Safe List'.
6. Type '[support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz)' and click 'Add'.

If you use Hotmail, Yahoo, Gmail, or another email program or web-based email provider, please consult the 'Help' menu regarding specific instructions on adding the email [support@FWD-Voice.sparkdigital.co.nz](mailto:support@FWD-Voice.sparkdigital.co.nz) to your safe list or address book.

### **Am I still registered in the panel? I haven't received a survey invitation for a while.**

On average, you will have the opportunity to participate in surveys every two to three months. Surveys are often sent depending on region, role type, business type, or other criteria. When a survey matching your profile is launched, you will receive an email invitation. If you have not received an invitation, it is most likely because there have not been any surveys released that match your profile.

### **Did you get my responses?**

If you'd like to know when your responses have been received, click on the survey link when you've finished. A message saying that you've already completed the survey will appear.