Managing a Moti survey: step by step instructions

You want to invite your team to a Moti survey?
Click [here](#) or type [moti.team](#) in your browser window

If you already have a Moti account
→ click on [Login](#)
If this is your first time,
→ click on [Register a new account](#)
You can change the language by clicking on the globe icon or the [Language](#) on the top right

To register, enter
→ Your name
→ Your email
→ A password for your Moti account (twice)
And
→ click on the Create button

If you already have a Moti account,
Enter
→ your [email address](#)
→ your Moti [password](#)
Click on [Login](#) button
If you have not yet registered
→ click on [Register a new account](#) (see above)
Start by creating your team.

- Click on the round icon with your initials and
- Select **Create a new team** in the roll-down menu
- Type in your team’s name in the pop-up window
- Click on **Confirm** button

Give your team an obvious name that is meaningful for all your team members.

Team profile and membership is managed in the **Team** window

- You can change your team’s name by clicking on the pencil icon.
- **Select** whether it is a team of employees (paid staff) or volunteers.
- Type in or **paste the email addresses** of all the members in your team.

For Moti to work you need at least five team members, including yourself.

Manage the survey in the **Survey** window

Once the email addresses are entered in the Team window,
- click on the **Survey** tab.
The Survey status shows the proportion of team members who
- Received an invitation
- Answered the survey
The higher the proportion of answers the better!

Send an invitation to all the members:
→ click on the dispatch survey button

Further down the screen you can see which members were already invited and which members have not yet been invited to respond to the survey.

You can invite each member one by one.

This is useful when you add new members to your team. You will not need to send an invite to everyone, only to the new members who have not been invited yet.

You can also use this feature to send reminders to those who “lost” their invitation. Respondents who already replied to the survey will not get a new invitation.

When at least five team members have responded to the survey, the results become visible on the dashboard.

To see the survey results
→ click on the Dashboard tab.

To see each of the four team profiles
→ click on the corresponding profile tab

For each axis on the profile, see how the team answered the survey questions
→ click on the corresponding axis tab.

As the number of responses increases the results stabilize. For example, results can change when a sixth person responds to the questionnaire, but results will not change much when the 20th person responds. So do not jump to conclusions when you have less than 10-15 answers or less than 60% response rate.

Tips

Getting everyone to cooperate and be fully engaged
Before you send an invite through Moti, explain either in person or through email what this is
about and why you are proposing a Moti survey. You might want to share some resources beforehand.

**Encourage people to register on Moti immediately after having done the survey.**

In this way they will be able to immediately access the results (or at least as soon as five people responded to the survey). Seeing the dashboard is a strong incentive to responding to the survey.

**Encourage team members to reflect on their dashboard: what do these results mean for me? For my team?**

Organise a team meeting before sending the invite - or include the invitation to the team meeting in the message where you inform them about the survey (see above). In this meeting you will have a team reflection on what the Moti survey results mean and discuss a plan of action to address the issues that emerge from the data and the discussions around the survey results.

### Troubleshooting

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>I dispatched the survey and some of my team members did not receive the invite</td>
<td>Tell your team members to check their spam or junk folders.</td>
</tr>
<tr>
<td>Some people in my team cannot access the questionnaire</td>
<td>Are they using an old version of Internet Explorer? Moti works well on Chrome, Brave, Firefox, Edge… Tell them to paste the survey link on the invite on one of these browsers.</td>
</tr>
<tr>
<td>I cannot see the dashboard</td>
<td>Have you checked if there are five or more responses? For reasons of confidentiality, results are only visible when at least five members of your team responded to the survey.</td>
</tr>
<tr>
<td>I dispatched the survey to everyone but I do not know who to send a new invitation as a reminder</td>
<td>This is because we do not want anyone to know who has answered and who has not answered the survey to protect data confidentiality.</td>
</tr>
<tr>
<td>Some of the team members cannot access the dashboards</td>
<td>Have they registered? To see your dashboard you need to register after having responded to the survey.</td>
</tr>
</tbody>
</table>