

26 February 2024

Guide to completing national campaign survey

With our national campaign survey now underway, we want all members to take part and have their say. We are aware that some members have had problems opening the survey link and we have outlined some quick troubleshooting steps to resolve the issue.

The survey will run from **20 February** to **5 March** and by now everyone with a personal email address should have received an email with the personalised survey link. Please check your spam/junk for an email from news@pcs.org.uk.

If you don't have a registered personal email address you will receive an SMS message with a link to the survey. If you are not registered [complete online registration for PCS Digital](#) or we will send you an alternative communication through the post.

Troubleshooting steps

For members who have experienced problems opening the survey link we have outlined some quick troubleshooting steps below, which should resolve your issue.

Prior to following the link

We advise that you log out of PCS Digital if you are already logged in and that you use a personal device to follow the link to prevent any firewall issues with employer equipment.

If you continue to have issues being sent to the verification screen please try opening the link in a private or incognito window (browser depending). If you are on a non-mobile device you can also try to hard refresh your browser by holding CTRL+F5.

Completing the survey

When following the link to the survey from the email or SMS you will need to enter your NI number to confirm your identity. If you **do not know your NI number** then you can select the "I do not know my NI number button", this will then **ask you for your surname and date of birth**. Once you have entered those details select the confirm my identity button and you will be directed to the survey to complete the questions.

[See our website article](#) for more details of how you can take part without the personalised link.

Error message

If you have an error message "browser doesn't support features on this site" then you need to update your browser to the latest version, through either the Play Store (Android) or App Store (iOS).

If you're still unable to complete the survey, please raise a support case by emailing crmsupport@pcs.org.uk with details of the error (including any error messages) and a screenshot, so we can try and resolve this for you."

Not yet a PCS member? [Join online today.](#)