

NPS Survey Builder FAQ – Common Access & Permission Issues

1 FAQ: Guest User Cannot Open or Submit Survey Form

Q: Why is the guest user unable to open or submit the survey form?

A: The guest user may not have the required object permissions, field-level security (FLS), or Apex class access for the survey application.

Q: How can we resolve this issue?

A: Follow these steps-

1. Navigate to **Setup** → **Digital Experiences/Sites** → Select **Site** → **Public Access Settings**.
2. Under the **Guest User Profile**, assign necessary **Object Permissions (Read/Create)**.
3. Update **Field-Level Security** for all required fields.
4. Provide access to relevant **Apex Classes** used by the form.
5. Save the changes and test the form again.

Q: Will the survey form work after updating permissions?

A: Yes. Once correct object, field, and Apex class access is granted, the guest user will be able to view and submit the survey form successfully.

2 FAQ: User Cannot View Reports or Dashboards

Q: Why is the user unable to see reports or dashboards?

A: The user lacks the required folder-level access for the report/dashboard storage location.

Q: How can we provide access to reports and dashboards?

A: For Reports-

1. Go to the **Reports** tab.
2. Open **All Folders**.
3. Locate the **folder containing the report**.
4. Click the **folder** dropdown → **Share**.
5. Add the **user and assign the required access (Viewer / Editor)**.

For Dashboards-

1. Go to the **Dashboards** tab.
2. Open **All Folders**.
3. Locate the **dashboard folder**.
4. Click the **folder** dropdown → **Share**.
5. Add the **user and provide the necessary access level**.

Q: Will the user be able to view the reports after sharing?

A: Yes. Once shared, the user can access the reports and dashboards without restrictions.

3 FAQ: Assigning Package Licenses to Users in Production

Q: Why can't some users access the application after installing the managed package in Production?

A: Users must be assigned a package license to access the managed package and its features.

Q: How do I assign a package license to a user?

A: Follow these steps-

1. Go to **Setup** → search for **Users**.
2. Open the **specific user record**.
3. Scroll to the **Managed Packages section**.
4. Click **Assign Licenses**.
5. Select the **checkbox** for the required **application/package name**.
6. Click **Add**.

Q: Does assigning the license enable user access?

A: Yes. The user will gain full access to the managed package features.

4 FAQ: User Is Unable to View the NPS Dashboard

Q: Why is the user unable to see or view the NPS Dashboard?

A: This issue may occur if Lightning Web Security (LWS) is not enabled in the Salesforce org. The NPS Dashboard relies on Lightning Web Components (LWC) and Aura components, which require Lightning Web Security to be enabled for proper rendering and access.

Q: How can this issue be resolved?

A: Follow the steps below to enable Lightning Web Security-

1. Go to **Setup**.
2. In the Quick Find box, search for **Session Settings**.
3. Scroll to the **Lightning Web Security** section.
4. Enable the checkbox:
"Use Lightning Web Security for Lightning web components and Aura components."
5. Click **Save**.
6. Refresh the page or log out and log back in to Salesforce.

Q: Will the NPS Dashboard be visible after enabling Lightning Web Security?

A: Yes. Once Lightning Web Security is enabled, the NPS Dashboard will render correctly, and users will be able to view and interact with the dashboard without issues.