

Member Questionnaire

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PLUS ⓘ *Member Questionnaire requires a Heylo Plus subscription. [Learn more here.](#)*

Member Questionnaires empower group leaders to capture the exact details they need from every member at the moment they join. Enable ready-made fields like email, address, or date of birth, or create custom multiple-choice questions to match your community's workflow—all from the admin settings panel.

Every response is automatically stored in the member's profile, visible to all group admins or those with the permission [role](#), and exportable to CSV for deeper analysis or outreach. By gathering essential information up front, you can personalize communication, streamline processes, and make data-driven decisions without chasing paperwork. Plus, new members will love their onboarding experience!

Setting up your member questionnaire

To add fields or questions, navigate to group [Admin](#) Settings → Member Questionnaire.

You'll see two types of options:

Default private info

Admins can toggle on/off default fields such as:

- Email
- Address
- Gender
- Birthdate
- Mailing address
- Phone number

These fields are visible only to admins. Members must submit private info before they join, but it only needs to be collected once.

Custom questions (multiple choice or free text)

Admins can also create their own custom questions to ask every new member. Options include:

- **Multiple-choice questions** (e.g., “T-shirt size: S, M, L, XL”)
- **Free text questions** (e.g., “Tell us your favorite trail”)

Just add the question, choose the format, and save. New members will complete the questionnaire during onboarding.

📌 **Best practice:** After three required fields, new member churn during onboarding increases. For high conversion, we recommend keeping the questionnaire focused on the essentials rather than asking everything at once.

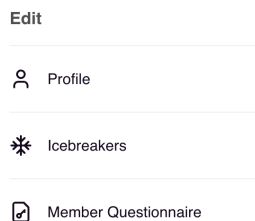
Accessing responses

Members with [role](#) permissions can view responses at any time. Navigate to the member’s profile →tap the three dot menu, then [Member Insights](#).

Or, admins can [export](#) all answers via emailed CSV for deeper analysis or outreach.

Editing responses

Members can edit their own responses at any time by heading to my account in the top right, then selecting the group. Or, visit the profile in the group and press "edit" then "Member Questionnaire." Only groups with a Member Questionnaire will have the option visible.



Editing, disabling, or removing a question

From the Member Questionnaire admin screen, admins can:

- **Edit** a question (text or choices).
- **Disable** a default question (answers remain saved but hidden until re-enabled).
- **Remove** a custom question (⚠ permanently deletes the question and all prior responses).

📌 With custom multiple-choice questions, you can capture skill levels, neighborhoods, or shirt sizes at onboarding—without follow-up forms. This ensures every member joins with the right context,

and leaders have the insights they need from day one.
