

Panel Security integration for Alchemer Survey

Overview

Panel Security is a respondent validation and status management system used by organizations to verify respondent eligibility and track survey outcomes.

The Alchemer integration with Panel Security supports validating respondents and updating respondent status to reduce fraud and enforce panel security.

Common uses for the Alchemer Panel Security integration

- Validate respondents before allowing survey participation
- Control survey access using Panel Security logic
- Automate respondent status updates (complete, screen out, etc.)
- Reduce manual tracking of respondent outcomes
- Ensure accurate respondent lifecycle tracking
- Enforce panel security and fraud prevention measures

What can the Alchemer Panel Security integration do?

- [Validate Respondent \(RID validation\)](#)
- [Update Respondent Status](#)

You will need

- Panel Security API access and API Key
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Alchemer Panel Security integration in surveys

Panel Security | Validate Respondent

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You will need:

- Panel Security API Key

- Survey field containing the Respondent ID (RID)

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Panel Security**.
5. Select **Panel Security | Validate Respondent**.
6. **Panel Security | Authentication:** Select or create authentication using your Panel Security API Key.
7. **Panel Security | Select RID:** Map the survey field containing the respondent RID.
8. **Panel Security | Get data back:** Select the fields that you would like to get back from this validation step. "Panel Security | Status" will return the status code back from Panel Security to validate the respondent exists.
9. Save the action.

Status codes

- 200: 200: Successfully retrieved respondent details
- 400: The external integration returned an error

Panel Security | Update Respondent Status

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You will need:

- Panel Security API Key
- Survey field containing the Respondent ID (RID)

Configure the action

1. Open your survey in **Survey builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Panel Security**.
5. Select **Panel Security | Update Respondent Status**.

6. **Panel Security | Authentication:** Select or create authentication using your Panel Security API Key.

7. **Panel Security | Select RID & status code:** Map the survey field containing the respondent RID and choose the status code to push for this action. You can have multiple 'Update respondent status' integrations for each situation using logic to determine which action fires. For example, at the end of the survey you would push '5' if the respondent got to the end of the survey and answered all required questions.

Status Codes:

- 2 = Screen Out
- 3 = Quote Full
- 4 = Terminate
- 5 = Complete

8. **Panel Security | Get data back:** Select the fields that you would like to get back. This is optional.

9. Save the action.

Status codes

- 200: Successfully updated respondent status
 - 400: The external integration returned an error
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Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response that triggers the integration action.
- Confirm the respondent is validated or updated correctly in Panel Security.
- Use metadata for verification and debugging.

How to verify results

- Check the respondent record in Panel Security.
 - Ensure status updates match expected survey outcomes.
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Monitoring Integration Activity

Where to find logs

- Go to **Results** → **Individual Responses**.
- Select the response you want to inspect.
- Open the **Action Log** tab.

What logs display

- **Success or failure status**

- Timestamp
 - Input and output values
 - Returned status codes from Panel Security
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Troubleshooting

Authentication issues

- Invalid or expired API Key
- Missing permissions in Panel Security

Lookup failures

- Invalid RID
- Respondent does not exist

Mapping errors

- Incorrect RID mapping
- Invalid status code values

API errors

- Validation failures
 - Endpoint or rate limit issues
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FAQs

What permissions do I need?

Integration Manager in Alchemer and a valid Panel Security API Key.
Panel Security permission.

When does the integration run?

In real time when a survey response is submitted.

Can I use multiple Panel Security actions in one survey?

Yes. Validation and status updates can be used together or independently.

Why isn't my respondent updating?

Check the Action Log for invalid RID, incorrect status code, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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