

Launch your first pulse in less than *15 minutes*.

From a blank workspace to a live anonymous pulse — what you'll click, what your team receives, and when results appear. Every step in this guide uses the exact labels you'll see on screen.

THE SIX STEPS AHEAD

- 1 **Set up your workspace** ~2 MIN
Name it, pick your Home region
- 2 **Create your teams** ~2 MIN
The rows of your future heatmap
- 3 **Add your people** ~4 MIN
Upload a CSV or add them by hand
- 4 **Review your privacy rules** ~1 MIN
The defaults already match best practice
- 5 **Review your survey** ~1 MIN
Your Monthly Pulse, ready to go
- 6 **Launch your first pulse** ~3 MIN
Pick a plan, hit send, watch it go out

<15 min total, end to end

BEFORE YOU OPEN THE WIZARD, HAVE THESE HANDY

- Your people's work emails**
A CSV export from any HR or payroll tool — or just a list you can type in.
- The teams you think in**
They become the rows of your heatmap, so pick the cuts you'd actually act on.
- Your region call, EU or US**
The one setting you can't change later — it decides where your data lives.

Free to explore, pay to launch. Everything up to Step 6 is free — no card. You pick a plan the moment you send your first pulse, backed by a 60-day money-back guarantee.

- No credit card to start
- Employees never need accounts
- Results locked below 5 responses
- Data stays in your region — EU or US

WHERE THIS ENDS UP · ONE WEEK FROM NOW

A team-by-team heatmap

Engineering	+64	+51	-5	+34
Sales	+52	+4	+31	🔒
Operations	+34	+54	+2	+26

+42

your StaffHero Score, from the certified eNPS® question

Your Leadership Brief
A plain-English read of what's at risk and what to do next — written by StaffHero minutes after the round closes.

Every cell obeys the privacy rules you'll review in Step 4 — locked cells stay locked for everyone, including you.

STEPS 1-3 · ROUGHLY EIGHT OF YOUR FIFTEEN MINUTES

Getting your people in.

Three steps, three screens. By the end of this page your workspace knows who works where — which is everything the heatmap, the privacy rules, and the invitations hang off later.

1 Set up your workspace ~2 MIN

Three things, and only one of them is hard to undo: your **company / workspace name**, your **role** (optional — it just helps StaffHero write to you in the right voice), and your **Home region**.

The one decision to get right. Home region routes where all your people records and survey responses live. It **cannot be changed later** — everything else in this guide can.

European Union
Data stays in the EU

United States
Data stays in the US

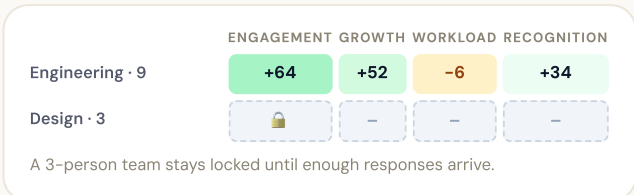
Both regions run the same product — the choice only routes where your people records and responses are stored.

2 Create your teams ~2 MIN

“Teams are the rows of your heatmap — the cuts you’ll read sentiment by.” Quick-add the groups you actually think in — Engineering, Sales, Operations. **Departments** are an optional broader grouping on top; perfectly fine to skip on day one.

Engineering Sales Operations Customer Success

[+ Add team](#)



Tip: teams under 5 people will show locked cells until enough responses arrive — prefer groupings of 5+.

3 Add your people ~4 MIN

Two ways in — pick whichever matches where your roster lives today, or mix both. Either way, this is the longest step of the six, and it’s still about four minutes.

OPTION A · UPLOAD CSV

Upload → Map columns → Preview → Done

Export from any HR tool or payroll sheet — or download the **starter template** right there in the step and fill it in.

Required

Email Name

Optional

Team Department Preferred language Gender Birth date

Start date

OPTION B · ADD MANUALLY

Faster than it sounds for a 25-person company — four fields per person:

FIRST NAME · LAST NAME
Maria · Tamm

WORK EMAIL
maria@yourcompany.com

TEAM
Engineering

Worth saying out loud: people never log in to StaffHero — they only receive anonymous survey invitations by email. No accounts, no passwords, nothing to roll out.

MILESTONE CHECK

You’re about eight minutes in.

- ✓ Workspace named, region set
- ✓ Teams drawn as heatmap rows
- ✓ Roster in, nobody needs an account

The pulse itself is already built and waiting — the next page is guardrails, a quick read of the survey, and the send button.

STEPS 4-6 · THE LAST FIVE MINUTES

Privacy, survey, launch.

The back half of the wizard is mostly reading. StaffHero has already set the guardrails and built the survey — you check both, then press the one button that matters.

4 Review your privacy rules ~1 MIN

The defaults already match industry practice, which is why this step takes a minute. The **quantitative reporting floor** is 5 responses — a hard floor you can raise but never lower. Written comments need 7. Below a threshold, StaffHero hides the score, the trend, the comments *and the counts* — the lock icon is the only visible state, so a small team’s silence never becomes a signal.

Want stricter? Raise either floor — 7, 10, higher. The settings only move up, never below the defaults you see here.

5+

SCORES APPEAR

7+

COMMENTS APPEAR

🔒

—

🔒

—

Below threshold: no score, no trend, no count — ever.

5 Review your survey ~1 MIN

Your default **Monthly Pulse** asks the eNPS® question plus 5 rotating driver questions, and ends with an optional comment box — 6 quick questions, under 3 minutes for a teammate. Drivers rotate from **35 research-backed questions across 19 engagement drivers**, so the pulse stays fresh month after month.

Each round stays open **7 days**, with one automatic reminder 2 days before close. Cadence is monthly — you can fine-tune all of this later under **Surveys**.

ANATOMY OF ONE PULSE

1 × eNPS® question

5 × rotating driver questions

1 × optional comment box

= 6 questions · under 3 minutes to answer · open 7 days

6 Launch your first pulse ~3 MIN

“This sends an anonymous survey invitation to everyone on your roster.” If you haven’t picked a plan yet, checkout happens right here — flat pricing, never per-seat, taxes handled automatically at checkout, and a 60-day money-back guarantee behind all of it. The pulse goes out the moment checkout completes.

STARTER

\$99mo

up to 50 people

GROWTH

\$199mo

up to 100 people

SCALE

\$299mo

up to 200 people

Prefer annual? \$990 / \$1,990 / \$2,990 — two months free. Full details at staffhero.com/pricing.

Sending invitations... 23 of 37

You’ll watch it go out live — then the waiting is your team’s turn.

Before you hit launch

- Roster is within your plan’s headcount cap
- Extra survey languages need complete translations — or keep English-only for now
- One pulse at a time per survey

SKIPPED THE WIZARD?

Same launch, from the dashboard:

Surveys →
 Monthly Pulse →
 “Activate Survey”

→ choose “Send now”

THAT’S THE WHOLE SETUP

When the counter reaches everyone, you’re live.

Your part is done — the next page is what lands in your team’s inboxes, and when the results come back to you.

7 days

ROUND STAYS OPEN

1

AUTO REMINDER

5+

RESPONSES UNLOCK RESULTS

AFTER YOU LAUNCH

What happens next.

The week runs itself: invitations, one reminder, a hard close, then results within minutes. Here's each moment — starting with the only thing your team ever sees.

WHAT YOUR TEAM RECEIVES

FROM **StaffHero**
SUBJECT **Brightloom Studio · Your team pulse is ready**

Hi — your team is running a quick anonymous pulse. Six questions, under 3 minutes.

[Take the pulse](#)

staffhero.com/s/... · your private single-use link

The survey opens with the anonymity notice: answers are anonymous to your employer — grouped results only, nothing shown for groups under 5 (7 for written comments). No IP logging, no tracking.

No login, no app, no account — the link works on any device. That's the whole ask of your team.

WHILE THE ROUND IS OPEN

Your dashboard shows **response rate only** — scores stay hidden until the round closes, so nobody is tempted to read a half-finished picture, and early answers can't be singled out. A reminder goes out automatically 2 days before close; you don't need to chase anyone.

Responses

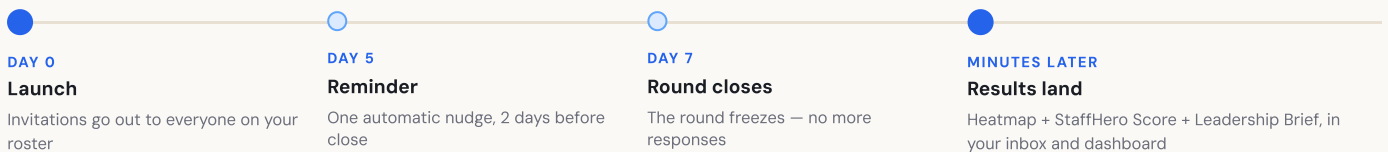
23 of 37 invited so far

WHEN IT CLOSSES · DAY 7

Within minutes, StaffHero freezes the round, computes the heatmap, and — once 5+ responses are in — writes your **Leadership Brief:** what's strong, what's slipping, and the one or two things worth doing about it. You get an email the moment it's ready.

The Brief plays by the same rules you reviewed in Step 4 — it only ever cites groups above the privacy floor.

THE WEEK AT A GLANCE



PRO TIPS FOR A STRONG FIRST ROUND

Invite everyone, not a sample

You need 5+ responses for anything to show at all — and each team cell needs 5+ within that team. Small rosters can't afford sampling.

Want results sooner?

Shorten "Days the survey stays open" in the survey settings. Seven days is the default; a smaller, chattier team can close faster.

Preview the outputs first

Demo mode is a realistic workspace with months of data — poke at a heatmap and a real Leadership Brief before your own exists. Or skim [staffhero.com/sample-brief](#).

Aim for 70%+ response

A CEO heads-up note the day before helps enormously. Partners: there's a ready-made announcement template in the partner kit.

YOUR MOVE

Fifteen minutes from now, your team is talking.

Free to explore, pay to launch — no card needed until Step 6. Questions? The StaffHero team replies fast.

[Start free at staffhero.com →](#)

No card needed · 60-day money-back guarantee