## Changes to the review process as initiated via email

## Ask for a rating, then a review

These changes affect reviews gathered by sending the review email (AKA, tell us how we did).

These changes affect organizations that are sending reviews to Google.

The email will contain a request to provide a star rating. This is different than providing a review.

The email will contain a link that takes the user to a page where they can give a rating based on 5 stars. If they give a 4 or 5, they will be prompted to go to Google to enter a review.

If they enter a 1-3, they will be prompted to create a private review for the org.

## Ask for reviews when users gain reward points

We want to add an additional condition to the cron job that looks for people to get the review email.

Please include org\_clients who have been awarded reward points.