



State of Texas Employee Exit Survey System Guide for State Agencies

Updated December 2025

The State of Texas Employee Exit Survey gives employees who voluntarily end their employment with a state agency the opportunity to provide feedback about their reasons for leaving. Their responses help the State of Texas identify ways to improve workplace environments.

[Texas Government Code, Section 651.007](#), requires that state agencies provide separating employees an opportunity to complete the exit survey developed by the State Auditor's Office (SAO) through the online system.

Higher education institutions are not required to use this exit survey system.

Set up a New User Account

Each agency employee who needs access to the [Employee Exit Survey Administrator Portal](#) will need their own account.

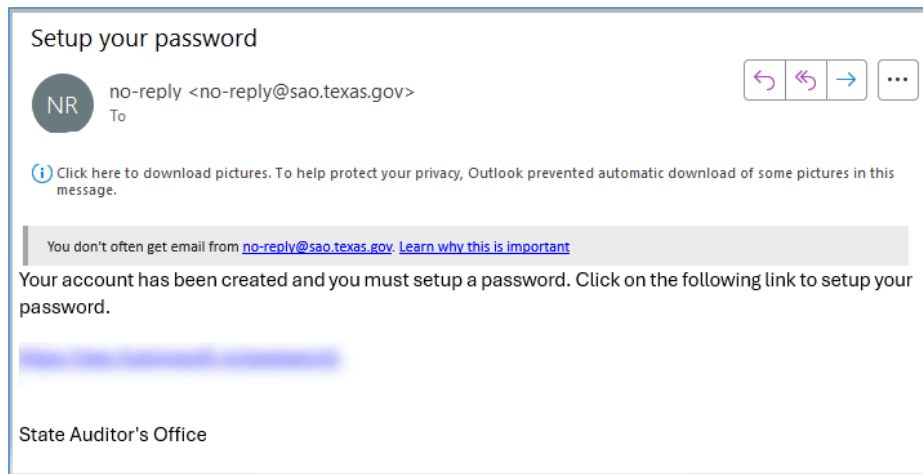
To create a new user account, the agency's Human Resources Director or Executive Director will need to send an email to ExitSurvey@sao.texas.gov and provide the following information about the new user:

- Name.
- Email.
- Title.
- Agency Number and Agency Name.
- Role.

Roles are defined according to the following permission types:

- **Access Code** - Can generate the access codes that separating employees will use to access their individual exit surveys.
- **Human Resources** - Can access agency Human Resources reports. Access is usually granted to the agency's Human Resources Director.
- **Executive** - Can access agency Executive reports. Access is granted only to the agency's Executive Director.

Once a new user is added to the system by the SAO, the user will receive an email from no-reply@sao.texas.gov with a link to set up their password. This time-sensitive link is valid for 4 days (96 hours).

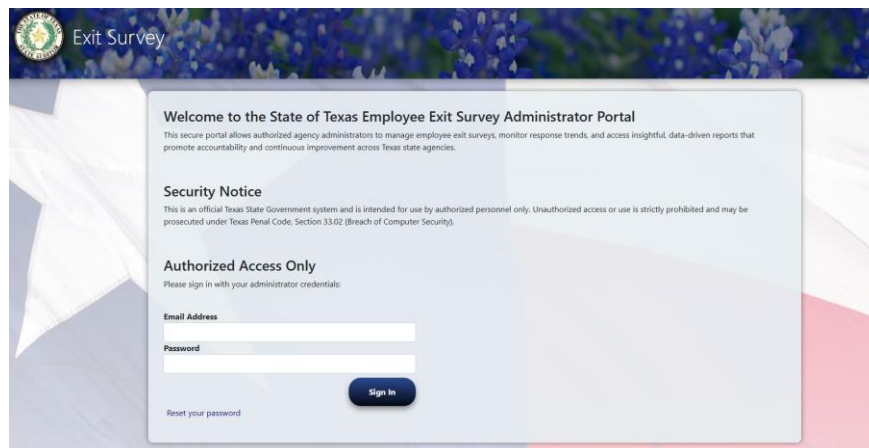


Each user is assigned an individual password that must not be shared. To deactivate user accounts for their agency, the Human Resources Director is required to submit an email request to ExitSurvey@sao.texas.gov.

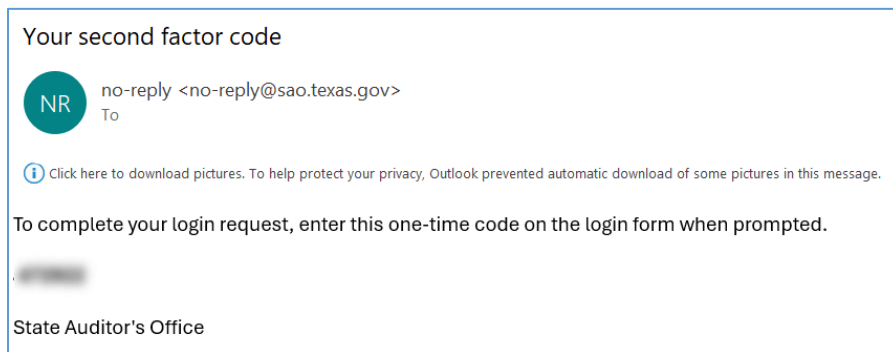
Access the Employee Exit Survey Administrator Portal

To access the survey system for the first time, the new user will:

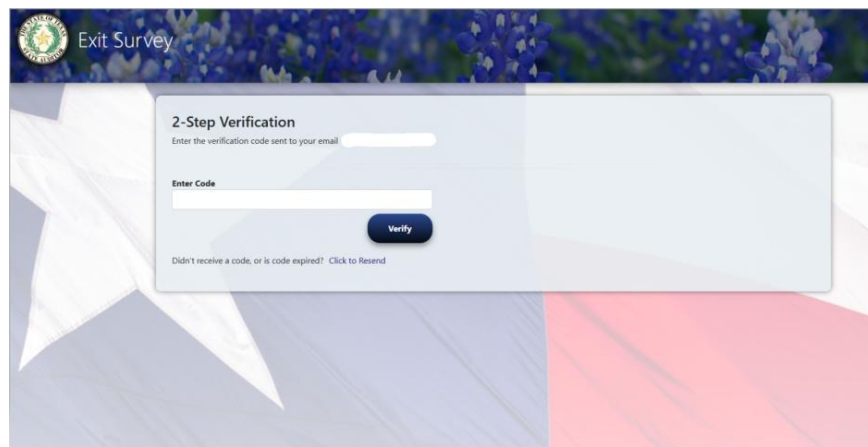
1. Go to the [Employee Exit Survey Administrator Portal](#).
2. Enter their email address and the password they created when setting up their new user account.



3. After logging in, check their email for a verification code.



4. Enter the verification code to confirm their identity and complete the sign-in process.



Based on the role(s) assigned to the user, the homepage will display one or more of the following buttons:

- Generate Access Code.
- View HR Reports.
- View Executive Reports.

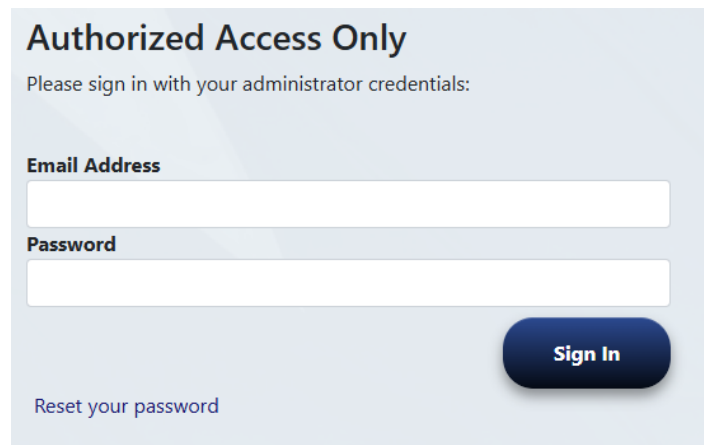
For example, if a user has been assigned only the Access Code role, they will see only the Generate Access Code button.

Reset Your Password

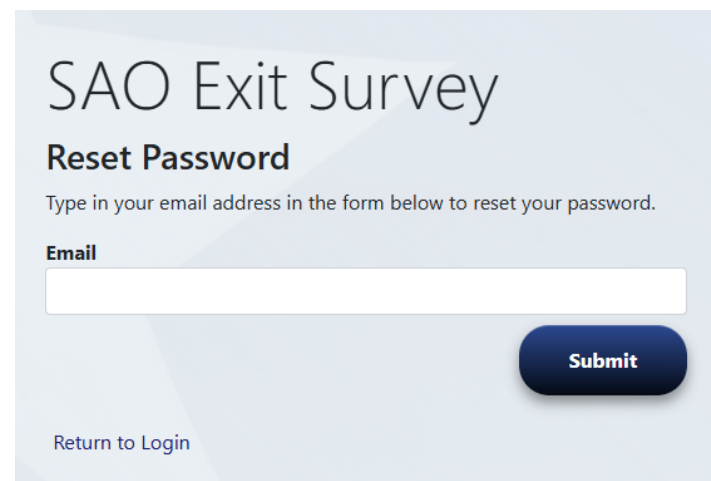
If a user forgets their password, they do **not** need to send an email to the SAO Exit Survey Team.

To reset their password, the user will:

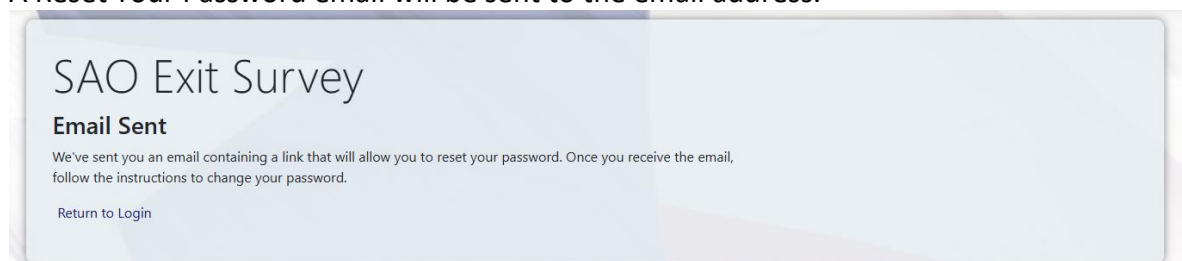
1. Go to the [Employee Exit Survey Administrator Portal](#).
2. Click on Reset your password.



3. Enter their email address and press Submit.




4. A Reset Your Password email will be sent to the email address.



- An email will be sent no-reply@sao.texas.gov and click on the link provided in the email.

Reset your password

 no-reply <no-reply@sao.texas.gov>
To
Retention Policy SAO Exchange Retention Policy [Default] (5 years)
[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

To change your password click on the following link.

This is a legitimate message from the State Auditor's Office. If you are not expecting this email or have any questions, please contact the State Classification Team at ExitSurvey@sao.texas.gov.

Thank you for your time.


State Classification Team
State Auditor's Office

- Click on Continue to establish confirmation required.



- Check their email for a verification code.

Your second factor code

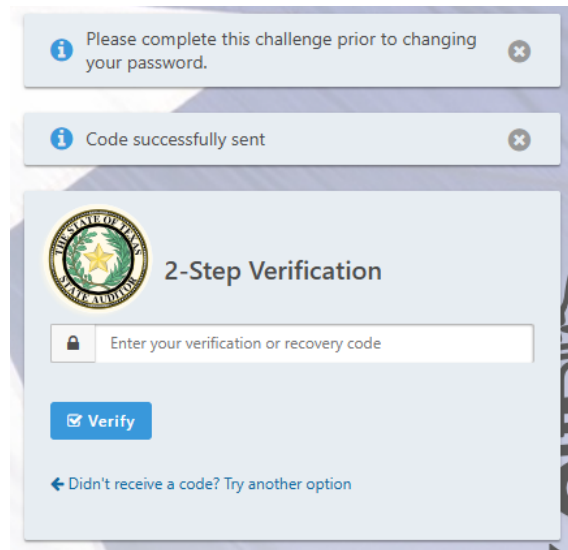
 no-reply <no-reply@sao.texas.gov>
To
Retention Policy SAO Exchange Retention Policy [Default] (5 years)

To complete your login request, enter this one-time code on the login form when prompted.



State Auditor's Office

8. Enter the verification code to confirm their identity, select Verify, and complete the sign-in process.



The screenshot shows a web interface for the Texas State Auditor's Office Portal. At the top, there are two notification banners: "Please complete this challenge prior to changing your password." and "Code successfully sent". Below these is a section titled "2-Step Verification" featuring the state seal. It contains a text input field labeled "Enter your verification or recovery code", a blue "Verify" button, and a link that says "Didn't receive a code? Try another option".

9. Update their password. Password must meet the following constraints:
- Must be between 8 and 256 characters in length
 - Must contain both upper- and lower-case characters
 - Must contain at least one non-alphanumeric character
 - Must contain at least one number
 - Must not match the previous 10 passwords
10. Press Submit.



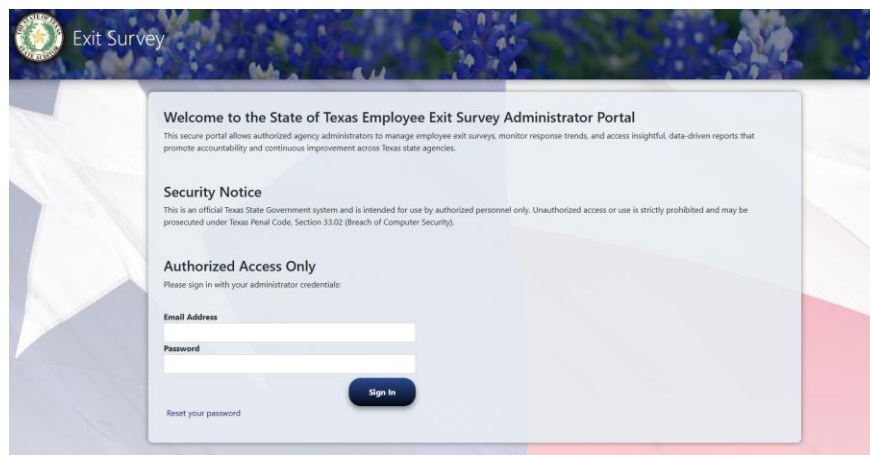
The screenshot shows the "Update your password" form on the Texas State Auditor's Office Portal. The form includes the state seal, two password input fields labeled "Password" and "Confirm password", a checkbox for "Keep me signed in" which is checked, and a blue "Submit" button. The background features a large circular logo with the Texas State Capitol dome and the letters "SAO".

11. Their password has been updated.

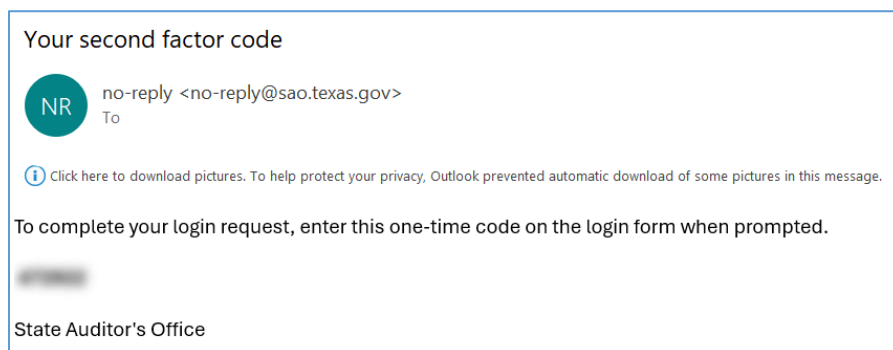
12. Click on Return to Exit Admin in the right-hand corner of the website.



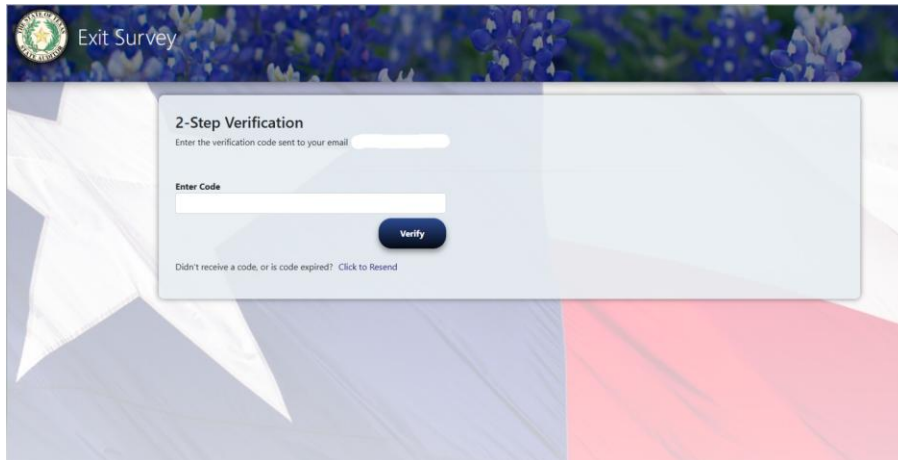
13. Enter their email address and their updated password.



14. After logging in, check their email for a verification code.



15. Enter the verification code to confirm their identity and complete the sign-in process.



Unlocking User Account

For security purposes, a user account will automatically lock after multiple unsuccessful password attempts. If this occurs, there is no need to contact the SAO Exit Survey Team. The user account will unlock automatically after **one hour**, at which point the user may log in again.

If the user needs to reset their password after the lockout period, they may do so directly from the login page at the [Employee Exit Survey Administrator Portal](#). Please refer to the password reset instructions provided above if additional guidance is needed.

Generate Access Codes

Users with the Access Code role are able to generate the exit survey access codes for separating employees.

Users will select the job classification title for the separating employee and press the Generate Access Code button.

If a user is assigned the Access Code role for more than one agency, the user will also need to select the agency from which the employee is separating before generating the access code.

Some agencies may also allow the agency to input a division. Users will need to enter the division name before generating the access code.

The screenshot shows a web interface for the 'Exit Survey'. At the top left is the 'Exit Survey' logo. Below it is a button labeled 'Admin Home'. The main heading is 'HR Administration: Generate Survey Access Code'. Below this heading is a paragraph: 'Provide all agency employees who voluntarily terminate employment the opportunity to take the online survey. The State Auditor's Office considers the following payroll reason codes voluntary terminations:'. This is followed by a bulleted list:

- 060 - Voluntary separation from agency
- 065 - Transfer to a different state agency or institution of higher education with no break in service
- 068 - Retirement

 Below the list are two input fields: 'Agency' (with the value '304 - Comptroller of Public Accounts') and 'Job Title' (with the value '0154 - Administrative Assistant III'). To the right of the 'Job Title' field is a 'Division' label and an empty input field. At the bottom right is a blue button labeled 'Generate Access Code'.

View Human Resources Reports

Users with the Human Resources role can generate quarterly and cumulative fiscal year reports of summarized survey responses.

Users will select the report period they wish to view and then will select one of these options:

- Survey Results Summary.
- Survey Results by Job Classification.
- Survey Results by Division.

NOTE: Only reports for fiscal year 2026 and on are available on this reporting site. Quarterly reports are generally available 15 days after the end of the quarter. To view cumulative reports from fiscal year 2023 to 2025, please [access the prior portal](#).

View Executive Reports

Executive Directors (or users with Executive Director access) can generate and view individual responses that separating employees have chosen to share with the Executive Director of the agency.

Users will select the report period they wish to view and may choose to sort the table by date taken, job classification series, or where the employee is going.

NOTE: Only reports for fiscal year 2026 and on are available on this reporting site. To view cumulative reports from fiscal year 2023 to 2025, please [access the prior portal](#).

Exit Survey Websites

[Exit Survey landing webpage](#)

For employees whose separation date is on or after September 1, 2025:

[Exit Survey website for separating employees](#)

[Exit Survey administrator portal](#) (to generate codes for employees whose separation date is on or after September 1, 2025, and to access reports from fiscal years 2026 and beyond)

For employees whose separation date is on or before August 31, 2025:

[Exit Survey website for separating employees](#)

[Exit Survey administrator portal](#) (to generate codes for employees whose separation date is on or before August 31, 2025, and to access reports from fiscal years 2023 to 2025)

Support and Troubleshooting

Having issues? Email the SAO Exit Survey Team: ExitSurvey@sao.texas.gov