Set Up Disqualify Logic

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Disqualifying survey respondents that do not meet certain criteria to respond is a common survey design practice. To set this up, first set up the question or questions you wish to use in your disqualification logic.

In the below example we will use age to determine which respondents are not eligible. We will be disqualifying survey respondents *under the age of 18* and *over the age of 55*.

Here is the age question we have set up on the first page of the survey that we will be using in our disqualification logic. Disqualification typically happens at the beginning of the survey, but you can set up disqualification points throughout your survey; this is a great idea when you are providing an incentive.

1. To add the Disqualify Logic, below the page with your disqualify question(s), click the link for **Skip/Disqualify Logic**.
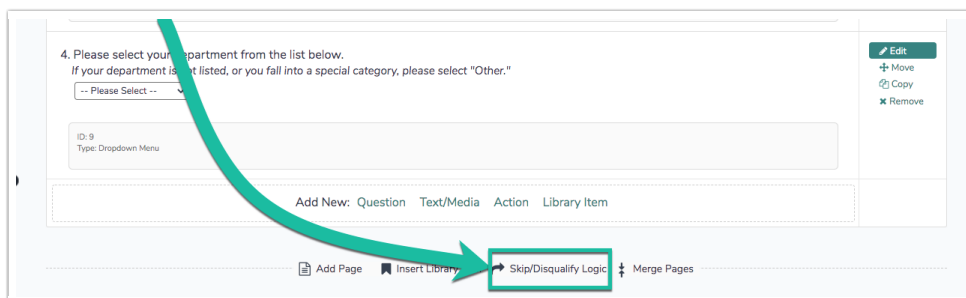
2. As a best practice, change the page logic description to something that is meaningful to you. Next, set up the logic conditions. In this example we are disqualifying respondents under 18 and 55+:

3. Finally, select the **Disqualified** option to mark the response as disqualified if the logic passes. You can customize the disqualify message just below after selecting this option.

4. **(Optional)** Marking the response as disqualified is compatible with the above option to send the respondent to an external URL. It is important to note, however, that the disqualify message will not display before the respondent is redirected.

If you would like to redirect *and* display the disqualify message you can use the URL Redirect Action to accomplish both!

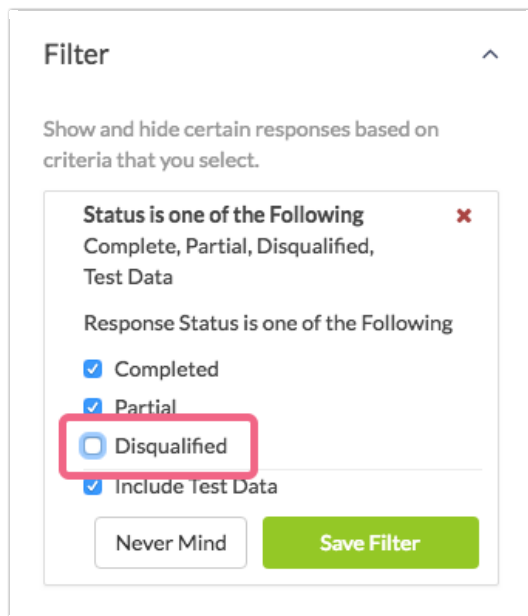# Reporting and Exporting Disqualified Responses

Disqualified responses will display under **Results > Individual Responses** along with all of your partial and complete responses.
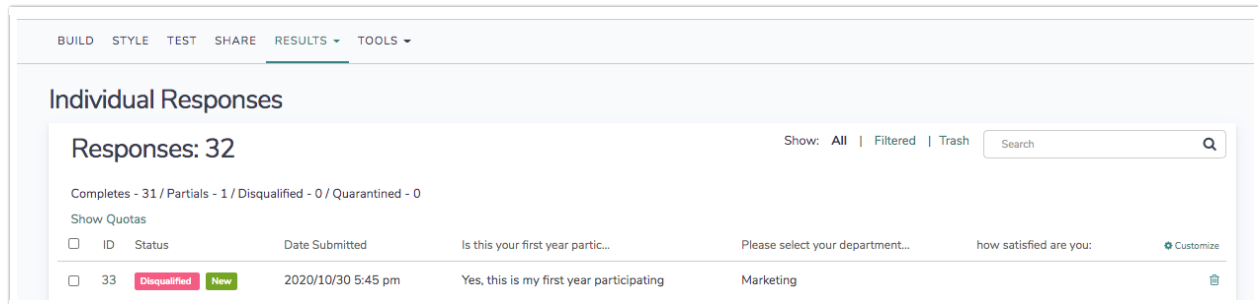
The Standard Reports include disqualified responses by default, but you can easily exclude these responses. After creating a Standard Report, in the report sidebar click **Add Filter > By Response Status** and uncheck the **Disqualified** option.


All other reports and exports will not include disqualified responses by default.

Change the Status of a Disqualified Response

If you need to change the status of a Disqualified response, you can do so via **Results > Individual Responses**. *A disqualified response can only be converted to a Complete response.*

1. Check the box associated with the response(s) that you want to convert.

2. You will see a bulk edit toolbar appear at the top of your response list.
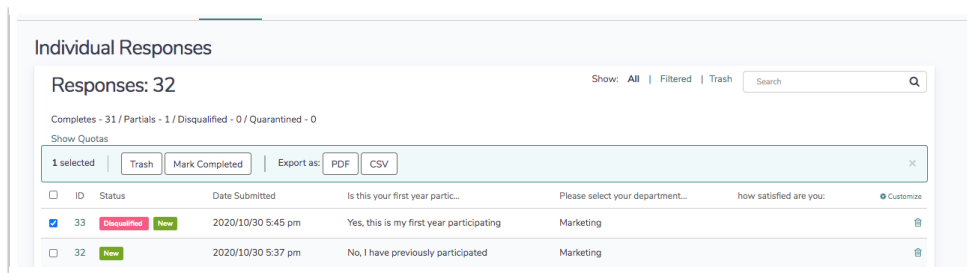
3. Click the **Mark Completed** button and your disqualified response will be converted to a Complete response. You can convert the response to disqualified again via the same process, if needed.

Available Questions

The following question types can be used to disqualify a survey respondent.

- Text questions (including textbox, number, email, percent, and date)
- Essay / Long Answer
- Radio Buttons
- Checkboxes
- Dropdown Menu
- Slider (single)
- Image Choice (single and multiple)
- List of Dropdowns Rows
- Rating (Likert Scale)
- NPS®
- Custom Groups - Any of the above question types included as subquestions in a custom group can be used to set up page show/when logic.
- Contact Groups - Any of the above question types included as subquestions in a custom group can be used to set up page show/when logic.
- Grid Questions - Rows of grid questions can be used to set up page show when logic. *This will only work for grid questions with a single column.*

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