Permanently Delete Responses

Account Administrators as well as users' provisioned a custom role by the Administrator are able to permanently delete data.

Permanently deleting individual responses is a multi-step process. Before proceeding, it is important to note the differences between Trash and Permanent Deletion.

Trash
Responses can be viewed via Results > Individual Responses.

When a response is initially "deleted", it is placed in the Trash (similar to a computer's trash bin). At this point, the response is not permanently deleted and can be restored:

Permanent Deletion
Once a response has been moved to the trash, it is placed in the Trash view. From the Trash, the response can then be permanently deleted. Once permanently deleted, a response cannot be recovered - this process is irreversible.

Move Responses to Trash

When you delete a response from the Individual Responses tab, the response is placed in the Trash. You then have the option to Permanently Delete the response from the Trash view.

Once permanently deleted, responses cannot be recovered.

+ Move Responses One-by-One to Trash
+ Move Multiple Responses to Trash
+ Move all Responses to Trash

Restore Responses in the Trash
Deleted responses can be restored by clicking the Trash above the list of responses to the left of the search bar. This will display all responses that have previously been trashed. This does not apply to responses that have since been permanently deleted.

There are several options for restoring responses that are in the trash. This will make responses readily available for reporting again.

- Restore Responses One by One
- Restore Multiple Responses
- Restore All Trashed Responses

Permanently Delete Responses

Any responses that are currently "deleted" reside in the Trash under Results > Individual Responses. Responses in the Trash view can be restored and as such are not permanently deleted. If permanently deletion is necessary for responses, it is available on this page by selecting Trash:

As with other actions on the Individual Responses tab, there are several options for permanently deleting responses. Before permanently deleting responses, there are a few important things to be aware of.

Deleting responses permanently will:

- Delete the supplied responses
- Delete files associated with these responses
In order to confirm the permanent deletion, provide the password used to log into Alchemer

**Permanently Delete Responses One by One**

**Permanently Delete Multiple Responses**

**Considerations**

There are several features in Alchemer that allow you to view/incorporate data from multiple surveys. When moving data to the trash (or permanently deleting), consider that the data might be used in one of the following features:

- Combined Reporting
- Insights Canvas
- Homepage Charts

We recommend removing any surveys that are referenced in any of the above. If a survey is not removed, a notification will show in each of the above features indicating that one or more of the data sources has been moved to the trash, or permanently deleted.

**FAQs**

**I don’t see the option to Permanently Delete.**

This likely means that you are not an **Account Administrator**. Only Account Administrators can permanently delete data.

**I permanently deleted a response accidentally, can it be restored?**

Once a response is permanently deleted, there is NO recovery method. The Alchemer Support team will NOT be able to help you restore these responses or associated data.

**If I permanently delete all responses, does the response ID count reset?**

The response ID count (#) does not reset when all responses have been deleted. If you had 100 responses and permanently deleted them all, the next collected responses would be assigned an ID # of 101.

**What information is deleted when a response is permanently deleted?**

The following information is removed when an individual response is permanently deleted:

- The supplied responses (answers to survey questions & data collected on the survey)
- Files associated with these responses
- All other data associated with these responses