

# Permanently Delete Responses

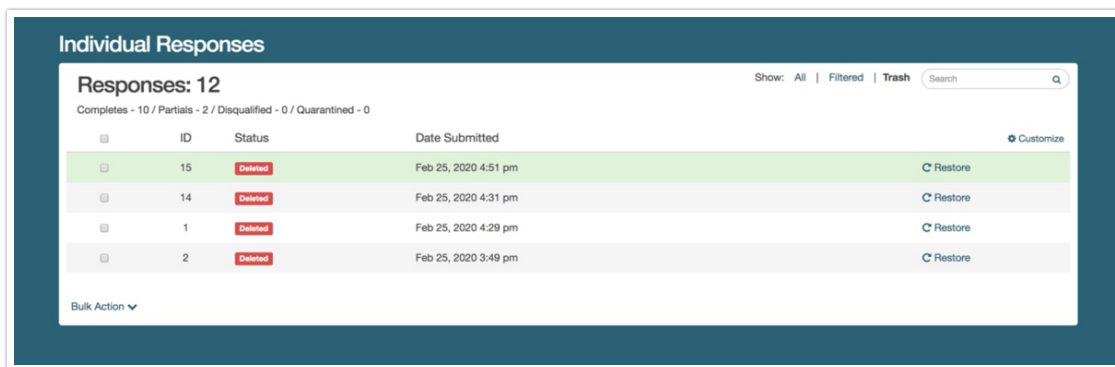
*Account Administrators as well as users' provisioned a custom role by the Administrator are able to permanently delete data.*

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**:



The screenshot shows the 'Individual Responses' interface. At the top, it says 'Responses: 12' and 'Shows: All | Filtered | Trash'. Below this, there is a table with columns for 'ID', 'Status', and 'Date Submitted'. The table contains four rows, all with a 'Deleted' status. Each row has a 'Restore' button. A 'Bulk Action' dropdown is visible at the bottom left of the table.

ID	Status	Date Submitted	Action
15	Deleted	Feb 25, 2020 4:51 pm	Restore
14	Deleted	Feb 25, 2020 4:31 pm	Restore
1	Deleted	Feb 25, 2020 4:29 pm	Restore
2	Deleted	Feb 25, 2020 3:49 pm	Restore

## 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.*

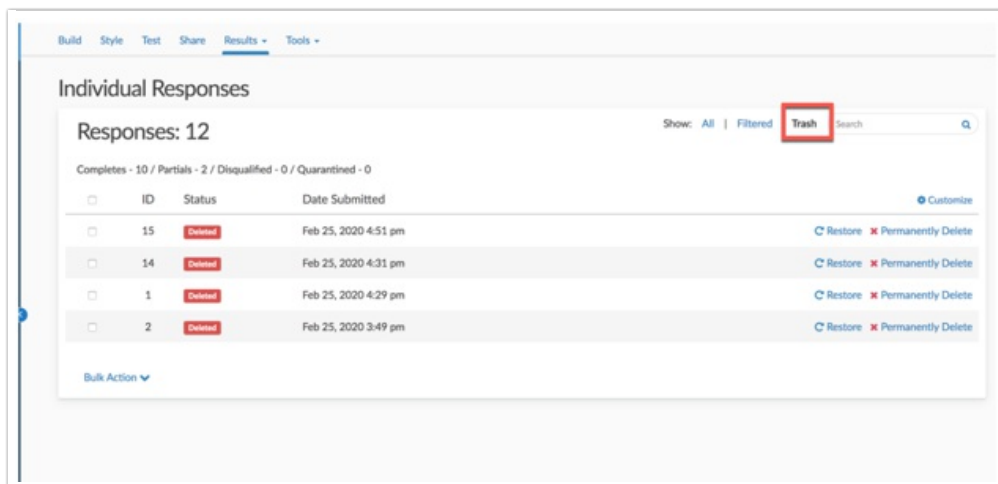


There are several options for restoring responses that are in the trash. This will make responses readily available for reporting again.

- + 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 permanent 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

- Delete all other data associated with these responses

**Important!** There is **NO** recovery method. *Once permanently deleted, Alchemer Support will NOT be able to help you restore these responses or associated data.*

We recommend that you contact the survey creator or owner of the survey before doing this.

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

## Related Articles