

# Permanently Delete Responses

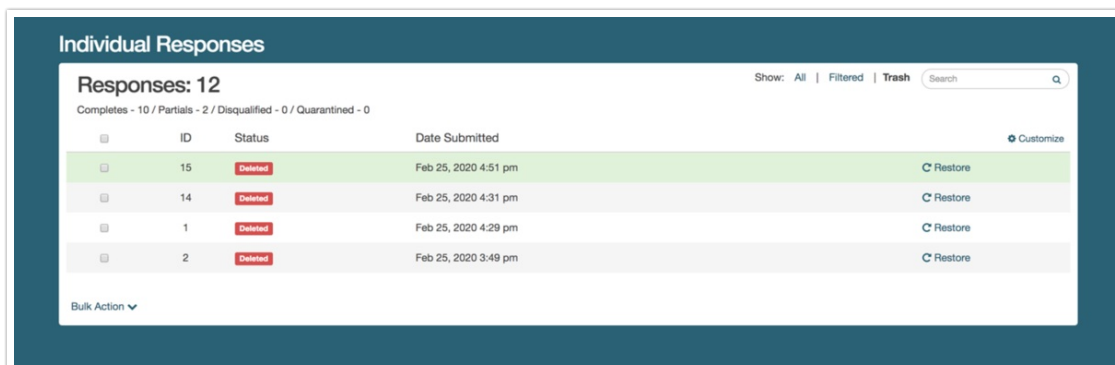
*Account Administrators as well as users' provisioned a [custom role](#) by the Administrator are able to permanently delete data.*

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 'Completes - 10 / Partials - 2 / Disqualified - 0 / Quarantined - 0'. There are filters for 'Show: All | Filtered | Trash' and a search bar. The table has columns for 'ID', 'Status', and 'Date Submitted'. Four rows are visible, all with 'Deleted' status and a 'Restore' button. A 'Bulk Action' dropdown is at the bottom left.

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

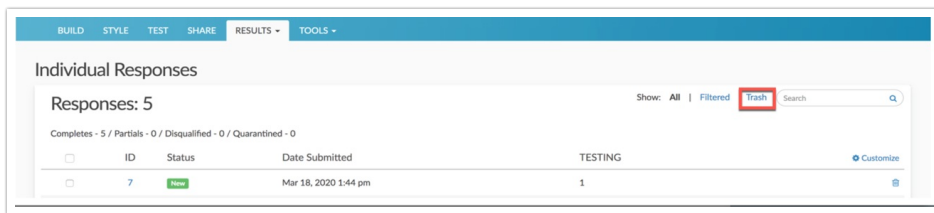
When you delete a response from the Individual Responses tab, the response is placed in the *Trash*. You then have the option to **Permanently Delete** the response from the *Trash* view.

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.*

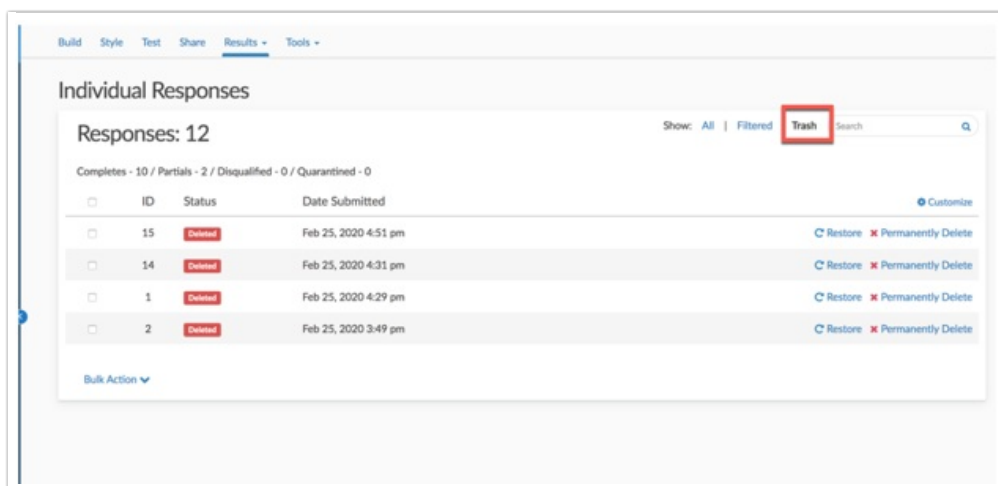


There are several options for restoring responses that are in the trash. This will make responses readily available for reporting again.

- ⊕ 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:

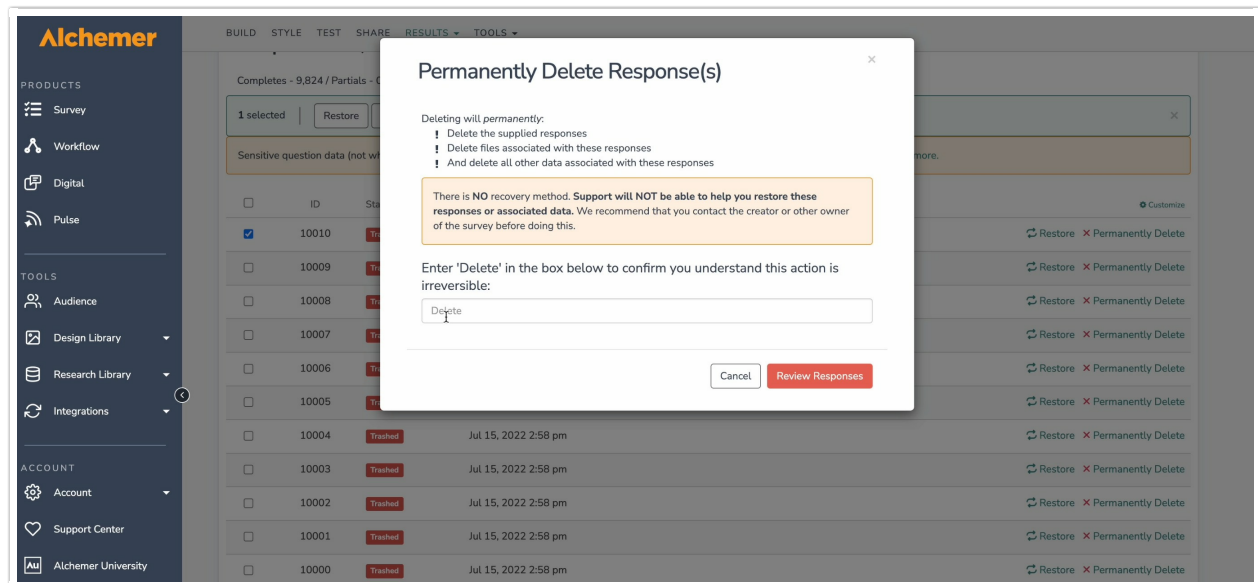
- Delete the supplied responses
- Delete files associated with these responses

- 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, enter 'delete' into the box.



- ⊕ 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