Clear Link Cache(s)

While any changes you make to your survey can be viewed right away in the application, the time it takes for live, external survey links, and embeds to reflect changes will take a little longer. This depends primarily on whether or not the link has been accessed before on that computer and browser. If so, it will take about 15-20 minutes for these changes to appear in the live link.

We have a tool to get around this! Go to your **Tools** menu within your survey and select the option to **Clear Link Cache**.

This will clear all of the links associated with your surveys so that any recent updates are reflected!

There are a couple of other options to get around this:

- Create a new share link on the Share tab.
- Clear your browser history and cache.
- Open the survey in a different browser.

Offline surveys will require a few more steps to pull updates:

Visit the Refresh Your Offline Survey content to learn more.

Embeds:

For embedded surveys, we recommend re-saving the page within your website where the embed code is located. This will force the embed to refresh and pull new changes.

Save & Continue and Edit Links:

If a respondent has already accessed the survey and is using an edit link, save and continue link, or e-mail campaign link to re-enter the survey, they will not see any changes you may have made to the survey. If this is the case, contact support for additional assistance.

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