

Disable Questions or Answer Options

When building and testing your survey, you might find the need to disable [questions](#) or [answer options](#) without removing them from the survey.

Disable a Question

1. To disable a question, click the **edit** option located to its right.
2. Head to the **Logic** tab and select **Yes** under the **Disable Question** section, then save the question.

Radio Buttons

Question **Logic** Validation Layout Piping / Repeat

Logic Rule

- Only show this question based on answers to previous questions or other logic conditions
- Hide all subsequent questions on this page
- After answering, hide this question
- Hide this question by default (mainly used with custom scripting)
- Only show this question to admin users

Disable Question

- Yes
- No

3. In the survey builder, you will see that the disabled question is grayed out. If you Preview the page, the disabled question will not appear as part of the survey.

Page 1: Product ID: 1

Preview

1. Please rate your level of satisfaction with the product you purchased.

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

ID: 2
Type: Radio Buttons

2. How likely are you to recommend the product to your friends and family?

0 1 2 3 4 5 6 7 8 9 10

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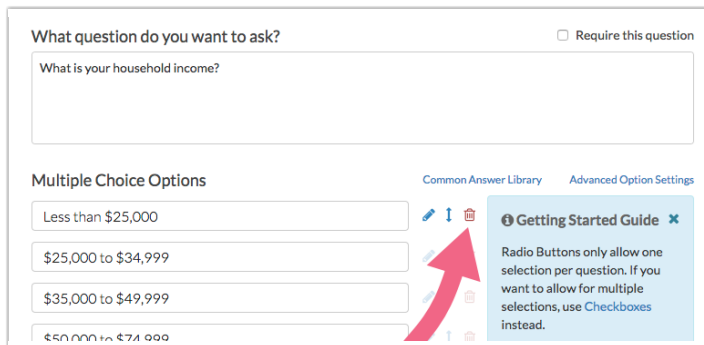
ID: 3
Type: Net Promoter Score

Add New: Question Text/Media Action Library Item

4. To re-enable a question, repeat the steps above and select **No** under **Disable Question**.

Disable an Answer Option









1. To disable an answer option inside a question, click the **trash can icon** corresponding to the answer option that you want to disable.



What question do you want to ask? Require this question

What is your household income?

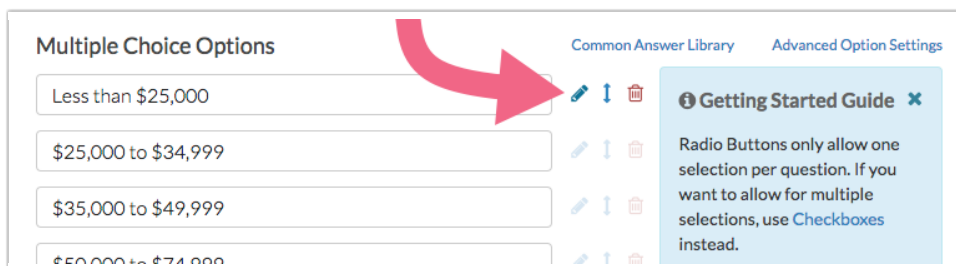
Multiple Choice Options [Common Answer Library](#) [Advanced Option Settings](#)

Less than \$25,000	 
\$25,000 to \$34,999	 
\$35,000 to \$49,999	 
\$50,000 to \$74,999	 









Getting Started Guide ×

Radio Buttons only allow one selection per question. If you want to allow for multiple selections, use [Checkboxes](#) instead.

2. You can also edit the question, then click the **pencil icon** next to the answer option you want to disable. Please note that table rows and columns cannot be disabled, but can only be deleted.



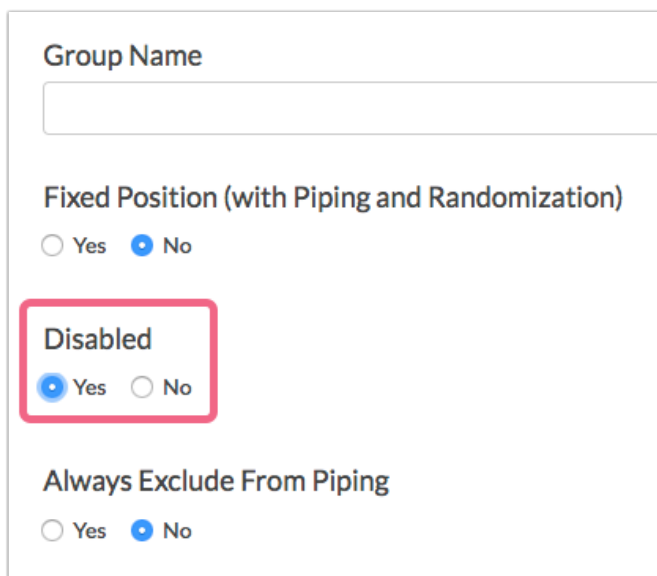
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Getting Started Guide ×

Radio Buttons only allow one selection per question. If you want to allow for multiple selections, use [Checkboxes](#) instead.

3. On the **Settings** tab, scroll down and select **Yes** under **Disabled** then click **Done**.



Group Name

Fixed Position (with Piping and Randomization)

Yes No

Disabled

Yes No

Always Exclude From Piping

Yes No

4. The answer option will disappear from the list but never fear, we can make it reappear with a couple clicks. Click the **Advanced Option Settings** link above the answer options and select

Show disabled options and Save.

What question do you want to ask? Require this question

What is your household income?

Multiple Choice Options

Less than \$25,000

\$25,000 to \$34,999

\$35,000 to \$49,999

\$50,000 to \$74,999

Customize Grid

- Show disabled options
- Show special settings
- Show group names

Reporting Values:

- Auto
- Sequential
- Custom

Never Mind Save

Advanced Option Settings

Getting Started Guide

Options only allow one answer per question. If you want to allow for multiple selections, use Checkboxes instead.

5. Now your disabled answer option will appear greyed out, with the option to restore it next to the red X. Give it a click to re-enable!

Multiple Choice Options

Common Answer Library

Less than \$25,000

\$25,000 to \$34,999

\$35,000 to \$49,999

Gettin

Radio Button selection required. If you want to allow for multiple selections, use Checkboxes instead.

Delete Answer Option

1. If you have disabled an answer option and would like to go ahead with deleting it, click the red X icon to do so. Please note that you will need to first show disabled answer options per the above instructions. If you have not collected any data, clicking the X will result in deleting the option.
2. If you have already collected data, clicking the X icon, you will trigger a confirmation message. Click **Delete** to complete this process or **Never Mind** to go back to the previous screen.

You can also opt to not see this notification message again by checking the box next to **Do not show this message again** (the opt out option will only appear after several options have been deleted).

Delete data associated with this option?

Are you sure you want to delete this option?
Any data collected for this option will be deleted as well.
This could result in data loss.

This action cannot be undone.

Never Mind Delete

You may or may not know that, in addition to the option to delete/remove a question or answer option, we also have the option to [disable questions and answer options](#). If you are aware of both you might be confused why we have these similar options. It's actually because they are quite different!

When Should I Delete/Remove a Question/Answer Option Versus Disable It?

If the question or answer option has collected data and you expect that you might want the data at a later time, we recommend disabling your question or answer option instead of deleting.

By and large, if you [restore a deleted question or answer option](#) that has collected data, the data will be restored as well, but with very complex question types (I'm looking at you [Custom Tables](#)) we've run into data loss issues when a question or answer option has been deleted and restored. This is why we have the option to disable a question.

What Are the Implications of Deleting/Removing?

In Surveys

Deleted questions and answer options will not display for any survey responses that are started after the question has been deleted. Notice, this behavior is the same as for disabled questions and answer options.

On the Build Tab

- Deleted questions will not display on the Build tab. You can [restore](#) them if you wish.
- Deleted answer options will not display on the Build tab. *Deleted answer options cannot be restored.*

In Individual Responses

Deleted questions and answer options will not display in [Individual Responses](#), even if they have previously collected data.

In Reports and Exports

Deleted questions and answer options will not display in [Reports](#) and [Exports](#), even if they have previously collected data.

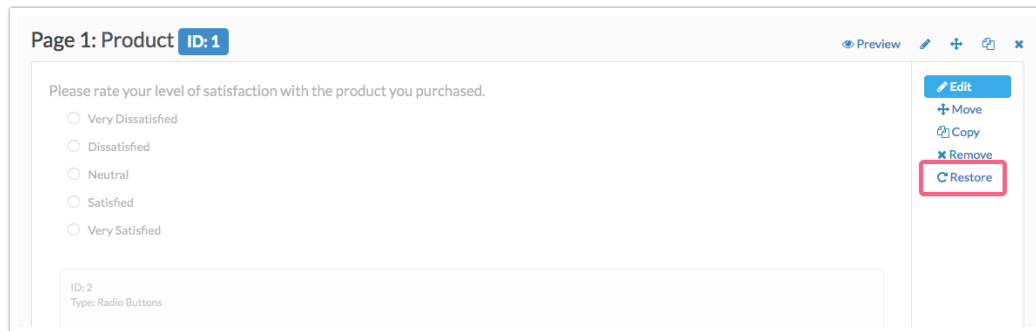
What Are the Implications of Disabling?

In Surveys

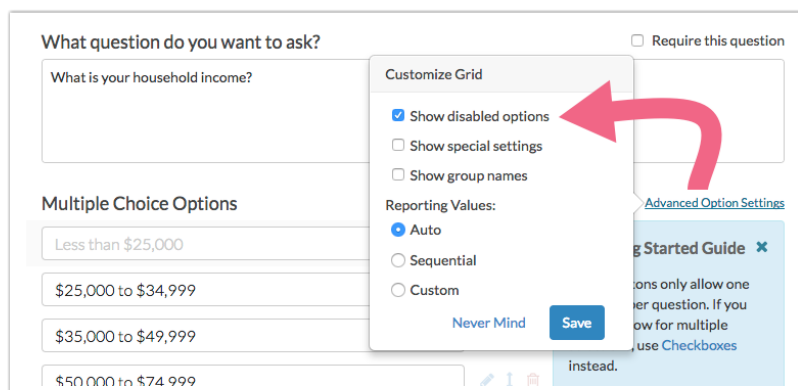
Disabled questions and answer options will not display for any survey responses that are started after the question has been disabled. Notice, this behavior is the same as for deleted questions.

On the Build Tab

Disabled questions will be greyed out on the Build tab with a quick link to restore them.



Disabled answer options will not display on the Build tab. When editing the question you can display disabled options if you wish. To do so, click the **Advanced Option Settings** link above the answer options and select **Show disabled options** and **Save**.



Now your disabled answer option will appear greyed out, with the option to restore it next to the red X. Give it a click to re-enable!



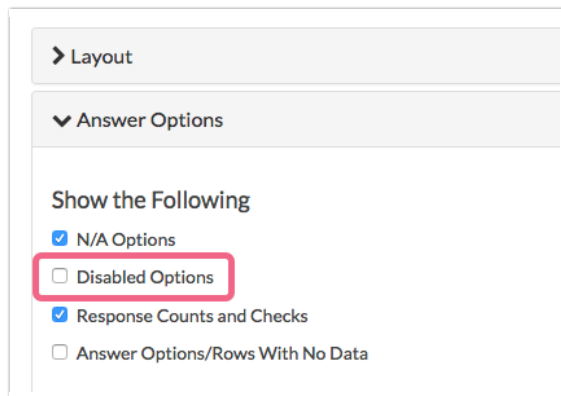
In Individual Responses

- Disabled questions will still display (in the same way that active questions do) in Individual Responses.
- Disabled answer options will display in Individual Responses if that response selected that

option.

In Reports and Exports

- Disabled questions will still display in Reports and Exports in the same way that active questions do.
- Disabled answer options can be added/removed from your report by clicking **Report Options > Answer Options > Disabled Options**.



The screenshot shows a configuration panel with a 'Layout' tab and an expanded 'Answer Options' section. Under 'Show the Following', there are four checkboxes: 'N/A Options' (checked), 'Disabled Options' (unchecked and highlighted with a red box), 'Response Counts and Checks' (checked), and 'Answer Options/Rows With No Data' (unchecked).

Related Articles
