

Why Are the Option Buttons Not Displaying in My Survey?

Alchemer surveys use custom icons for radio button and checkboxes. These icons are more modern and easier to see and select than the default browser input icons. Unfortunately, respondents using Internet Explorer with high-security settings may not be able to see these custom icons. If you have concerns that your audience is in a highly-managed environment (hospitals are a good example) or if you are getting reports from survey respondents that they cannot answer your survey, set up your survey to use default icons.

1. What is your favorite color?

- Red
- Orange
- Yellow
- Green
- Blue
- Purple

Custom Icons

1. What is your favorite color?

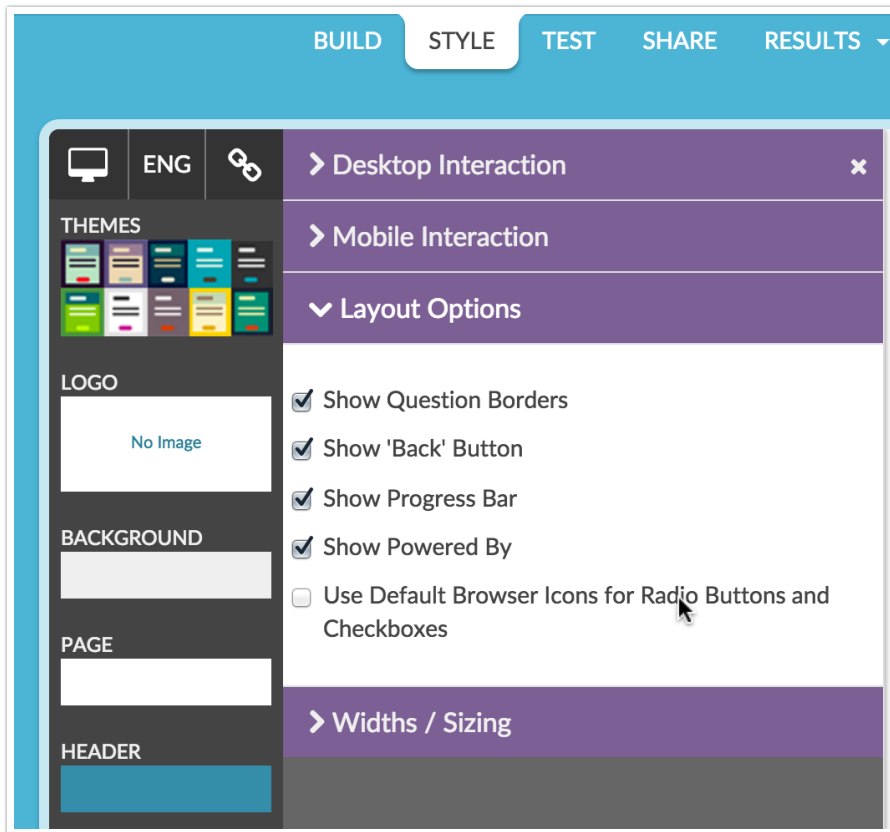
- Red
- Orange
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Default Browser Icons

Use Default Browser Icons:

If you need to override our custom icons to use the browser defaults, you can do so under **Style > Layout > Layout Options**. Simply check the option to **Use Default Browser Icons for Radio Buttons and Checkboxes**.

If you do not have access to this option contact support for assistance!



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