

Understanding Response Statuses

Survey responses in Alchemer will have various statuses. Below we'll discuss what each status means.

Responses are Real, Test or Quarantined.

- **Real Responses** - Are those collected via live links and other share methods available on the Share tab.
- **Quarantined Responses** - Responses can be marked as quarantined in bulk using the [Data Cleaning Tool](#). Quarantined responses will be automatically filtered out of your reports and exports.
- **Test Responses** - Test responses can be created in multiple places. Responses recorded via the Test tab, either manually or auto generated, will be flagged as **Test data**. Responses that are collected via test email campaign links will also be marked as Test.

Responses also have a completion status of Complete, Partial, Disqualified or Deleted.

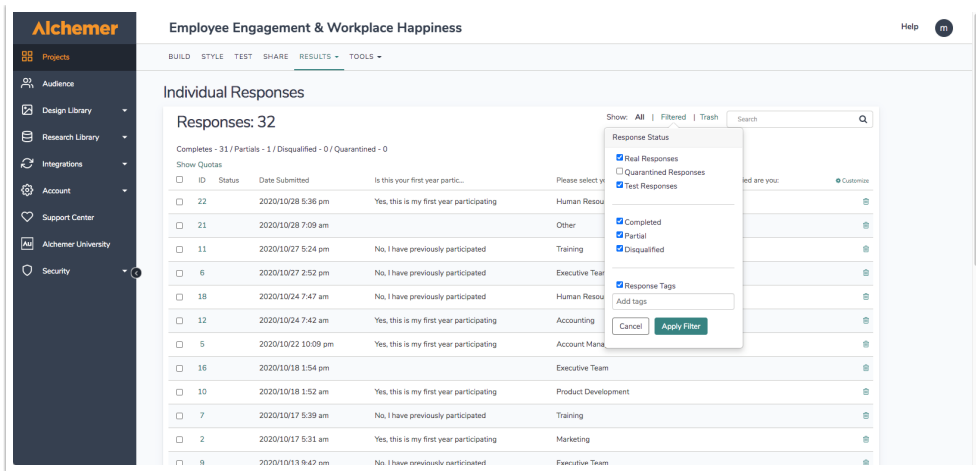
- **Complete** - The respondent reached the Thank You page of your survey. These are the best types of responses!
- **Partial*** - The respondent clicked the Next button on at least the first page but has not yet reached the Thank You page.
- **Disqualified** - Responses where disqualification logic or quotas were triggered within your survey.
- **Deleted** - The response was manually deleted here on the Responses tab by clicking the red X next to the response.

***Partial responses with no data** - Partial responses with no data can be the result of either:

- un-required questions which allow the respondent to navigate past the first page of your survey
- *unanswered* required questions on the first page. Attempting to submit the first page of a survey without answering required questions will trigger the *this question is required* message (thus hitting Alchemer servers and recording a Partial response)

Responses that have been collected since your last login will be flagged as **New**.

If you wish, you can change the type of responses you're viewing by status by clicking the **Show Responses: Filtered** option, then selecting which types of responses you want to view. The same applies with your **Deleted** responses. You can also [Customize the grid](#) to display the response to important questions in your survey.

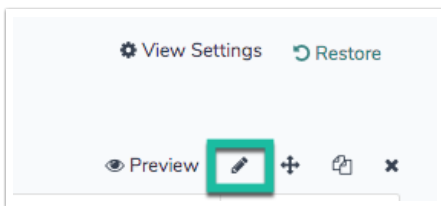


Override Response Status

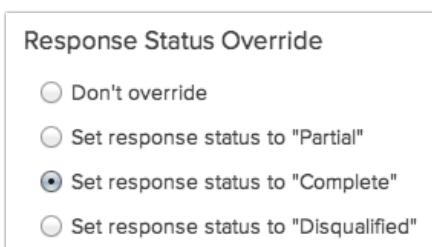
If you want to change the status of a response while a respondent is taking your survey, you can override their response status when they reach a specific page on your survey.

For example, you might want to override response status if your respondents give you a 'complete' response prior to the Thank You page of your survey and then you ask a series of optional demographic questions (where they might then abandon the survey).

To set this up, click the **pencil** icon over right hand corner of the page.




At the bottom of the panel that slides out is the option to **Override Response Status**. Make your selection and be sure to **Save Page**.






Restore Deleted Response

Let's face it, we all make mistakes sometimes and if you accidentally delete a response, it's easy to restore it!

Click the **Show Responses: Deleted** option above the response grid, then find the response you want to restore. Click the **undo arrow** to the right of the response and say OK when prompted. That's it, the response is restored!

Response Details Show Responses: [All](#) | [Filtered](#) | **Deleted** 

<input type="checkbox"/>	ID	Status	Date Submitted	Who has the best sushi in the city of Boulder?	 Customize
<input type="checkbox"/>	25	Deleted Test	Sep 9, 2014 9:41 AM		
<input type="checkbox"/>	21	Deleted	Jun 20, 2013 4:43 PM	Hapa Sushi Grill	

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