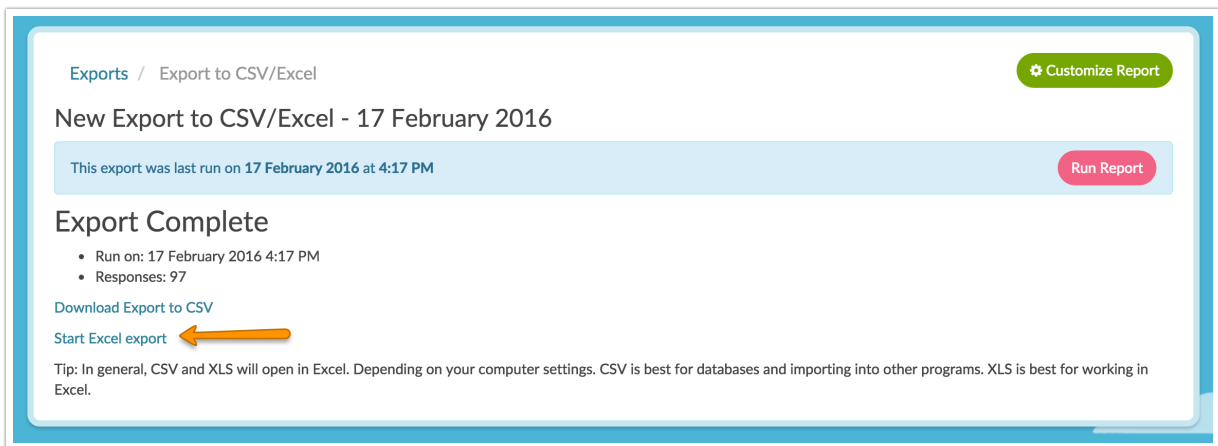


Why are the characters in my export displaying incorrectly?

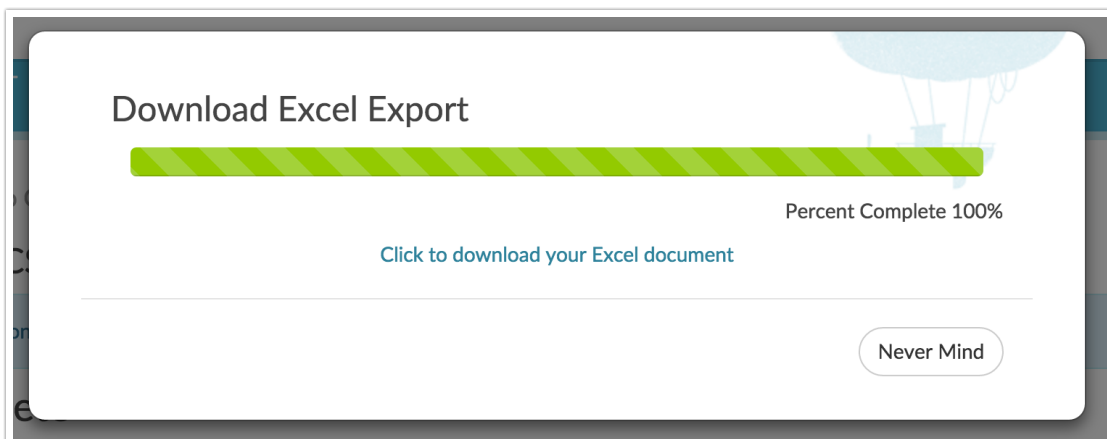
If your export of your survey's raw data has nonsense characters it's likely because your survey data is in a language that uses special characters like accents, tildes and such. Fortunately, it's easy to fix this!

By default, the export has the CSV or comma separated values file extension which does not support special characters. To get an export of your raw data with all of your special characters intact simply click the option to **Start Excel export**.



The screenshot shows a user interface for an export operation. At the top, it says 'Exports / Export to CSV/Excel' and 'New Export to CSV/Excel - 17 February 2016'. A status bar indicates 'This export was last run on 17 February 2016 at 4:17 PM'. Below this, the text 'Export Complete' is followed by a list of details: 'Run on: 17 February 2016 4:17 PM' and 'Responses: 97'. There are two main options: 'Download Export to CSV' and 'Start Excel export', with an orange arrow pointing to the latter. A tip at the bottom explains that CSV and XLS files will open in Excel, with XLS being better for working in Excel.

This will give you an export with the XLSX file extension, which supports special characters. Easy peasy!



The screenshot shows a progress bar for downloading an Excel export. The title is 'Download Excel Export'. The progress bar is a solid green bar that is 100% full. Below the bar, it says 'Click to download your Excel document'. At the bottom right, there is a 'Never Mind' button.