Survey Taking- FAQ and Troubleshooting

Survey taking, that is, the experience of responding to Alchemer surveys is generally a pretty straightforward process. From time to time questions and issues arise. Get answers to all your survey-taking questions and issues in this FAQ.

- ⊕ Troubleshooting with your survey respondents
- ⊕ What browsers are supported for survey taking?
- ⊕ Why do my respondents report timeouts?
- ⊕ Why can't my respondents see changes I made to my survey?
- ⊕ Why am I getting a survey-not-found page?
- ⊕ How can I track how many people abandon my survey?
- ⊕ Why isn't duplicate protection working in my survey?
- ⊕ How do I keep my survey questions from auto-advancing/disappearing after answer?
- ⊕ My progress bar percentages are wrong!
- ⊕ How do I prevent respondents from changing their answers?
- ⊕ Can I prevent survey respondents from using their browser's back button?
- ⊕ How do I prevent respondents from responding via a mobile device?
- ⊕ Why am I receiving a "We've detected JavaScript is not enabled error" in my survey?
- ⊕ Why is my survey remembering previous answers and how can I prevent this from happening?
- ⊕ Why can't my respondents in China access my survey?
- ⊕ Why does my survey take a long time to load for repondents in China?
- ⊕ When does Alchemer capture respondent data?
- ⊕ How do I remove the survey title from displaying to my respondents?
- ⊕ Why are the option buttons not visible for my respondents?
- ⊕ How can I apply the desktop layout to tablets and phones?
- ⊕ My grid questions are displaying one row at a time. How to display grids in their entirety?
- ⊕ Why is the font for some of my survey questions different?
- ⊕ Why are some of my question titles or answer options blank?
- ⊕ How do I keep my survey questions from auto-advancing/disappearing after answering?

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