

Survey Taking FAQs and Troubleshooting Tips

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 respondents 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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