Alchemer Help Resources

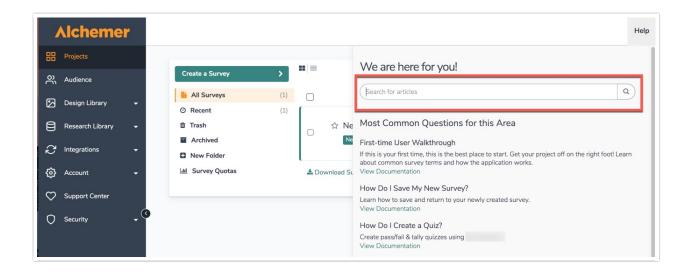
Leading Practices and FAQs

Want to see how to take projects from good to great? Check out our Leading Practice & FAQ Home Page!

Alchemer Community has transitioned to several helpful resources that are available within the platform. Below explores various areas where users are able to find the information they need to be successful in the application with their survey, projects, and workflows.

Alchemer Help Documentation

Search for the specific features users are looking for assistance with via the in-application search bar found when accessing <u>Help</u> in the top right corner of Alchemer:



Users are able to access help.alchemer.com directly as well via the aforementioned link to search through over one thousand help articles to expedite a survey build.

Once Alchemer help is reached, users see the following screen:

Alchem Formerly Survey	Como	START A TRIAL	PLANS & PRICING ~	SERVICES ~	RESOURCES ∨	LOGIN			
🕷 » Docume	entation								
Alchemer Help & Community Get answers to your questions on survey design, best practices, and how to use Alchemer									
	What do you need help with? (Longer search phrases get the best results!)								
	Getting Started Just getting started with Alchemer? Start here!	Build Create new projects, select questions, set up logic and n	Τv	t yle veak your survey's tch your brand!	look & feel to				

On this screen, users are able to:

- Execute searches for features via the search bar displayed.
- Select the *subsections* below the search bar to view a specific area of the application where help documentation is available. The subsections are as followed:
 - Getting Started
 - Build
 - Style
 - Share & Collect
 - Results
 - Account & Home Page
 - Leading Practices & FAQ
 - Integrations

Below each subsection of Alchemer Documentation, users are able to find valuable resources in regard to their First Time using Alchemer, Popular Articles at the time, as well as New Articles that are created:

C Share & Collect Learn about survey sharing and data collection options.	Learn how to get the data you need in the format you want!	Account & Home Page Manage your account, users, libraries, and billing information.
Common topics and tips for putting out survey fires!	Hook up your existing online tools and social networks.	
FIRST TIME HERE? Learn how to use our help!	POPULAR ARTICLES Send Your Survey Via Email	NEW ARTICLES Alchemer Release Notes: February 3rd, 2021
Alchemer Glossary	Set Up Question Logic	Autofill tool
ATTAL AND GENERAL MANYAGE	Create a Survey	Alchemer Release Notes: January 21st, 2021
Need to contact support?		
Need to contact support?	Merge Codes: Dynamically Populate Data	Alchemer Release Notes: January 7th, 2021
Need to contact support?	Merge Codes: Dynamically Populate Data Using URL Variables to Pass Data	Alchemer Release Notes: January 7th, 2021 Troubleshooting Survey Translations
Need to contact support?		

Using Articles

Within a help article, there are a number of different tools to help get users the answers they are looking for. The *In This Article* widget in the right-hand column is designed to help users orient themselves within the article. If one is looking for a quick answer, we recommend scanning the sections of the article here. Users can click these links to jump to a section within the document.

In This Article
Send Your Survey Via Email
Setup
1. Campaign Designer
2. Contacts
3. Send Campaign
4. Delivery Statistics
Advanced Settings
Why have only 400 emails sent?
FAQ

The **Available on These Licenses** widget lists the licenses in which the feature is available. If one accessed the help from within the application, we'll display your license for reference:

Availat	ole on t	hese	Plans	
Everyone)			
*Excludes	Stakeh	older		

Leaving Comments

Found at the bottom of every article, users are able to leave a comment on a specific piece of documentation. If one is looking for more specific answers based on an article being read, users can comment on an article explaining what they are looking for and their question. Our documentation team will review and respond to all comments, and connect the user to the support team, Sales Teams, or Professional services depending on the nature of the comment.

		START A TRIAL			
Author	: Bri Hillmer	Share This Article: 🖄 Download 🖂 Ema	l Last updated: 10/	19/2020 10:31 am MDT	
	How helpful was this article?				
Alchemer	For urgen	nt and/or specific questions, please reach o	it to Alchemer Suppor	rt	
			Documentation	Developer Resource	

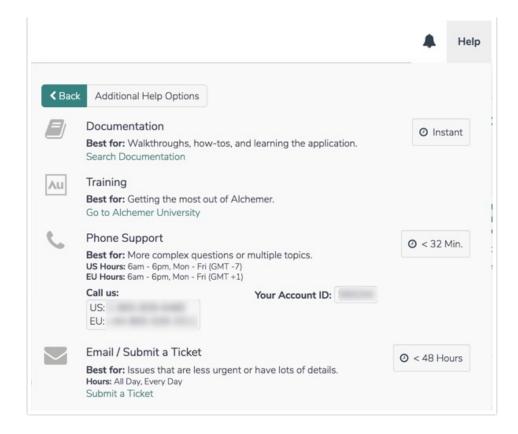
Scripting and API Documentation

All users have access to our scripting and API knowledgebases. A direct link to each knowledgebase are listed below:

- 1. Script.alchemer.com
- 2. luascript.alchemer.com
- 3. apihelp.alchemer.com

Alchemer Support

Our support team is available to assist with all aspects of building projects within the application. Create a Support ticket by selecting Help > No, show additional Support options. Select Submit a ticket and provide the necessary information. Additionally, our teams are available for phone support, and the phone number is found on this page as well:



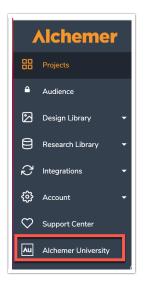
Alchemer University

Alchemer University hosts a variety of self-paced courses, providing users with the opportunity to increase their knowledge and build out surveys, projects, and solutions swiftly. Within AU University, Alchemer users are walked through various features step-by-step, and be tested on what they learn to ensure knowledge retention.

New courses are available quarterly to assist in becoming an Alchemer power user!

Accessing Alchemer University

1. When logged into Alchemer, via the Lefthand Navigation Menu, click Alchemer University:



2. On the next screen, click **Go to Alchemer University.** Users see a list of self-paced programs to assist in becoming a power user!

For more information on Alchemer University, follow the link here.

Related Articles