Features for Our International Customers

Below, find a list of features and services customized or built specifically for our international customers.

24/7 Support

Email support is available 24/7.

EU Data Center

As of August 5, 2015, we have an EU data center! When creating a Alchemer trial, select EU via the **Data Center** dropdown menu.

Accounts hosted in the EU Data Center will generate **www.surveygizmo.eu** survey share links and **i.sgizmo.eu** email campaign links. In addition, all data collected via EU accounts will be stored at our data center in Frankfurt, Germany!

Canadian Data Center

As of February 8, 2017, Alchemer offers access to a Canadian data center! When creating a Alchemer trial, select **CA** via the **Data Center** dropdown menu.

Accounts hosted in the CA Date Center will generate **www.alchemer.com** survey share links and **i.sgizmoca.com** email campaign links. In addition, all data collected via Canadian accounts will be stored at our data center in Montreal, Canada!

Have additional concerns about security and privacy?

Download our Security Whitepaper here:

Security Whitepaper

Log In to Accounts in Different Data Centers

Visit https://app.alchemer.com/login/v1 to log in to any and all of your Alchemer accounts. If you have multiple accounts with the same email address in different data centers, Alchemer will ask you to choose the account that you want to log in to .

If you have one account, you will be logged in to that account and the associated data center.

Set Up EU or Canada Private Domain for Your Share Links

Private domains allow you to fully brand your survey links removing any reference to Alchemer. A private domain is set up jointly by your IT department and Alchemer. Your IT department creates a subdomain and points it to Alchemer. For example, in this link — **surveys.acmeco.com** — "surveys" is a subdomain of acmeco.com.

You can also set up a branded subdomain, e.g. acmeco.surveys.sgizmo.com/s3/. To learn more check out our Share Link Branding and Customization tutorial.

1. Decide what you want your subdomain to be. If your website is **www.abccompany.com** then you might decide on **surveys.abccompany.com**.

2. Tell your IT department to create a **CNAME DNS record** for the subdomain of your choice and have them point it to **www.surveygizmo.eu** for EU accounts or **privatedomain.sgizmoca.com** for Canada Accounts.

3. Click on your **Account > Integrations > Domains**.

4. Click **New Domain** and select the option to **Create Private Domain**. Click **Next**.

5. Enter the private domain that has been set up by your IT department in the **Private Domain** field.

Visit the Private Domain Setup article for detailed instructions.

Set Up a Link to Your Survey Using Your EU or Canada Private Domain
Once you have your private domain set up you'll want to use it in your survey share links. To do so:

1. Go to the **Share** tab of a project.

2. Click **Customize this link** and select **Private Domain** under **Sub-Type** and select your private domain in the dropdown portion of the link that is provided then click **Done** and **Save Link**.

3. Test the link! Once you've created a link that uses your private domain, test it! The link will not work if it is not set up properly.

If the link doesn't work immediately, please be patient. When changing CNAME records, there is a value called TTL (time to live), which dictates how long information like a CNAME could be cached before being refreshed. A TTL of 86400 (seconds) would mean that, if a DNS record was changed on the primary nameserver, DNS servers around the world could still be showing the link from their cache for up to 24 hours after the change.

Change Date Validation to DD/MM/YYYY or YYYY/MM/DD

By default, the Date question will validate entries to ensure the MM/DD/YYYY format. You can change this to DD/MM/YYYY if you wish.

1. To do so, go to the **Validation** tab of your Date question.

2. Select **DD/MM/YYYY** under **Date Format** and click **Save Question**.

Now, whether your respondents choose to use the date picker calendar or key their answer, it will be validated in the format you want.

Check it out in an example survey!

OR

Add a survey with this question to your **US account**!

Add a survey with this question to your **EU account**!

International Contact Forms

The Contact Form question type is designed to collect address in an American format. This can, of course, be customized as needed. Below we created contact forms to collect Canadian, UK, EU, and Australian addresses that you can download to your Alchemer account.

1. Please enter your contact info:

First Name

Last Name

Title

Company Name

Street Address

Apt/Suite/Office

City   State   Zip

Country

Canadian Contact Form

Check it out in an example survey!

OR

Add a survey with this question to your **US account**!

Add a survey with this question to your **EU account**!

UK Contact Form

Check it out in an example survey!

OR

Add a survey with this question to your **US account**!

Add a survey with this question to your **EU account**!

EU Contact Form

Check it out in an example survey!

OR

Add a survey with this question to your **US account**!

Add a survey with this question to your **EU account**!

Australian Contact Form

Check it out in an example survey!

OR

Add a survey with this question to your **US account**!

Add a survey with this question to your **EU account**!

Using Regex to Validate Text Field Entries

A Regular Expression pattern or RegEx pattern is a sequence of characters that is used to validate specific string formats in user input. These patterns are commonly used to ensure the data collected is properly formatted.

For example, if you were collecting telephone numbers and it was essential they were valid US telephone numbers, you could apply a RegEx pattern to the question. In doing so, all input for the telephone number field would have to match an (XXX) XXX-XXXX pattern. If the input did not match that pattern, an error message would display indicating that it must match the appropriate format.

International RegEx Patterns

Here are a few RegEx patterns that may be helpful for our international customers:

- UK ZIP codes: ^([A-PR-UWYZ0-9][A-HK-Y0-9][AEHMNPRTVXY0-9]?[ABEHMNPRVWXY0-9]? {1,2}[0-9][ABD-HJLN-UW-Z]{2}|GIR 0AA)$
- UK phone number: ^\s*\(?((\+0?44)?\)?[\-]?(\(0\))|0)((20[7,8]{1}\)?[\-]?[1-9]{1}[0-9]{2}[\-]?[0-9]{4})|([1-8]{1}[0-9]{3}\)?[\-]?[1-9]{1}[0-9]{2}[\-]?[0-9]{3}))\s*$
- Australian Phone: ^\({0,1}((0|\+61)(2|4|3|7|8)){0,1}\){0,1}(\ |-){0,1}[0-9]{2}(\ |-){0,1}[0-9]{2}(\ |-){0,1}[0-9]{1}(\ |-){0,1}[0-9]{3}$
- Australian Postal Code: (\d{4})
- US ZIP, US ZIP +4, Canada postal code: ^\d{5}-\d{4}|\d{5}|[A-Z]\d[A-Z] \d[A-Z]\d$
- Time in 24 hour format: ^([0-1]?[0-9]|2[0-4]):([0-5][0-9])(:[0-5][0-9])?$

If the RegEx pattern you are looking for is not listed here, you can always write your own RegEx pattern in the **Regex Validation** field.

Other Useful RegEx Resources
- Test your regular expressions: RegEx Tester
- A RegEx library to search other commonly used patterns: RegExLib
- Reg Ex Cheat Sheet: Cheat Sheet

Setting Up RegEx
To setup a RegEx pattern on a specific question, select **Edit** > **Validation** and click the **Answer Format** dropdown menu. Choose **Regex**.

Now you will see a field for **Regex Validation**. This is where you can select the RegEx pattern that you wish to implement or write your own. You can also specify a message to display if the respondent's input does not match the given pattern.

Survey Language Translations

By default, your account's default language will be set to English but you can easily change this.

1. To change the default language at the account level (and all newly created projects) go to

Account > Summary > Account Defaults.

2. Select the language for which you most commonly create surveys in the **Default Project Language** dropdown. To learn more visit our Change Default Survey Language Tutorial.

You may want to offer multiple language translations of your survey. Our translation tool has 200 languages available for translating your survey. Check out our tutorial on Translating Your Survey Into Different Languages to learn more!

Right-to-Left Languages
Arabic, Hebrew, Persian, and Urdu are each set up as right-to-left languages in Alchemer. This means that when a survey respondent responds to one of these language translations all texts and inputs will be aligned to the right!

Related Articles