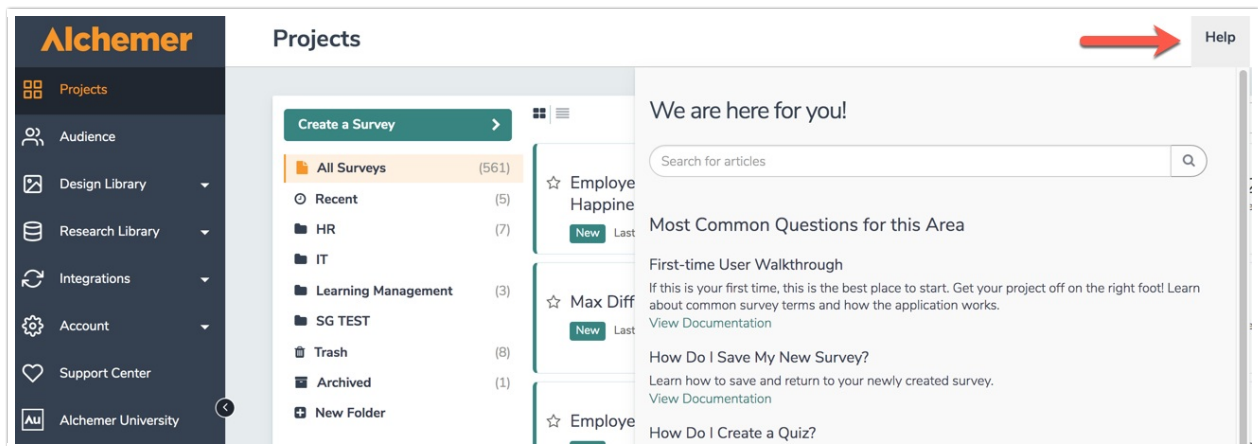


# Using Alchemer Help Documentation

In this tutorial we will cover how to take advantage of Alchemer's Need Help menu to get the answers you need, when you need them.

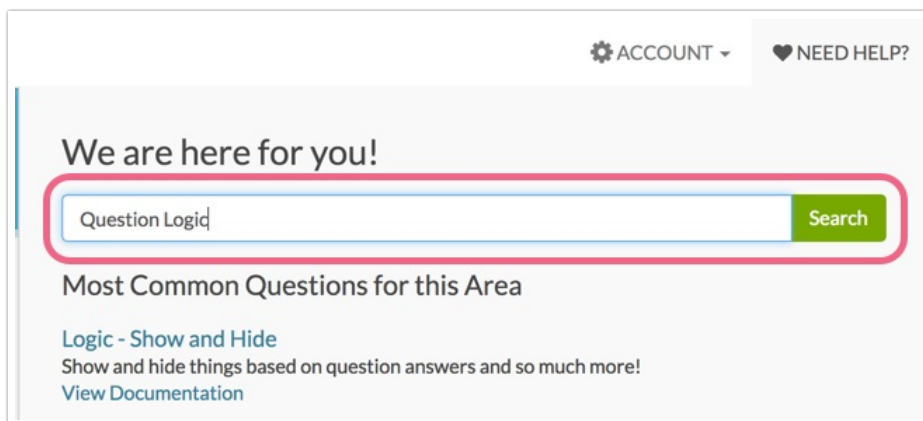
Wherever you are in the application, the **Need Help?** option will be available to you.



## Searching the Help Homepage

Clicking **Need Help?** will provides users with an option to search Alchemer Help Documentation resources.

The **Search** bar will be readily available as soon as you click **Need Help**.

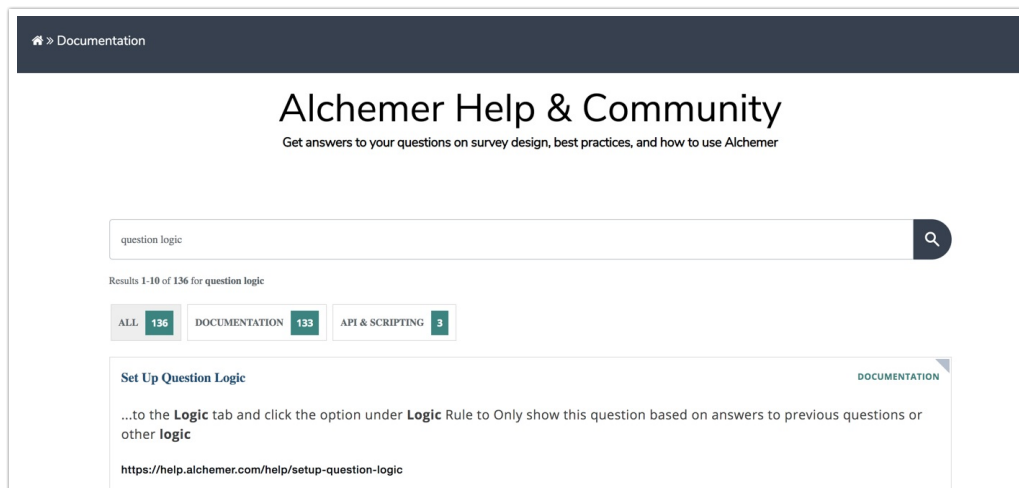


Type in your question or search term and click **Search** or press enter. You will be navigated to the search results.

## Using the Help Search

The search will return results from our **Documentation** and **API & Scripting** resources. Use the tabs

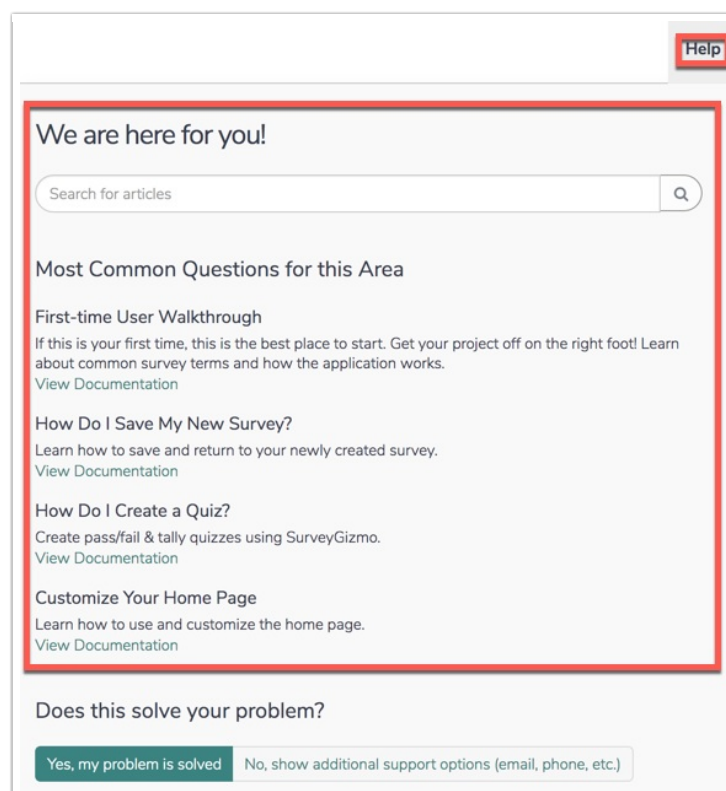
at the top to narrow down the results to the resources you wish to reference.



When you find a documentation article or community conversation that looks like it will answer your question, simply click it. It will open in a new tab or window (this depends on your browser's settings).

## Using Documentation

Remember you also have the help documentation as a resource to answer your questions. To access the help documentation, click **Need Help**. You can use the available search bar to search Documentation and Community content or click on suggested documentation articles from the **Most Common Questions for this Area** section.



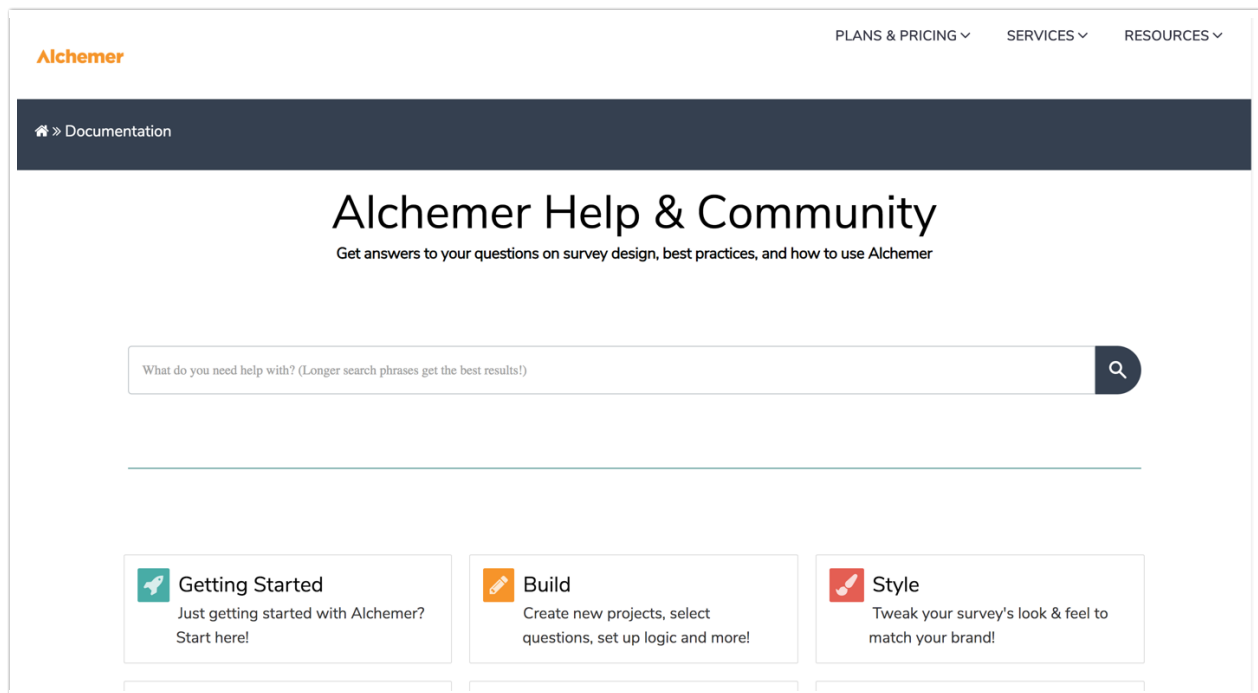
If you prefer to access the Documentation Homepage directly, click **No, show additional support**

options in answer to the **Does this solve your problem** question within the **Need Help** menu.

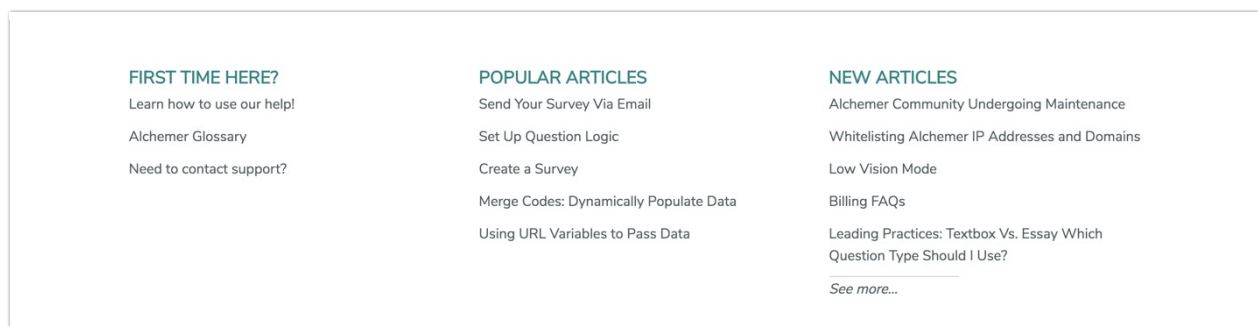
You will then see your **Additional Help Options**. Click **Search Documentation** to navigate to the Documentation Homepage.

Having trouble finding the Documentation homepage? Here's the link:

<https://help.alchemer.com/>



Be sure to scroll to the bottom of the page to browse our most **popular articles** for your answer or check out our **new articles**. You will also see some new-user content via the **First Time Here** section.



### Using Documentation Category Pages

Some help categories will have sub-categories. For example, there's a lot to do with building your survey, so the Build category is broken down into eleven sub-categories. The first 5 articles will be listed below the category and you can click the **See More** option to view a more comprehensive list.

## Build

These tutorials will take you from the start of building a survey through the testing phase of your survey.

### Create a New Project

- Create a Survey
- Create a Poll
- Create a Form
- Create a Quiz
- Create a Payment Form

[See More](#)

### Question Types

- Question Types Guide
- Radio Buttons Question Type
- Radio Button Grid Question Type
- Dropdown Menu Question Type
- Checkboxes Question Type

[See More](#)

### Question Settings

- Require Question Settings
- Add an Other Textbox
- Add Other Row Headers to Grid Questions
- Add a Comment Field to Questions
- Change Comments Title

[See More](#)

### Add Text/Media

- Embed Video in Your Survey
- Embed Audio in Your Survey
- Image Elements
- Text / Instruction Elements
- Page Titles and Page Descriptions

[See More](#)

### Logic, Piping/Repeating, & Randomization

- Getting Started With Logic
- Tips for Building Efficient Survey Logic
- Set Up Question Logic
- Set Up Page Logic
- Set Up Skip Logic

[See More](#)

### Survey Settings

- Change Survey Title
- Close a Survey
- Schedule a Survey from the Homepage
- Schedule a Survey to Close Automatically
- Change Survey Close Message

[See More](#)

Translations
Quizzes
Build Tools

Click the sub-category header to view the full list of articles. Use the breadcrumb navigation links to return to where you came from.

🏠 » Documentation » Build

🔍

## Question Settings

Learn how to set up various question settings including validation, require settings, logic, other text fields, etc.

### Articles

- [Require Question Settings](#)  
Depending on the survey question that you are working with, a number of different require option are available. Explore this document to learn how to require specific grid rows, or how to limit...
- [Add an Other Textbox](#)  
An other textbox is a text field that is associated with an answer option that typically reads "Other" or "Other (Please Specify)." Other textboxes allow respondents to provide an answer that is out...
- [Add Other Row Headers to Grid Questions](#)  
Similar to how you can add an other, write in textbox to an answer option in a Radio Button or Checkbox question, you can also add an other, please specify row header to grid questions.
- [Add a Comment Field to Questions](#)  
Use Comments to add an open-text comment field questions in your survey. Comments can be added to many question types in Alchemer.
- [Change Comments Title](#)

First Time Here?

- [Learn how to use our help!](#)
- [SurveyGizmo Glossary](#)
- [Need to contact support?](#)

Popular Articles

- [Send Your Survey Via Email](#)
- [Set Up Question Logic](#)
- [Create a Survey](#)
- [Merge Codes: Dynamically Populate Data](#)
- [Using URL Variables to Pass Data](#)

New Articles

- [Alchemer Community Undergoing Maintenance](#)
- [Whitelisting Alchemer IP Addresses and Domains](#)
- [Low Vision Mode](#)
- [Billing FAQs](#)
- [Leading Practices: Textbox Vs. Essay Which Question Type Should I Use?](#)

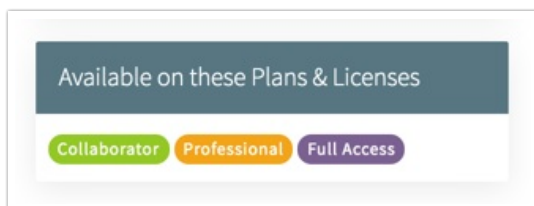
[See more...](#)

### Using Articles

Within a help article there are a number of different tools to help get you the answer you are looking for. The **In This Article** widget in the right-hand column is designed to help you orient yourself within the article. If you're looking for a quick answer we recommend scanning the sections of the article here. You can click these links to jump to a section.

In This Article
Survey Quotas: Set a Limit for the Number of Responses to Collect
SurveyGizmo Quota Types Defined
<b>How Quotas Work</b>
Set Up an Overall Response Quota
Set Up a Segmented Quota
Editing Quotas
Set Up Link-Based Quotas
Monitoring Your Quotas
Best Practice Tips: How to Avoid Going Over Quota
Compatibility With Other SurveyGizmo Features

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

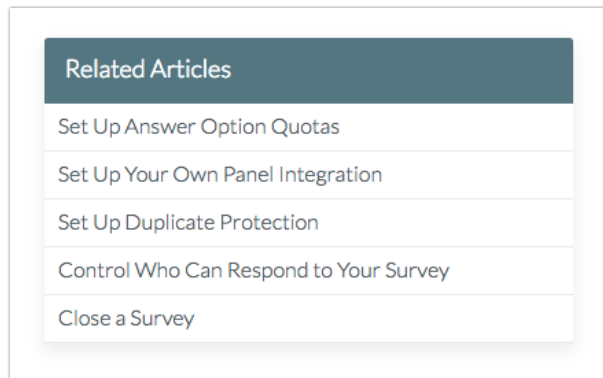


Sometimes an article may highlight multiple features, in which case further detail is needed. In these cases, you will see a **See License Grid** link within the **Available on These Licenses** section. The link will take you to a grid that will further break-down the licenses/accounts needed to access the features described:

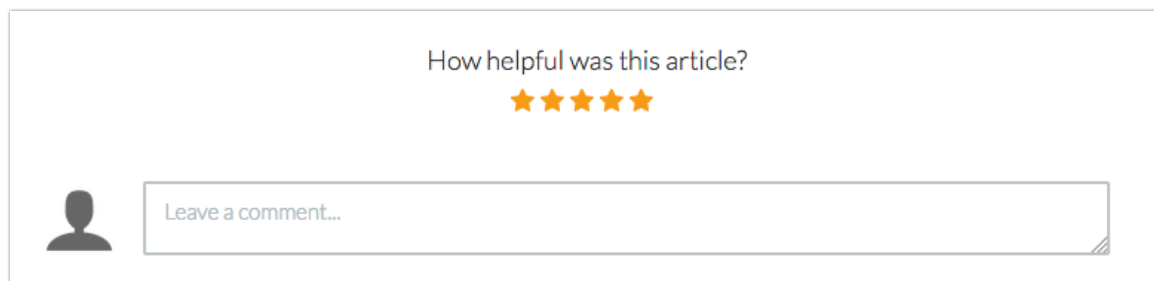
Feature	Included In
Choose a Theme	Professional Full Access
Style Your Survey	Collaborator Professional Full Access
Remove SurveyGizmo Branding	Everyone* *Excludes Stakeholder
HTML&CSS Editor	Collaborator Professional Full Access

At times you will see that a feature is included in a license i.e Standard, Market Research, or Full Access. Other times, you may see that something is included in **Individual** or **Team & Enterprise** accounts - meaning that all paid licenses types have access, regardless of account type.

If the article did not answer your exact question, check out the **Related Articles** at the bottom of the article as we often have multiple articles on a given feature.

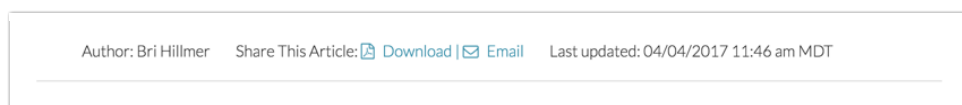


At the bottom of each article we have a quick five-star rating to collect your feedback. You can also leave a comment and we'll follow up just as soon as we can. Send us feedback! We're constantly working to improve our documentation; your feedback really helps!



The **Share This Article** widget has tools to either download (PDF) or email the article link to a friend or colleague.

Worried that the article is out of date? Check the **Last Updated** date and time.



Each of these awesome tools are brought to you by our friends at [KnowledgeOwl](#). KnowledgeOwl makes awesome [knowledge base software](#) for businesses big and small. A much deserved thanks

to KnowledgeOwl for helping us help you!

## Contacting Support

Finally, if you've had no luck finding your answer, reach out to our Support Heroes via email or phone. Learn more about [contacting support](#).

Premium Support	Available to:
24/7 Phone Support & Priority Email	New Account Managed <a href="#">Account Administrators</a> (additional Premium Support seats can be purchased)
Standard Support	Available to:
Documentation	<a href="#">Everyone</a>
Standard Email (24/7)	Alchemer users with the following licenses: <a href="#">Collaborator</a> <a href="#">Professional</a> <a href="#">Full Access</a>
Standard Phone Support (8am - 4pm MT) Mon - Fri	Alchemer users with the following licenses: <a href="#">Professional</a> <a href="#">Full Access</a>

@plans @grid

Related Articles