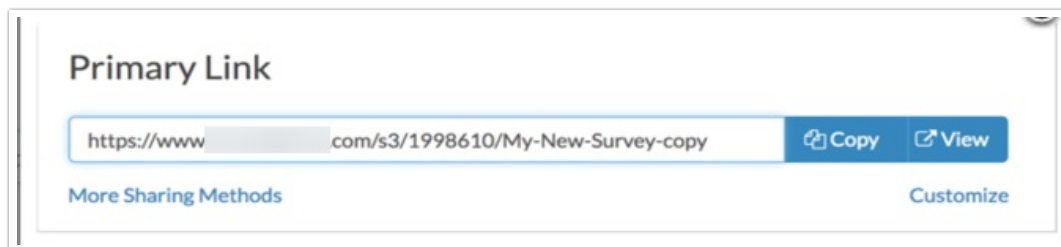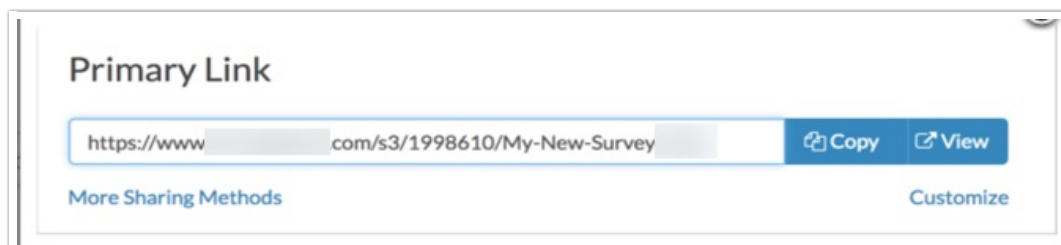# Why Am I Getting a Survey-Not-Found Page?

If you're seeing a page displaying 404 survey not found it is likely because you made a change to your survey link and are still trying to access the old link.

For example, when you copy a survey, it will create a share link with the word *copy* in it. If you edit the link to remove the word *copy* and then try to access the old link, you will be taken to the *survey not found* page.

Original Auto-Created Link:

Edited Link:

As you can see, this link works:

> http://survey.alchemer.com/s3/1998610/My-New-Survey

But this link goes to the survey not found page:

> http://survey.alchemer.com/s3/1998610/My-New-Survey-copy
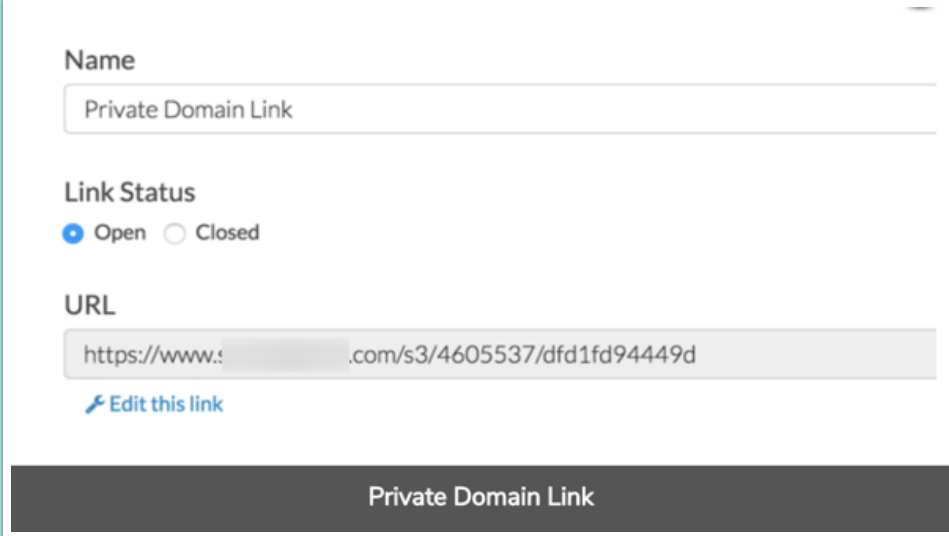
The same can happen when customizing your link to use a private domain or branded sub-domains. This is true for both web links and email campaign links.

🎓 Best Practice Tip

We recommend creating a new link and then applying customizations. This way you won't have to worry about sharing a link that no longer works.

To create a new link, simply click the **Create New Tracking Link** button towards the bottom

of the **Share** tab. Give your new link a name, and click **Edit this link** to apply your customizations.

This will create a new link with your private domain. This way, if you shared your default link during testing it will continue to work along with your new private domain link.

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