Share & Collect FAQs and Troubleshooting Tips

Alchemer offers a number of options for sharing your surveys with your audience. You can do anything from quickly sharing a generic link, to emailing a list of respondents or embedding your survey on your website. Read on for answers to common questions as well as troubleshooting tips on Alchemer's Share Tab.

Frequently Asked Questions

- ⊕ When does Alchemer capture respondent data?
- ⊕ Can Alchemer help me find respondents?
- ⊕ Where is the URL/link to my survey?
- ⊕ How do I remove the s3 in my survey link?
- ⊕ Can I customize my survey link in any way?
- ⊕ How can I make my survey link secure (https)?
- ⊕ Can I brand my survey link to remove the "alchemer" text?
- ⊕ Can I use Alchemer to invite respondents to take my survey?
- ⊕ What if I want to invite respondents via another system, but still want to track them in Alchemer?
- ⊕ Can I change the From Email Address that my survey invite is sent from?
- ⊕ How do I prevent search engines from indexing my survey?
- ⊕ How do I make sure that my survey respondents do not navigate back within the survey?
- ⊕ How do I prevent respondents from responding via a mobile device?
- ⊕ Can I track how many people abandon my survey?
- ⊕ What are the differences between a website embed, pop-up, and intercept?
- ⊕ Why is my survey remembering previous answers and how can I prevent this from happening?
- ⊕ I would like to receive an email each time I receive a new response. How can I do this?
- ⊕ How do I turn off/disable or change confirmation emails?
- ⊕ I'm finished collecting responses, how do I close my survey?

Troubleshooting Tips

- ⊕ Troubleshooting with your survey respondents

- ⊕ Why can't respondents in China access my survey?
- ⊕ Send Email Action message not updating?
- ⊕ Why are my Send Email Action emails not arriving?
- ⊕ Embed not updating?

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