

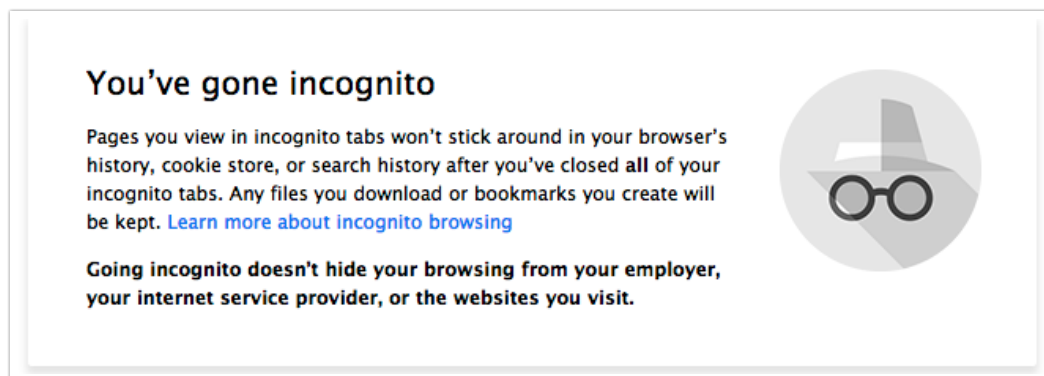
Having Trouble Editing a Survey?- FAQ and Troubleshooting

If you are experiencing weird behavior when editing a survey (some buttons not responding), one quick troubleshooting step you can try is running in Private/Incognito/Safe mode which will disable the use of browser plug-ins/extensions.

Here's how to enable this feature in each of the four major web browsers (Chrome, Firefox, Safari and Internet Explorer):

Chrome

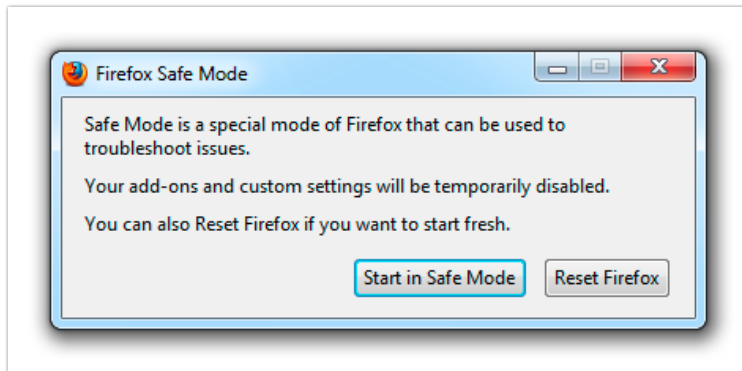
Click File > New Incognito Window. A new window will open with the following message:



It is possible to allow an exception to run an extension in Incognito mode by going to the **Tools > Extension** area so make sure that all your extensions are disabled before testing. New windows will not open in Incognito.

Firefox

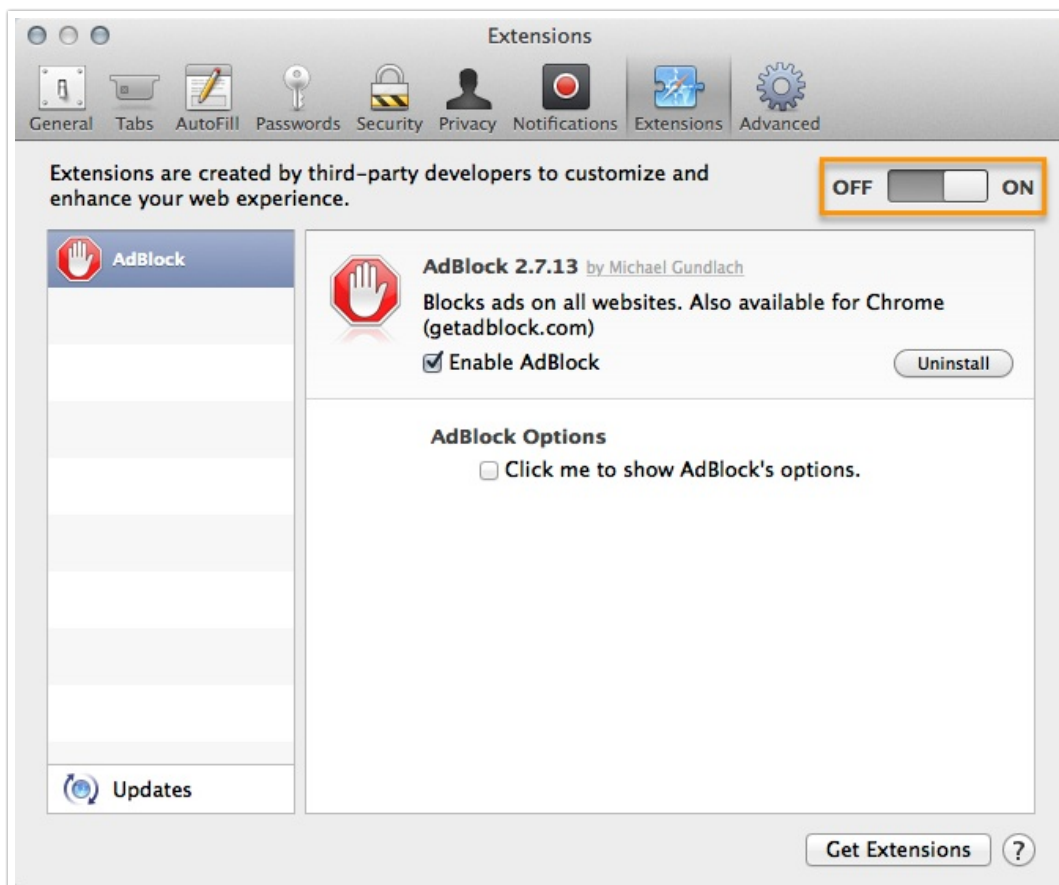
Click the Menu button, click help ? and Select **Restart with Add-ons Disabled**. Firefox will open a new browser window will open with the following message:



New windows will not open in Safe Mode.

Safari

In the menu, click **Safari > Preferences > Extensions**. Toggle the switch to the Off position. Test away and repeat these steps to re-enable your extensions.



Internet Explorer

Click **Tools > InPrivate Browsing**. You'll see the following message:

InPrivate is turned on

When InPrivate Browsing is turned on, you will see this indicator



InPrivate Browsing helps prevent Internet Explorer from storing data about your browsing session. This includes cookies, temporary Internet files, history, and other data. Toolbars and extensions are disabled by default. See Help for more information.

To turn off InPrivate Browsing, close this browser window.

New windows will not open in InPrivate mode.

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