

Share & Collect- FAQ and Troubleshooting

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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