

Survey Face
User manual

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1. INTRODUCTION

Welcome to SurveyFace. The easiest way to get the answers you need. SurveyFace is one of the leading Online Survey Provider, the one-stop-solution for all your survey needs. This has been built in by experts with over 20 years of extensive experience wishing to be the market leader.

SurveyFace provides an array of attractive features with powerful built-in analytics and enhanced user experience. Most of all, SurveyFace offers all these expensive features free of cost.

This User Manual will guide you through all the aspects of SurveyFace. This will guide in creating and managing your account, designing a survey, collecting responses and analyzing results. This user manual is designed to serve as a comprehensive companion for working with the site.

2. GETTING STARTED

This manual begins with a briefing on the system requirements and how to get started with SurveyFace by creating a free user account.

Also this section explores various effective features that are out there to fulfill your surveying needs using SurveyFace.

2.1. System requirements

This web application is designed for Microsoft Internet Explorer 9 or higher, Mozilla Firefox 11 or higher, Opera 11 or higher, Google Chrome 30 or higher and Safari 5 or higher. All these browsers are available for free download.

Additional web browsers may work, but have not been tested and are not supported. Your computer should also meet the minimum system requirements specified by the manufacturer of the browser you are using. This web application will perform best on computers with a high-speed internet connection.

2.2. Creating an account

Create a free account to start enjoying all the features of SurveyFace. You can create a new account using any one of the following options given below.

- Registering with Username and Email Address
- Registering through social media like Facebook and Google+

You also have flexibility to create multiple SurveyFace accounts linked to a single mail id.

2.2.1. Registering with username and email address

Using this option, you get to choose your favorite unique Username for the account.

Click “Sign up free” button in the upper right corner of the home page.



Fill in the “Sign up” form with all necessary inputs and click “Create Account” button.

- Username has to be unique.
- Password fields are case sensitive.
- The email address entered will be used for account activation and future communications.

Sign Up

I'd like to receive email from Survey Face

Register Survey Face

[Already have an account?](#)

Once you click “Launch Survey Face” button, notification message for successful registration appears at the screen.

Sign into the email which you have given for registration and click the activate link given in SurveyFace invite mail.

Notification message for successful activation appears as given below. This denotes you have successfully completed the registration process with SurveyFace.



Your account has been activated.

Please [Login Here](#)

On using the registered information, now you can be able to get into your Survey Face account.

2.2.2. Registering through social media such as facebook and Google +

If you use this option, you can instantaneously create an account with SurveyFace without having to confirm your email address.

Also the email address linked with your respective social media will serve as the username for your account.

Click “Sign up free” button in the upper right hand corner of the home page.

Click either “Sign Up with Google” or “Sign Up with Facebook” button according to your preference.

Once you click the Facebook or Google button, the appropriate sign in page appears. Enter your username and password for the social media and click login/sign in appropriately.

Once you submit social media credentials, you are logged into SurveyFace.

Or, Sign in with

f Facebook

Or

g+ Google+

Username appears at the upper right hand top corner of the page. This denotes you have successfully completed the registration process with SurveyFace using social media interface.

Once the account is created, SurveyFace also sends an invite email to the email address linked to your social media site. This will have your system generated password which can be changed later.

2.3. Logging into your account

Once you have created SurveyFace account, you should be logging in to experience a glut of features which will gratify all your survey needs. You can log into your account using any one of the options given below

- Logging in with registered Username and Password
- Logging in through social media like Facebook and Google+

Also you have got provisions to regenerate your username and password, if in case you have forgotten them.

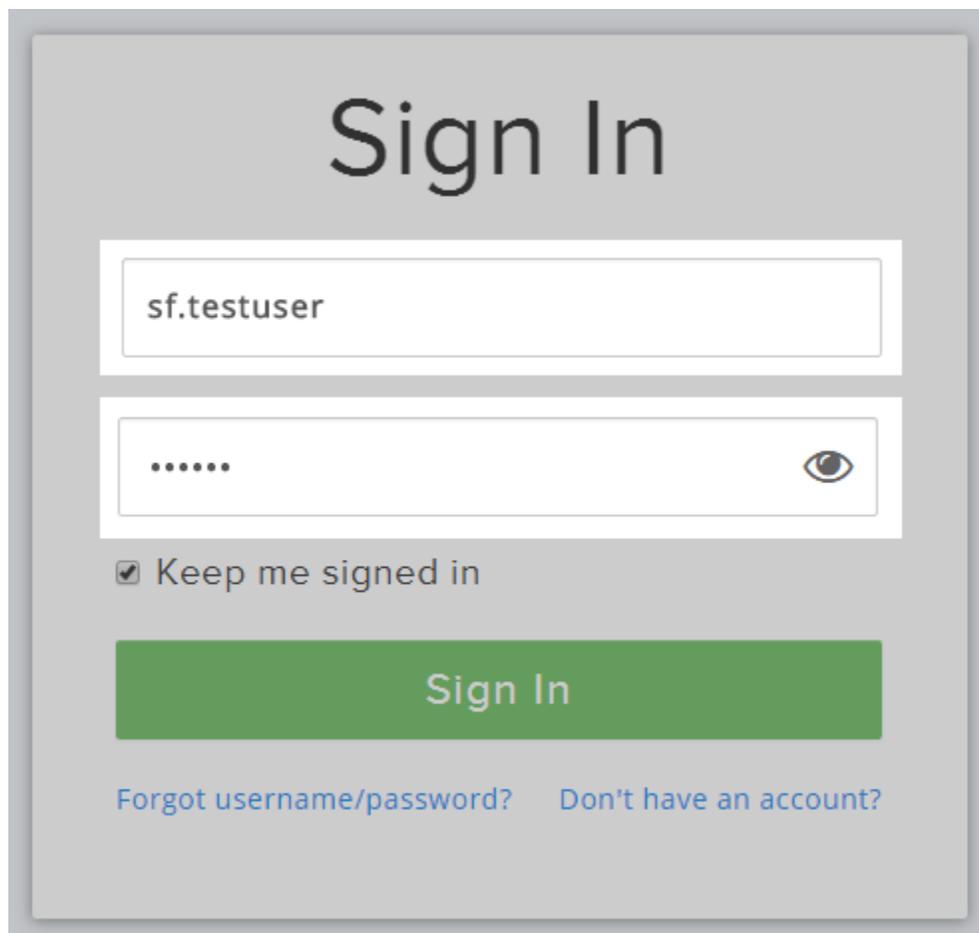
[2.3.1. Logging in with registered username and password](#)

With this option you can access your Survey Face account with the registered username and password.

Click “Sign in” button which is found at the top right corner of home page. Enter “Username” & “Password” and Click “Sign In”



Note: If you have enabled the “Keep me signed in” option at the time of login, then you will be kept signed in whenever your system is turned on

The image shows a 'Sign In' form. At the top, the text 'Sign In' is displayed in a large, bold font. Below this, there are two input fields. The first field contains the text 'sf.testuser'. The second field contains a series of dots, representing a password, and has an eye icon to its right. Below the password field, there is a checkbox labeled 'Keep me signed in' which is checked. At the bottom of the form, there is a large green button with the text 'Sign In'. Below the button, there are two links: 'Forgot username/password?' and 'Don't have an account?'.

Once you submit the credentials and click “Sign in”, you will be logged into Survey Face. Username appears at the upper right hand top corner of the page beside Survey Face below.

This denotes you have successfully signed into your account.

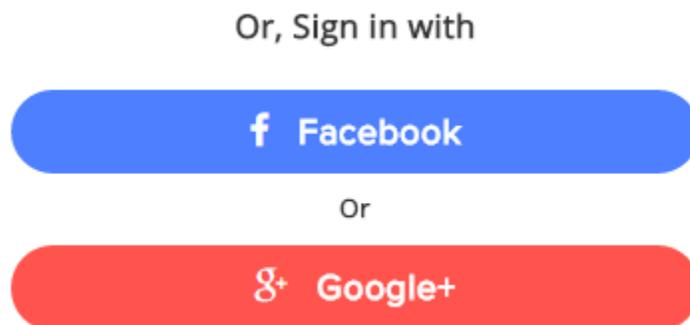


You will be directed to the “Create survey” page once you get into your Survey Face account.

2.3.2. Logging in through social media such as Facebook and Google +

If you use this option, you can log into your account using your social media credentials.

Click “Sign in” button in the upper right hand corner of the home page to get into Survey Face through social media.

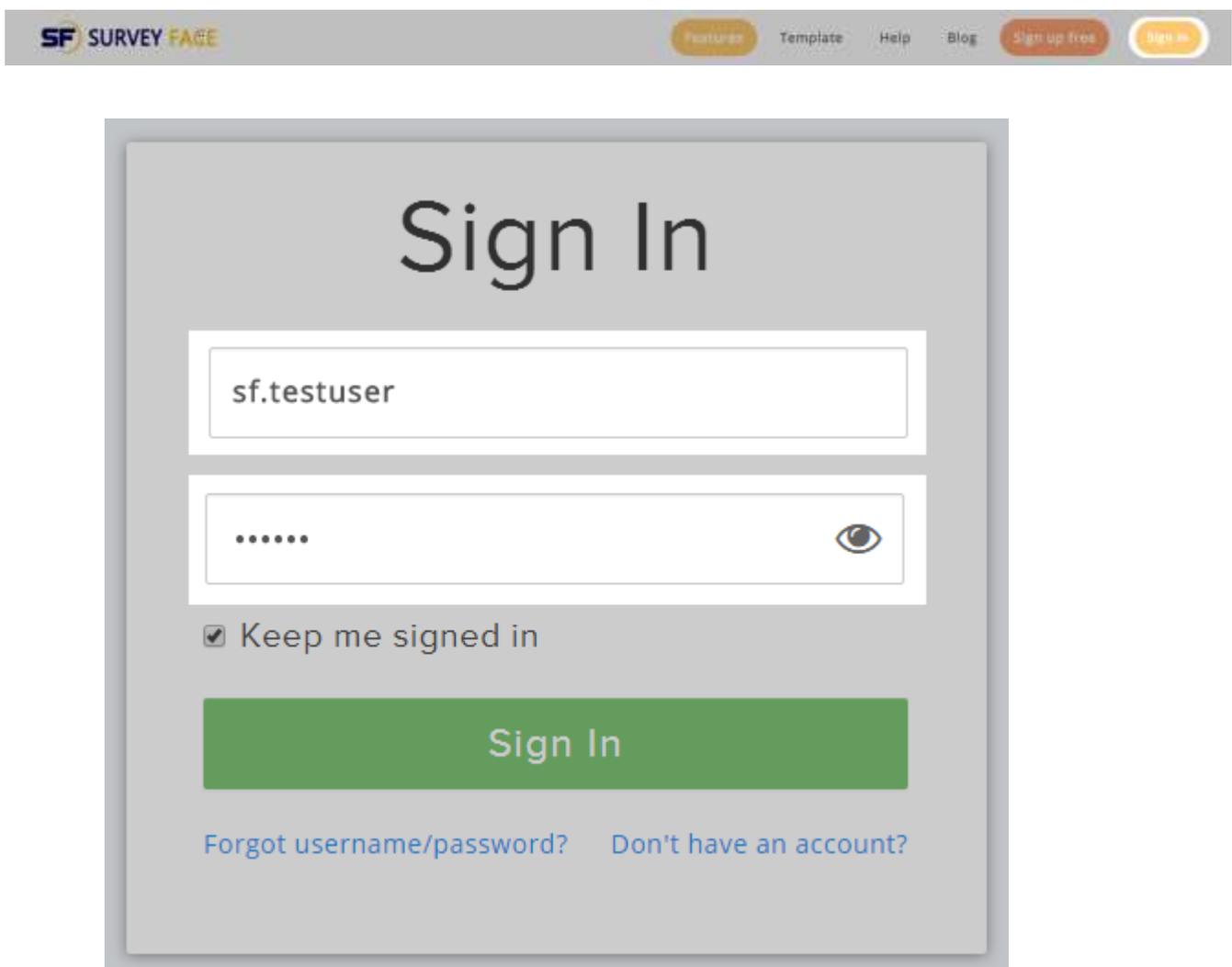


[2.3.3. Forgot username and password](#)

Using this functionality, you have got provision to get back your forgotten username and password.

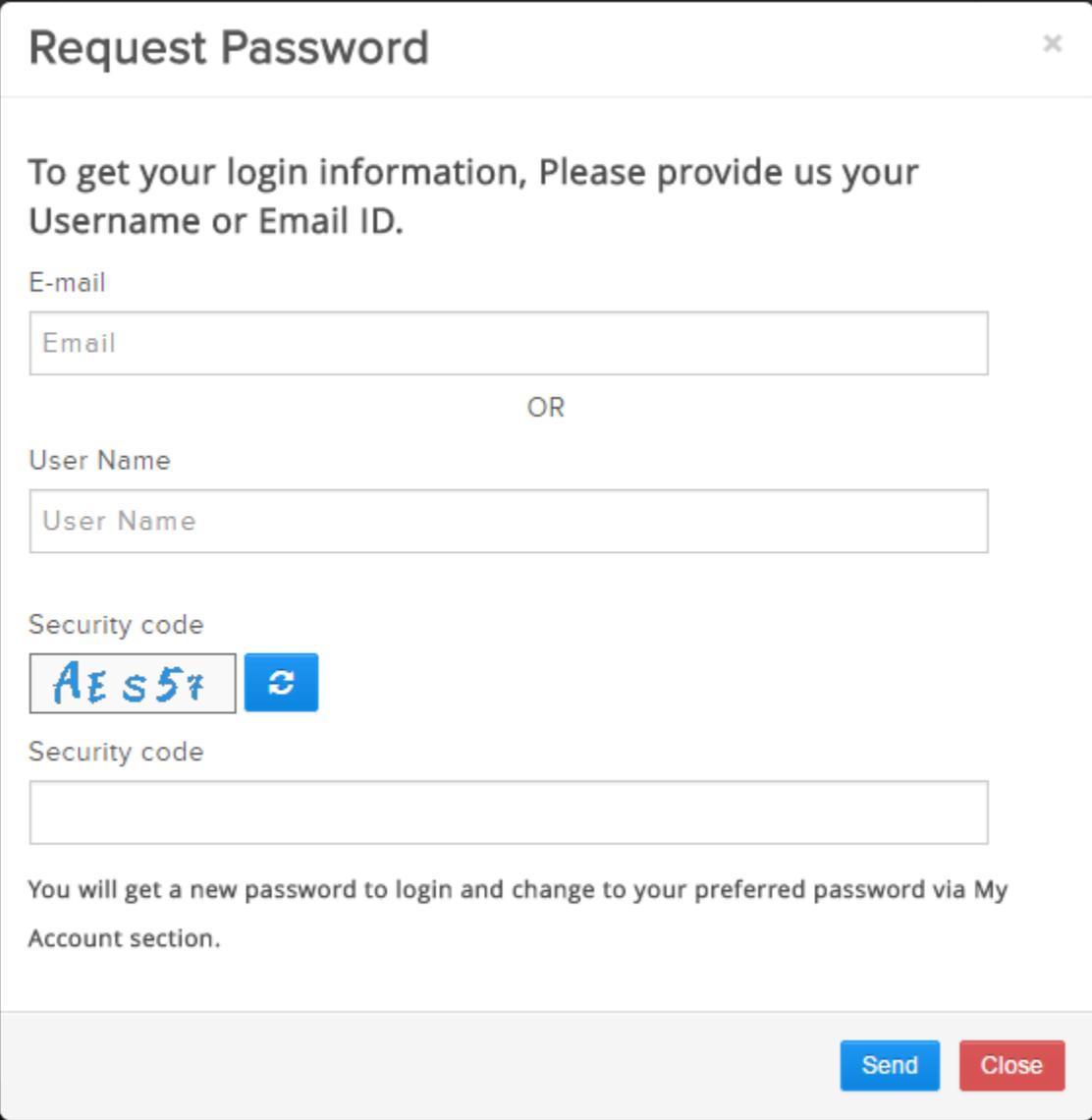
Note: For accounts where the username and email address are one and the same, this functionality can only be used to regenerate password

Click “Sign in” button in the upper right hand corner of the home page. Click “Forgot Username or Password” link



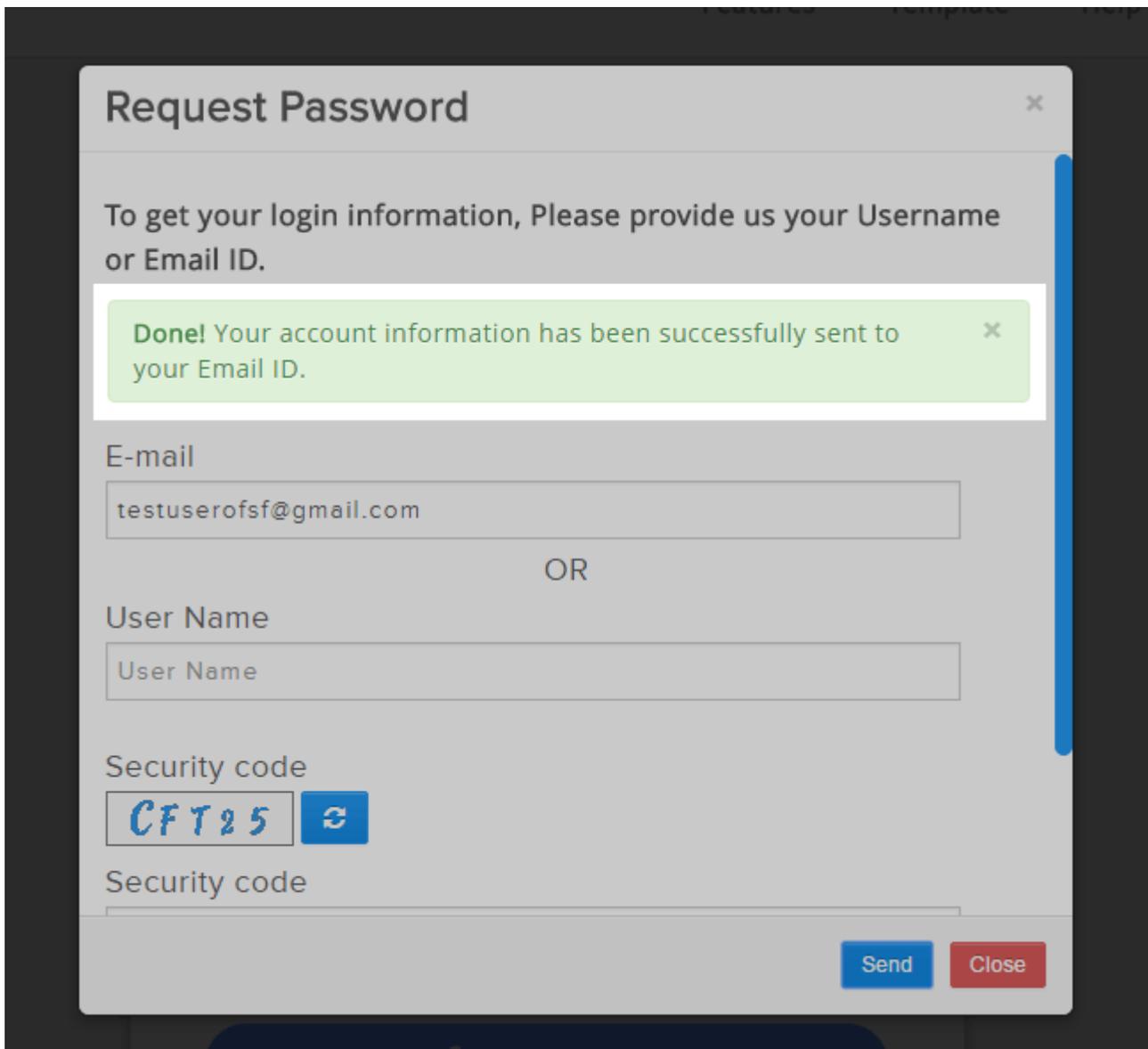
The image shows a screenshot of the SurveyFace website's sign-in page. At the top, there is a navigation bar with the SurveyFace logo on the left and several links on the right: Features, Template, Help, Blog, Sign up free, and Sign in. Below the navigation bar is a large, light gray box containing the sign-in form. The form has a title "Sign In" at the top. It includes a text input field for the username, which contains the text "sf.testuser". Below that is a password input field with masked characters "....." and a visibility toggle icon (an eye). There is a checkbox labeled "Keep me signed in" which is checked. Below the checkbox is a large green button with the text "Sign In". At the bottom of the form, there are two links: "Forgot username/password?" and "Don't have an account?".

On clicking the link, a “dialog box” is shown where your email or user name has to be specified.



The image shows a 'Request Password' dialog box with a close button (x) in the top right corner. The main text reads: 'To get your login information, Please provide us your Username or Email ID.' Below this, there are three input sections. The first is labeled 'E-mail' and contains a text box with the placeholder 'Email'. Below this is the word 'OR'. The second section is labeled 'User Name' and contains a text box with the placeholder 'User Name'. The third section is labeled 'Security code' and contains a text box with the placeholder 'AES57' and a blue button with a refresh icon. Below this is another 'Security code' label and an empty text box. At the bottom of the dialog, there is a message: 'You will get a new password to login and change to your preferred password via My Account section.' and two buttons: 'Send' (blue) and 'Close' (red).

Once you click “send” button, your account information will be send to the mail id which you specified.



You can traverse to your inbox to get your account details. Make use of it and start using your account.

2.4. Features and templates

2.4.1. Features

SurveyFace account is completely free and our team of experts has put in their best efforts to provide various survey features under a single account making it a one-stop solution for all your survey needs.

SurveyFace allows you to utilize all the facilities as you would like to. Few of the noteworthy features have been briefed below.

100% Free Account

SurveyFace is developed by real survey experts and it is completely free to use. Our mega servers not only serve faster but also keep data secure and forever.

Our team of experts strives continuously to improve the service and you will get reasonable support 24/7. You can enjoy all features without any cost.

Unlimited Surveys and Questions

Create unlimited surveys with any number of questions you need. No limit on Surveys, Pages, Questions, Collectors, Responses, Reports and Downloads. It is truly an unlimited tool.

Unlimited Responses and Reports

SurveyFace has no bounds in collecting responses for surveys from your audience. Powerful built-in analytics aids you to generate any number of reports based on collected responses.

137+ Questionnaire Templates and Samples

We have built hundreds of questionnaire templates for popular surveys. You don't have to stress yourself to design and develop your survey, simply search and create your survey in no time.

Once you have created the survey using template, you can customize the survey for your need.

Skip Logic (Decision Making)

Skip logic is a very powerful feature that helps you to build intelligent questionnaire. It allows you to design custom paths for the participants based on how they answer a particular question.

This helps the participants to utilize their time diligently on more appropriate questions.

Address Book

Yet another powerful questionnaire feature that allows you to maintain your participant's information in groups via SurveyFace address book.

You can create any number of address books and distribute your survey to the groups instantly instead of specifying individual addresses.

Real Time Results

You can analyze survey responses in real time. As soon as your participant starts responding to the survey, SurveyFace keeps track of your participant activity on the survey.

It lets you know whether participant has viewed or currently responding or have completed it. It is live.

Response Email Alerts

Optionally you can enable response alerts via Survey or collector options. This feature sends you an email as soon as your survey is viewed or completed by your participant.

You can define how often you want to receive response alerts, for example every minute, every hour, once a day or once a week, etc.

Filter Responses

Filter response features lets you analyze the responses more effectively and create reports based on filter condition. It gives you great flexibility to group and analyze your survey results without any additional tool.

It will be handy when you have large number of responses for your survey.

Share Survey Results

Share survey results by simply creating a web link for your survey results. Anyone you share the link can view the results without creating any account with SurveyFace.

You can add Password Protection, Summary of Responses and/or Detailed Responses, Filter Responses options while you share the survey results. A simple click away, you can share the results on your favorite social networks.

Charts and Graphical Analysis

SurveyFace is using various efficient charts to analyze your responses graphically. You have Donut, Pie, Bar, Column, Area and other type of graphs for every question and its responses. You can create desired chart from the above mentioned types and can download it for further clarification.

Free SSL (HTTPS)

SurveyFace provides free SSL for all users, that gives everyone peace of mind for any data transmission via SurveyFace. You can enforce SSL (https) for your survey via collector settings.

Easy Register/Login with Facebook and Google

Just a click away, you can register with SurveyFace using your Facebook or Google Account. With this feature there is no need to confirm your email address and start creating your first survey in few seconds.

It is fast, easy and secure. With our secure log on feature you can further restrict the devices that you want to log into SurveyFace.

Multi Byte Language Support

SurveyFace supports multi byte languages exemplified by being compatible with all major languages around the world.

Secure Login via Authorized Devices

With this feature you can restrict your SurveyFace login from authorized devices (browsers). Any new device must be registered to login if you enabled this feature under My Account section.

Optionally you can enable email alert to send notification upon every SurveyFace account login.

Download Survey as PDF

Design your survey and download as PDF. You can print, email, transfer and share your survey without being online.

Export Reports as PDF, CSV, Excel, XML & HTML

SurveyFace offers you to export your survey responses in pdf, csv, excel, xml and HTML formats. This will allow you to email, print, transfer or share your survey results with anyone you wish.

Weblink Collectors

Web link collector is the most common collector with SurveyFace. Simply create a web link for your survey, email the link to your audience or add the link in your web page or share the web link in social networks. The web link is unique to your survey and start collecting responses in no time.

Unlimited Email Collectors

Email collector is an expensive feature included in SurveyFace at free of cost. You have unlimited privileges to distribute your survey to email recipients and keep track of your recipient responses.

With email collection method, you can re-send survey for uncompleted or partially completed recipients. It is a very powerful and easy to use feature at SurveyFace.

Popup Collectors

Survey Face provides easy integration of your survey in your website. Using popup collectors, you can seamlessly collect feedback from your visitors. You can control how often to show popup to your visitors and yet another fast way of collecting responses.

Web embed collectors

You can make your surveys with the web page content or you can have your survey as a cover over web page content by making use of web embed collector offered by Survey Face. These collectors can be customized too. Try to embed these collectors with web page content to earn more responses.

Manual Data Entry

Create questionnaire for yourself and feed data manually. It is a great tool to get your work done effortlessly. Manual data entry also enables you to collect responses via phone, off site or any other form when respondents cannot enter online.

Collector Options and Restrictions

With collector settings and restrictions, you can schedule when to start and stop collecting responses for your survey. You can control many options such as IP restrictions, Password protection, Maximum response, Response cutoff time, Share the survey web link to the public, etc.

Survey Wizard

You can create a survey by using our existing templates within few seconds. Search survey template for your survey keyword, choose the survey template from search results and create the survey. Your survey is ready to distribute, optionally you can edit and customize the survey for your need.

14 Types of Questions

Choose from over 14 types of questions that are already configured & ready to go. Available question types are Single Choice, Multiple Choice, Matrix of Choices, Drop down menus, Rating Scale, Single and Multiple Text Boxes, US and International Demographics, Numerical Text Boxes, Date Type, Essay Box and Descriptive Type.

No Software Downloads

SurveyFace is an online questionnaire tool, integrated with loads of features for survey design, distribution and analyzing results.

You can enjoy all these features without any software downloads. Simply create your free SurveyFace account and start using it in minutes.

Social Network Integration

SurveyFace is social friendly, you can share your survey or survey results in your favorite social networks. Optionally you can display share links on your survey, so your respondent can share your survey on their wall by simply clicking on share buttons.

YouTube Integration

You can use video questionnaire with SurveyFace, simply linking YouTube links in SurveyFace.

Transfer Surveys between SurveyFace Accounts

SurveyFace provides facility to transfer your surveys from your account to any other SurveyFace account.

Enhanced Security - Password Protected Surveys

SurveyFace keeps your data private and no one can use your data without your permission. We also have special encryption algorithm to protect your survey links and optional password protection to enter (participate) your survey.

Pre-Defined & Custom Themes

SurveyFace provides easy to use built in color themes. Optionally you can edit color themes to present the survey to your audience the way you want.

No Bulk Papers

SurveyFace provides unlimited data storage, collect millions of responses, store it online and access anywhere, anytime.

No need of any bulk amount of papers for storage of your data. Your data is secure and available 24/7 at SurveyFace.

Gigabit Dedicated Servers

SurveyFace hosting servers are using Gigabit ports to handle high volume. SurveyFace is highly reliable for you and for your audience at any time.

SurveyFace is continuously scaling up for the volume demand and maintains 100% up time.

On Page Help & Support

SurveyFace is an easy to use tool, yet we have extended our support via on page help options for each page of SurveyFace. Our Help center includes Knowledge base, Tutorials, FAQ, Help topics with screen shots and Survey Tips.

On top of online help availability, you can reach our support center 24/7 via contact us page, if you have any questions with regards to survey.

URL Integration

Include your URL links in survey; SurveyFace will support clickable links in your survey

Rich HTML Tool for Descriptive Type Question

SurveyFace is now providing rich HTML tool to design your survey more decorative with descriptive type question.

Modify username, email and password

Want to update your username, password, email address, SurveyFace allows you to update key account information via My Account page. So you can consolidate your accounts into one regular account.

Time zone settings via My Account Section

Set your own time zone via My Account Section, so you can see survey and responses timestamp at your own time zone. You could schedule emails distribution at your own time zone.

Event Logs

You can track your login and important events on your SurveyFace account via My Account - Event Logs.

Different ways of Survey Creation

You can search a template and create survey from most suitable template. You can filter through template categories and create survey from most suitable category.

You can copy your existing survey into new survey (Duplicate Survey). You can also build the whole survey from scratch.

Search and Replace

This option comes very handy when you want to change the repeated text at one shot in the whole survey. It also helps to find number of occurrences of the text in each section of the survey.

2.4.2. Templates

Our Survey Experts have built in an assortment of survey templates across various domains. You don't have to stress yourself to design and develop the surveys from scratch. These tailor made templates enable you to jump-the-queue and you can also customize the questionnaires according to your unique needs.

Furthermore the SurveyFace Template Search Tool allows you to find a survey template by Search using a keyword relevant to your survey. As of now, SurveyFace offers templates for the following domains and the list is ever-expanding.

- Academic and Research
- General Business
- Human resource
- Non Profit and Charity
- Satisfaction
- Services
- Social and Political
- Marketing
- Health
- Transport
- Event Planning and Feedback
- Testing New Product and Services
- Most Popular Surveys
- Shopping and Purchasing Experience
- Incident Follow-up
- Administrators

- Parties, Events, Travel
- Service desk management
- Business
- Order management system
- Environment and way of living
- Construction
- Job varieties
- Weighing performance and scope of growth
- Survey for students
- Decision making
- Fashion
- Shopping and purchase experience
- Banking
- General topics

3. CREATE SURVEY

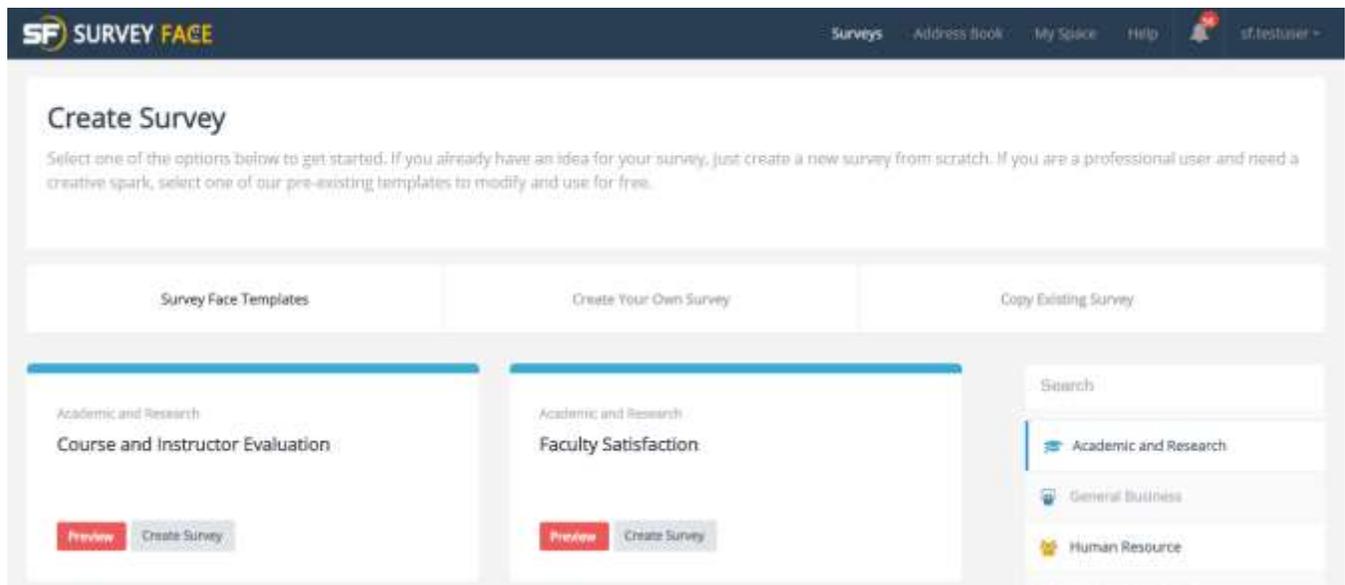
You should be creating & designing your survey to send it to all the respondents, collect their responses and make necessary interpretations/findings by analyzing the results.

This section takes you through various steps involved in the following activities

- Creating a Survey
- Designing the Survey
- Collecting Responses
- Analyzing Responses

3.1. Creating a survey

When you first login to your account after registration “Create survey” will be the landing page. As you start using Survey Face continuously, “My surveys” will be the landing page whenever you get into your account.



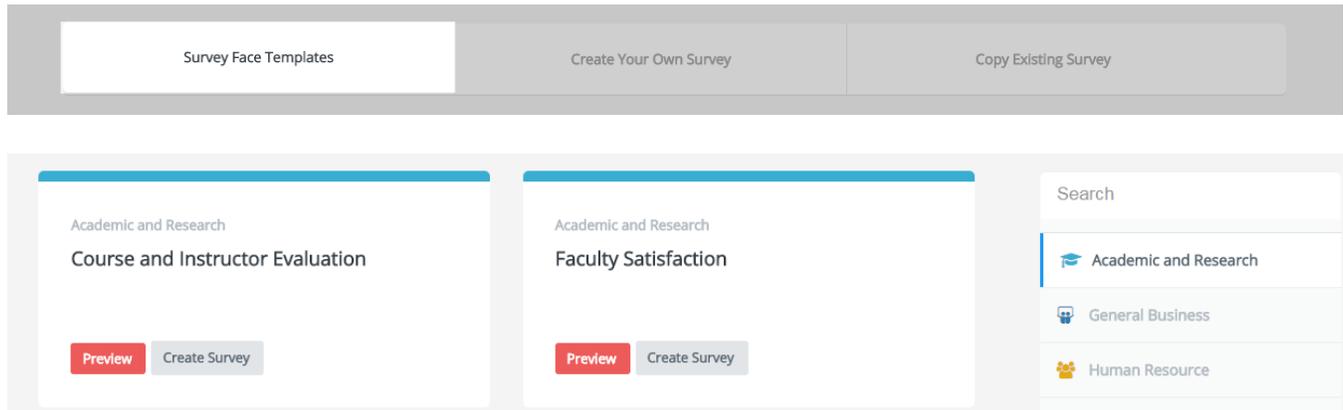
SurveyFace offers you three ways to create surveys. You can make use of any one option from the list given below,

- Use an expert survey template
- Copy an existing survey
- Design your survey from scratch

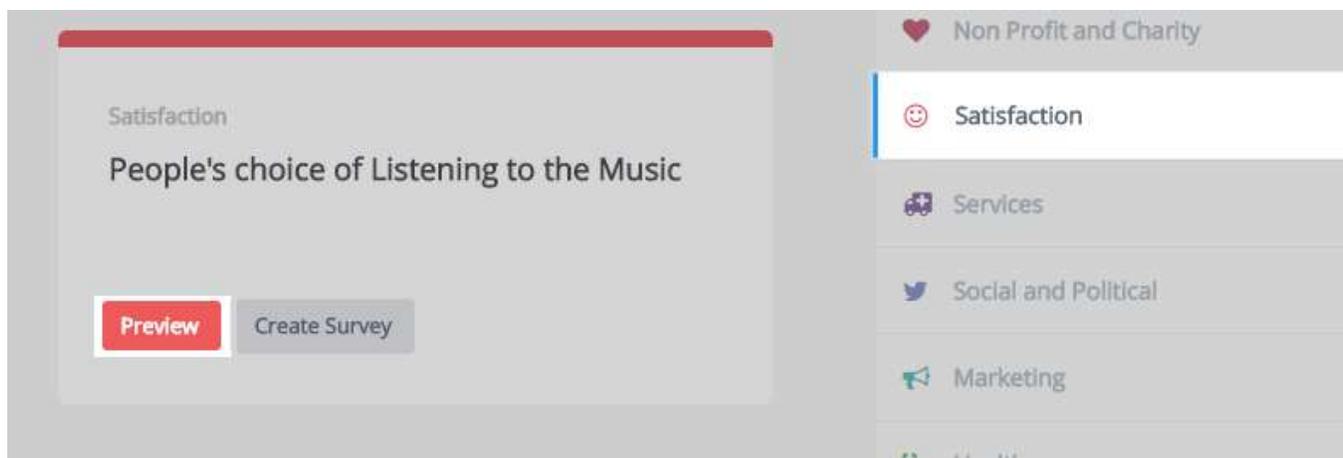
3.1.1. Use an expert survey template

Using “Search” option you can choose the appropriate template by simple Search of the relevant keyword.

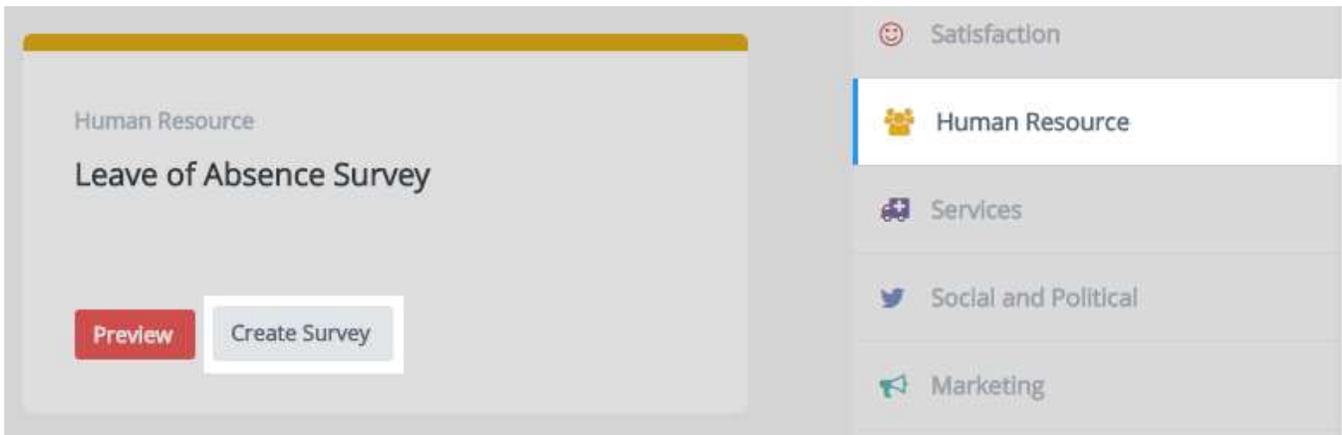
Using “Survey Face Templates” option, you get to browse through various Survey categories to locate the appropriate template.



Upon selection of the appropriate Survey template, you also have the provision to preview the template immediately using “Preview” button given at the bottom of the category section.



If you wish to create that survey for your purpose then you easily create it just by clicking “Create survey” button beside preview button.

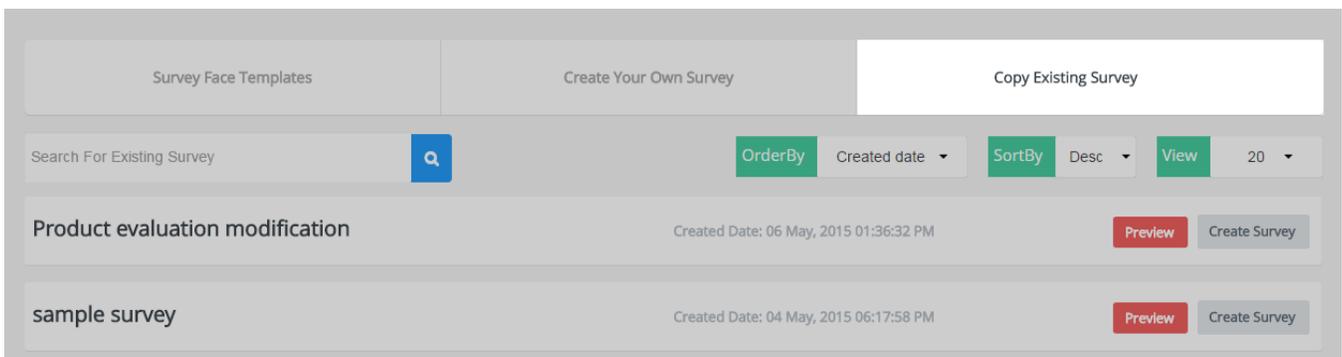


On clicking “Create survey” button, you can be able to view a text field above the survey template category to modify the title of survey.

3.1.2. Copy an existing survey

Using this option, you can create a copy of your existing survey. Choose from the list of existing surveys given in dropdown menu.

If the survey which you are going to create is your first survey in the account then you cannot use this option. Instead you can use our templates or create your own survey. When you click “Copy existing survey” you can be able to view various attributes by which you can manage the surveys you created through your account.



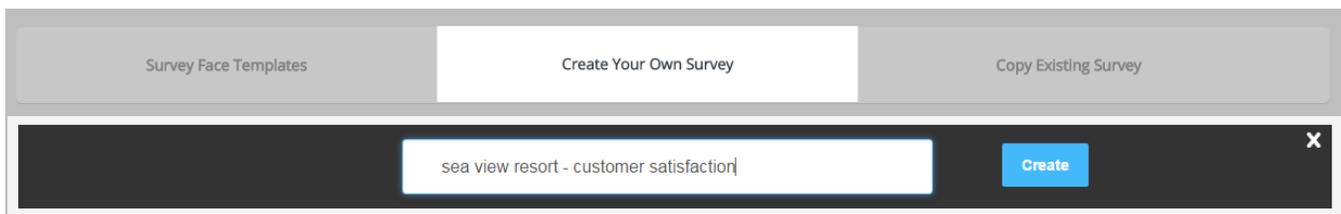
3.1.3. Create survey from scratch

By making use of this option, you can create your survey which you have imagined with relevant inputs

Example: To get you accustomed to various facets involved in survey creation, distribution and analysis, we will now create a sample survey to guide you through all the steps involved.

Let us suppose, you are designing a survey from scratch to understand the customer satisfaction level who have visited your “Sea View Resorts”.

In this case, select “Survey from scratch (Design your own survey)” and give a title like “Sea View Resorts – Customer Satisfaction”. Then click “Create”.



The screenshot shows a web interface with three main options: 'Survey Face Templates', 'Create Your Own Survey', and 'Copy Existing Survey'. The 'Create Your Own Survey' option is highlighted. Below this, there is a dark-themed input area with a text box containing 'sea view resort - customer satisfaction' and a blue 'Create' button to its right. A small 'x' icon is visible in the top right corner of the input area.

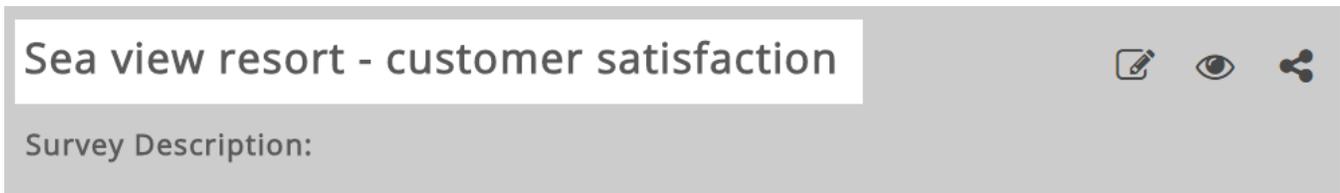
4. Designing a survey

You have got whole lot of options to design the survey the way you would like to see it. In this section you will experience options like

- Edit Survey
- Customizing the aesthetic feel of your survey using various Color themes
- Configuring various survey options
- Restoring pages and questions
- Skip logic editor and a lot more.....

Once you click “Create” button in “Create a New Survey” page, it takes you to “Design Survey” page. The survey title appears in the left hand top corner of the page.

Example: The survey title “Sea view resorts - customer satisfaction” appears at the top of survey design environment



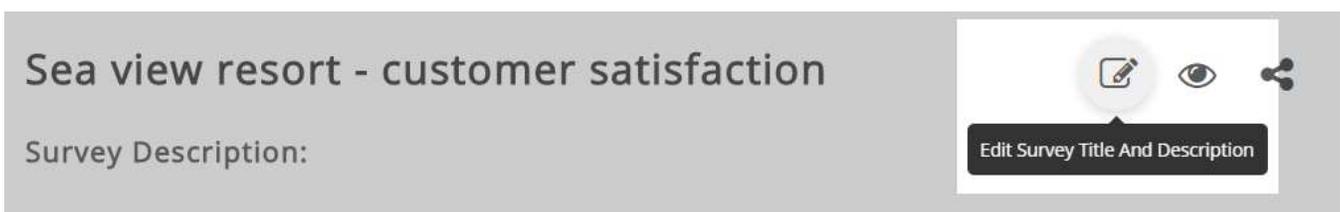
4.1. Edit survey

Edit Survey provides you various options to design the survey according to your needs. By editing a survey, you will experience options like

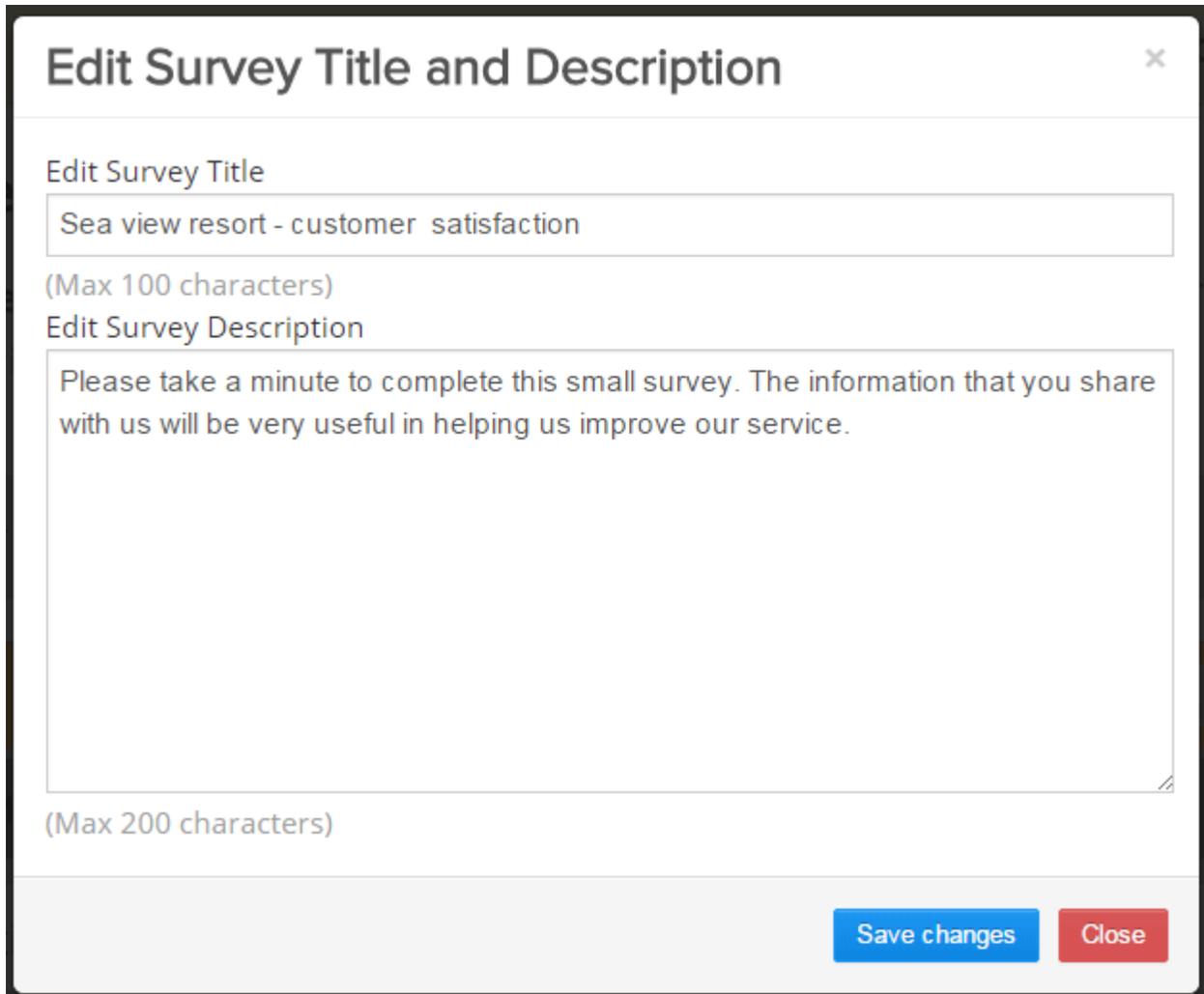
- Editing Title and Description
- Adding questions to your survey
- Adding pages to your survey
- Adding Skip Logic to your survey
- Aligning the contents in your survey and a lot more.....

4.1.1. Editing survey title and description

To edit your survey title & description, click “Edit survey title and description” button found beside your survey title.



On clicking “Edit survey title & description” option, a pop-up box appears where you can give the alternative title & description for your survey.



Edit Survey Title and Description ×

Edit Survey Title

Sea view resort - customer satisfaction

(Max 100 characters)

Edit Survey Description

Please take a minute to complete this small survey. The information that you share with us will be very useful in helping us improve our service.

(Max 200 characters)

[Save changes](#) [Close](#)

Action completed message is shown at the below of survey design environment to indicate that you have completed survey title modification.

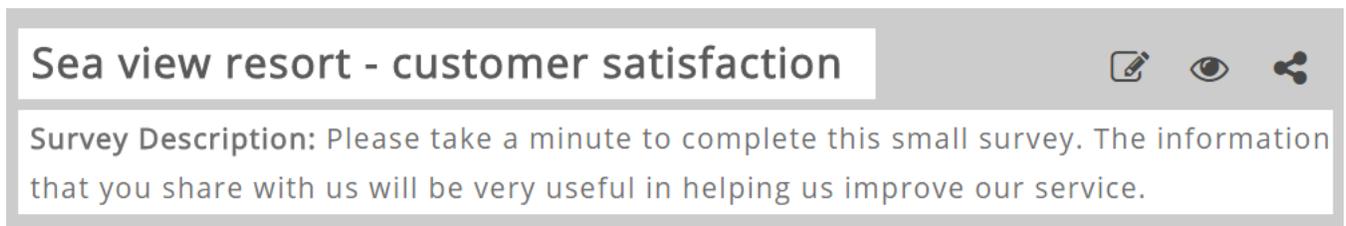


Example: Let us now add a survey description for “sea view resorts – customer satisfaction.

Description: Please take a minute to complete this small survey. The information that you share with us will be very helping us improve our service.

As soon as you complete your survey title and its description, you can start to build your survey by adding questions to it. Success message is displayed above taskbar

Preview of survey with added title and description



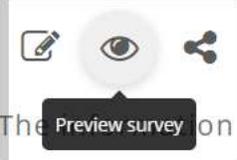
4.1.2. Preview survey

Survey Face offers you provision to preview the survey that you have designed. This option lets you review the alignment of pages, questions and various skip logics built in the survey.

This option also lets you to analyze respondent's experience while answering the survey. To use this option, Click "Preview Survey" button on the right hand side below survey title

Go through the survey in the same manner as a respondent. You should answer all the mandatory questions set to complete the survey.

Sea view resort - customer satisfaction



Survey Description: Please take a minute to complete this small survey. The that you share with us will be very useful in helping us improve our service.

4.1.3. Survey questions

SurveyFace allows you to add any number of questions to your survey. You can use predefined questions from the respective template, edit predefined questions given in the template and even add new questions according to your survey needs.

SurveyFace offers you provision to have wide array of close-ended and open-ended questions in the survey.

Close-ended questions restrict your respondents to select from predefined answer choices. However, you can allow the respondents to add additional information by giving provision for optional comments section.

Open-ended questions offer flexibility to your respondents to enter their own responses to the question, according to their choice without having to select from a list of predefined choices.

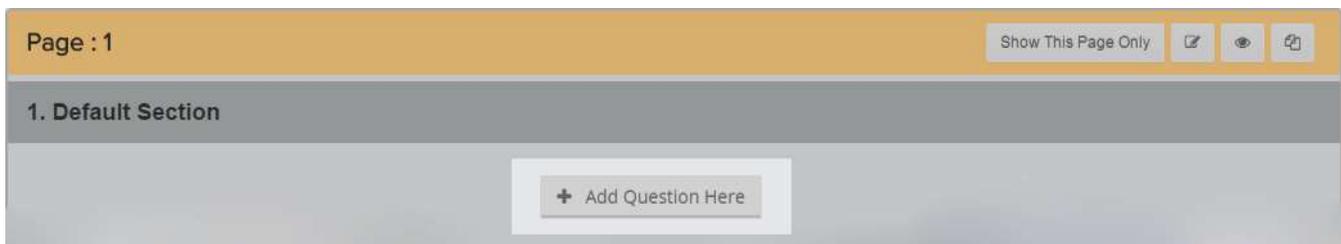
Also you do have provision to restrict inputs from respondents to certain number of characters to avoid redundant data. Following are the list of question types offered now

- Multiple choice (Only one answer)
- Multiple choice (Multiple answers)
- Matrix of choices (Only one answer per row)
- Matrix of choices (Multiple answers per row)
- Matrix of Drop-down menus
- Rating scale
- Single text box

- Multiple text boxes
- Comment/Essay box
- Numerical text boxes
- Demographic information (US)
- Demographic information (International)
- Date and/or Time
- Descriptive text

4.1.3.1. Adding questions

To add questions into your survey click “Add question here” button found in the default page section of your survey in design environment.



From “Choose question type” dropdown, select the required questions to create your survey.

Select a Type of Question

Choose Question Type ▼

Choose Question Type

- Multiple Choice (Only One Answer)
- Multiple Choice (Multiple Answers)
- Matrix of Choices (Only One Answer Per Row)
- Matrix of Choices (Multiple Answers Per Row)
- Matrix of Dropdown Menus
- Rating Scale
- Single Textbox
- Multiple Textboxes
- Comment/Essay Box
- Numerical Textboxes
- Demographic Information (US)
- Demographic Information (International)
- Date and/or Time
- Descriptive Text

***Note:** If you need help in choosing a question type for your survey, click “View our question examples” link. A pop-up box with examples for all question types will appear*

[Upload New Image](#) [Insert Image](#) [Image Help](#) [Back to Edit Survey](#) [Question Samples](#)

These questions only allow a respondent to choose one answer from the answer choices.

The screenshot shows a user interface for creating a survey question. On the left is a vertical list of question types: Multiple Choice (Only One Answer), Multiple Choice (Multiple Answers), Matrix of Choices (Only One Answer Per Row), Matrix of Choices (Multiple Answers Per Row), Matrix of Drop-down Menus, Rating Scale, Single Textbox, Multiple Textboxes, Comment/Essay Box, Numerical Textboxes, Demographic Information (US), Demographic Information (International), Date and/or Time, and Descriptive Text. The 'Multiple Choice (Only One Answer)' option is selected. On the right is a preview of the question: 'Do you like to play cricket?' with two radio button options: 'Yes' and 'No'.

The question and answer settings will be different depending upon the question type you select. Enter relevant inputs for the options provided.

Once relevant inputs for the question type have been entered, you have various options to proceed further

- **Save and Close** – Click this button to save the question and return back to edit Survey page
- **Save and Add New** – Click this button to save the question and go on to add a new question
- **Save Changes** – Click this button to save the question and remain in the same page
- **Cancel** – Click this button to clear of all the changes you have made and return to the edit Survey page



4.1.3.2. Additional question settings

Once you add questions to your survey, there are a range of options which should be configured which direct how each question behaves. In this section, you will experience options like

- Sort/Randomize Choices
- Add Comment Field
- Require Answer to Question
- Change question size and placement and a lot more

Sort / Randomize choices

You have provision to choose how your answer choices can be displayed. It can be listed either in alphabetical order or be listed randomly to alleviate any alignment bias. This provision is optional while adding questions.

To utilize this option, select check box “Sort/Randomize Choices (optional)”

Sort/Randomize Choices (Optional)

To sort or randomize the choices to this question, click the checkbox above.

Select how you would like to display the answer choices between the two options

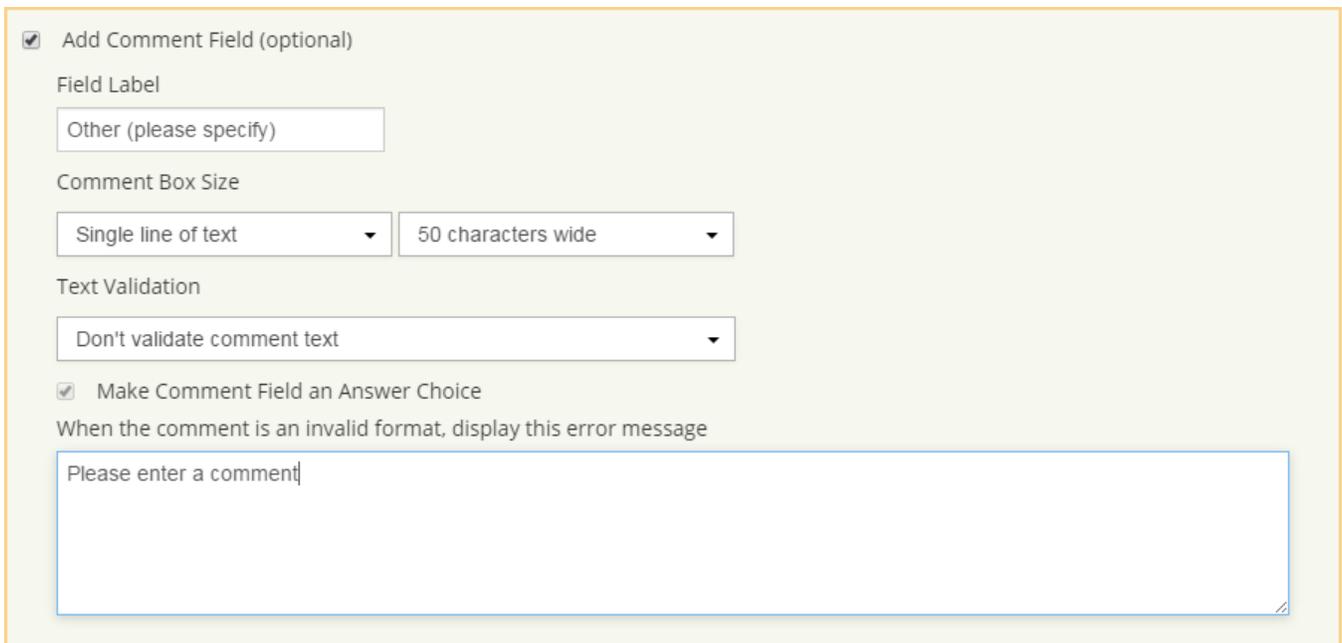
- Sort choices alphabetically
- Randomize choices

Add comment field

You have provision to add a text box field in addition to answer choices. This field will be helpful for the respondents if the answer choices don't apply to them.

Instead this field can be used to gather additional comments about the existing answer choices. This provision is again optional while adding questions.

To utilize this option, select check box "Add Comment field (optional)"



The screenshot shows a configuration panel for adding a comment field. It includes the following elements:

- Add Comment Field (optional)
- Field Label:
- Comment Box Size:
- Text Validation:
- Make Comment Field an Answer Choice
- When the comment is an invalid format, display this error message:

Edit the "field label" field. This will be the text which the respondents will see in the survey

Define the size of "Comment Box Size". This controls the number of characters that will be allowed in this box.

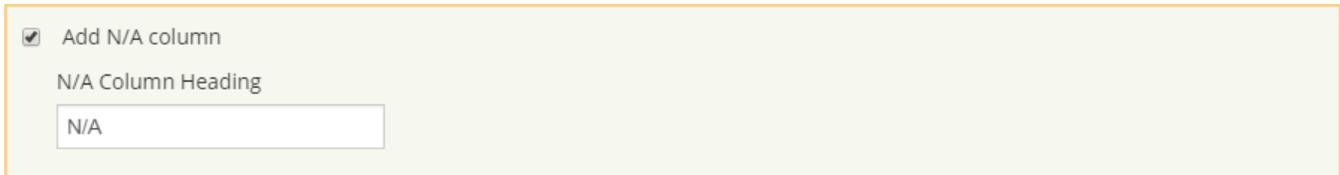
If required, select “Text Validation” so that the respondents should enter their comment as text of a specific length, as a whole number, as a decimal number, in date format or as an email address.

Based on your selection in “Text Validation”, configure the error message field. So the respondents will be notified if they answer in inappropriate format.

Select check box “Make Comment field an Answer Choice”, if you would like to have the comment field as one of the answer choices.

Adding N/A column

To include a N/A column along with the column choices of answer choice set, select this option.



The screenshot shows a configuration panel with a light green background and a thin orange border. At the top, there is a checked checkbox labeled "Add N/A column". Below this, the text "N/A Column Heading" is displayed. Underneath, there is a text input field containing the characters "N/A".

Require answer to question

You have provision to make a question mandatory so that respondents have to answer that question to proceed with the survey.

This provision is again optional while adding questions. To utilize this option, select checkbox “Require Answer to Question (optional)”

Require Answer to Question (optional)

Respondent must answer choices

When the question is not answered, display this error message.

This question requires an answer

Change question size and placement

You have provision to configure the question size and placement which enables you to manage the survey in a better fashion.

This provision is again optional while adding questions. To utilize this option, select checkbox “Require Answer to Question (optional)”

Configure “Overall Question Width” either in “Percent” (percent width on page) or “Fixed” (pixel width)

Configure “Question Placement” by selecting one of the two options given below

- Start question on new row
- Place question next to previous question – This option allows you to place the question side by side on the page

Configure “Question Margin” by entering pixel amounts in the “Left, Top, Right & Bottom” fields

Note: There is provision to define “Column width” for question types like Rating scale, Matrix questions, multiple text boxes etc. There is provision to define “Box size” for Comment/Essay box, Text Boxes question etc.

Change Question Size and Placement (optional)

Overall Question Width

Percentage

Columns Width

20% for label / 80% for choices

Question Placement

Start question on new row

Question Margin

Left	Top	Right	Bottom
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Allow Only One Response per Column (Forced Ranking)

For certain question types like Matrix of Choices (Only one answer per row) and Rating scale; if you wish to restrict the user to select only one response per column then you can use this option called Forced Ranking. This provision is again optional while adding questions.

Note: For using this option, the number of Columns of answer choices must be equal or greater than number of Rows

To utilize this option, select checkbox “Allow Only One Response per Column (Forced Ranking)”

Allow only one response per column (forced ranking)

To allow only one response per column, click the check box above.

Note: Number of columns must be equal or greater then number of rows for forced ranking

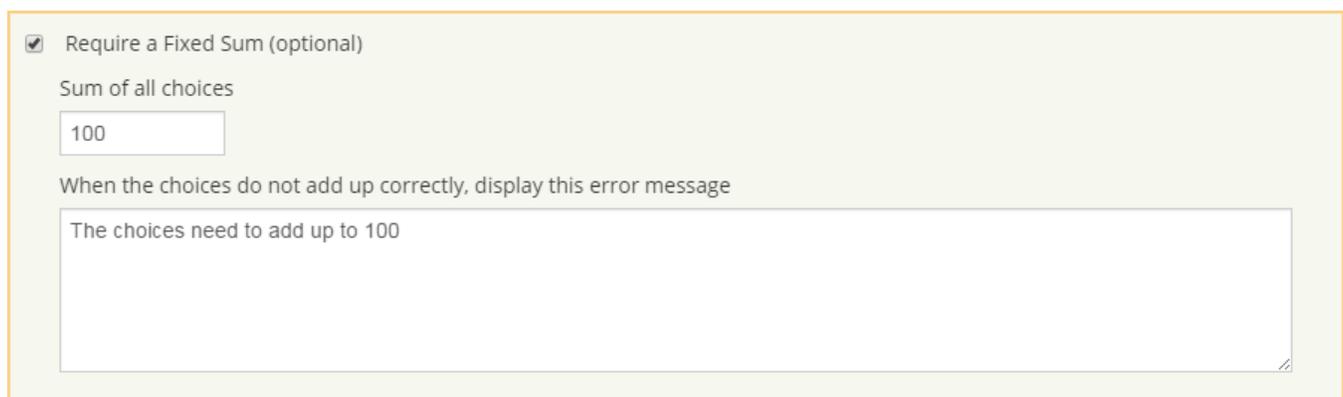
Require a Fixed Sum

For question type Numerical textboxes, you have provision to add multiple text boxes within a single question.

You can define such that the answers to all these textboxes equal a fixed sum. This provision is again optional while adding questions.

To utilize this option, select checkbox “Required a Fixed Sum (optional)”. Enter “Sum of all choices”.

Based on the sum entered defined, configure the error message field. So the respondents will be notified if their answer doesn’t sum up.



Require a Fixed Sum (optional)

Sum of all choices

When the choices do not add up correctly, display this error message

Example: Let us now add questions to your survey “Sea View Resorts – Customer Satisfaction”.

1. **Multiple choices (Only One Answer):** For this question type, irrespective of the number of answer choices given the respondent can select only choice for answer.

Click “Add Question Here” button in the default section page and Select question type “Multiple Choice (Only One Answer)”

1. Default Section

+ Add Question Here

Select a Type of Question

Choose Question Type 

- Choose Question Type
- Multiple Choice (Only One Answer)
- Multiple Choice (Multiple Answers)
- Matrix of Choices (Only One Answer Per Row)
- Matrix of Choices (Multiple Answers Per Row)
- Matrix of Dropdown Menus
- Rating Scale
- Single Textbox
- Multiple Textboxes
- Comment/Essay Box
- Numerical Textboxes
- Demographic Information (US)
- Demographic Information (International)
- Date and/or Time
- Descriptive Text

Enter Question Text and Answer Choices in the respective fields

Question text: *Why did you choose to stay with us?*

Answer choices: *Previous visit, Walk in, Friend or Relative referral, Travel agent, Advertising billboard, Newspaper, Special Package rate*

Choose additional settings if required. As mentioned earlier it includes

- *Sort/Randomize Choices*
- *Add Comment Field*
- *Require Answer to Question*
- *Pick a display format*

To add new question, click “Save and add new” button found below the additional question settings option.



Question preview:

If you wish to have a preview of the question then you can click the “Preview” button beside the relevant page in which the question was added.



1. Why did you choose to stay with us ?

- Advertising billboard
- Newspaper
- Special package rate
- Walk in
- Other (please specify)
- Friend or Relative Referral
- Previous visit
- Travel agent

Note: You can add the necessary answer choices to your survey whenever needed even it have responses. You can find certain options like “Add choice above”, “Add choice below” beside answer choices field

Answer Choices (each choice on separate lines)  

Previous visit			
Walk in			
Friend or Relative Referral			
Travel agent			

Add Choice Above

Note: You cannot edit all options when your survey has responses and it will be displayed through a warning message

Warning! This question has responses. Editing is limited for some options. In order to fully edit the question, you must clear your existing survey responses.

2. **Multiple choices (Multiple Answers):** For this question type, the respondent can select more than one option

Select question type “Multiple Choice (Multiple Answers)”

Enter Question Text and Answer Choices in the respective fields

Question text: *What amenities of our resorts made an impression with you?*

Answer choices: *Restaurants, Trekking areas, Private fishing docks, Boats for rents, heated waterfront pool with Sundeck*

Choose Additional question settings as required

Sort/Randomize Choices

Add Comment Field

Require Answer to Question

Pick a display format

To add another question, click “Save and Add New” button

Question preview:

5. What amenities of our resorts made an impression with you?

<input type="checkbox"/> Restaurants	<input type="checkbox"/> Trekking areas
<input type="checkbox"/> Private fishing docks	<input type="checkbox"/> Boats for rents
<input type="checkbox"/> Heated waterfront pool with Sun deck	
Other (please specify)	
<input type="text"/>	

3. **Matrix of Choices (Only One Answer per Row):** For this question type, Number of Columns must be equal or greater than number of Rows for Forced Ranking

Select question type “Matrix of Choices (Only One Answer per Row)”

Enter Question Text and Answer Choices in the respective fields

Question text: When do you usually visit resorts for Business and Recreation purposes?

Row Choices: Business, Recreation

Column Choices: Weekdays, Weekends

Choose Additional question settings as required

To add another question, click “Save and Add New” button

3. When do you usually visit resorts for Business and Recreation purposes?		
	Weekdays	Weekends
Business	<input type="radio"/>	<input type="radio"/>
Recreation	<input type="radio"/>	<input type="radio"/>

4. **Matrix of Choices (Multiple Answers per Row):**

Select question type “Matrix of Choices (Multiple Answers per Row)”

Enter Question Text and Answer Choices in the respective fields

Question text: Which all cuisines you liked in Flora and Fauna?

Row Choices: Flora, Fauna

Column Choices: Italian, Mexican, Thai, Chinese, Lebanese

Choose Additional question settings as required

To add another question, click “Save and Add New” button

Question preview:

10. Which all cuisines you liked in Flora and Fauna?					
	Italian	Mexican	Thai	Chinese	Lebanese
Flora	<input type="checkbox"/>				
Fauna	<input type="checkbox"/>				

5. *Matrix of Drop-down Menus Choices:*

Select question type “Matrix of Drop-Down Menus”

Enter Question Text and Answer Choices in the respective fields

Question text: *What do you felt about the service and taste in Flora and Fauna restaurants?*

Row Choices: *Flora, Fauna*

Select the number of menus: 2 menus

Menu#1 heading: Service

Menu#1 Choices: Good, Ordinary, Below Standards

Menu#2 heading: Taste

Menu#2 Choices: Good, Ordinary, Below Standards

Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

10. What do you felt about the service and taste in Flora and Fauna restaurants?

	Service	Taste
Flora	<input type="text"/>	<input type="text"/>
Fauna	<input type="text"/>	<input type="text"/>

The dropdown menu for the Service column is open, showing the following options: Good, Ordinary, Below Standards.

6. **Rating Scale:** For this question type, Number of Columns must be equal or greater than number of Rows for Forced Ranking

Select question type “Rating Scale”

Enter Question Text and Answer Choices in the respective fields

Question text: How do you rate accommodation facilities in our SeaView resort?

Row Choices: Décor, Cleanliness, Condition of Rooms, Housekeeping Services, Heating/Cooling with the room

Select the number of Ratings: 5 ratings

Label and Weight: Completely Dissatisfied (1), Dissatisfied (2), Neutral (3), Satisfied (4), Completely Satisfied (5)

Choose Additional question settings as required. To add another question, click “Save and Add New” button.

Question preview:

6. How do you rate accommodation facilities in our Sea View resort?

	Completely dissatisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied
Decoration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housekeeping Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating/Cooling with the room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. **Single Textbox:**

Select question type “Single Textbox”

Enter Question Text

Question text: What is the first word that springs to your mind about Sea View Resorts?

Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

2. What is the first word that springs to your mind about Sea View Resorts?

8. **Multiple Textboxes:**

Select question type "Multiple Textboxes"

Enter Question Text and Input box choices

Question text: Please name your top three favorite resorts?

Input box choices: One, Two, Three

Choose Additional question settings as required. To add another question, click "Save and Add New" button

Question preview:

4. Please name your top three favourite resorts?

One

Two

Three

9. **Comment/Essay Box:**

Select question type “Comment/Essay Box”

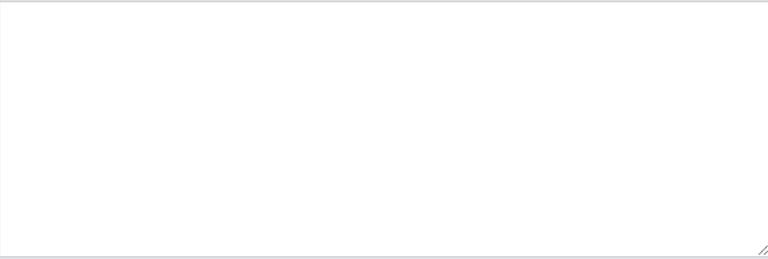
Enter Question Text

Question text: Do you have any further suggestions/comments which would help us to make your next visit more enjoyable?

Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

11. Do you have any further suggestions/comments which would help us to make your next visit more enjoyable?



10. **Numerical Text Boxes:**

Select question type “Numerical Textboxes”

Enter Question Text and Input box choices

Question text: Approximately how many times did you use the following amenities?

Input box choices: Trekking area, Private fishing docks, Boats for rents, heated waterfront pool with Sundeck

Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

7. Approximately how many times did you use the following amenities?

Trekking areas	<input type="text"/>
Private fishing docks	<input type="text"/>
Boats for rents	<input type="text"/>
Heated waterfront pool with Sun deck	<input type="text"/>

11. **Demographic Information (U.S./International)**

Select question type “Demographic Information (U.S./International)”

Enter Question Text

Question text: To better address any comments or concerns you may have, we would appreciate any contact information you would provide us.

Select the required Contact Information fields

Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

12. To better address any comments or concerns you may have, we would appreciate any contact information you would provide us.

Name:

Address:

Address 2:

City/Town:

12. *Date and/or Time:*

Select question type "Date and/or Time"

Enter Question Text and Input box choices

Question text: *When are you planning to visit us next?*

Input box choices: One, Two, Three

Choose Additional question settings as required

To add another question, click "Save and Add New" button

Question Preview:

13. When are you planning to visit us again ?

	MM	/	DD	/	YYYY	HH	:	MM	AM/PM
One	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text" value="▼"/>
Two	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text" value="▼"/>
Three	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text" value="▼"/>

13. Descriptive text

Select question type “Descriptive text”

Note: This question can be used when you want to give descriptive content regarding any questions or survey which you are designing.

The given text in “Question text” environment will be directly displayed as question in your survey

Question text: These survey responses will be really considered for the improvement of resort and thanks for spending your time to complete this survey.

Customize the question with the available options. Choose Additional question settings as required. To add another question, click “Save and Add New” button

Question preview:

14.

These survey responses will be really considered for the improvement of resort and thanks for spending your time to complete this survey.

4.1.3.3. Managing and Reordering Survey Questions

Once you have added questions to your survey, there are a range of options using which the questions can be managed and structured effortlessly.

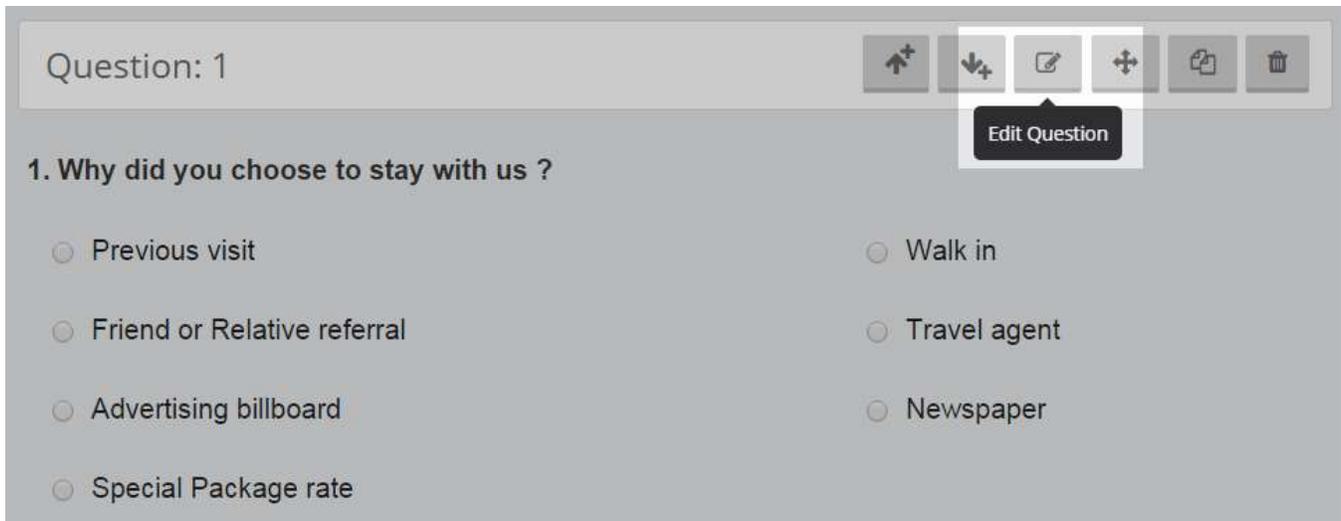
- Edit question
- Move question
- Copy question
- Delete question
- Restore Question

Edit question

To edit a question, navigate to the question you would like to edit in “Edit Survey” page.

Click “Edit Question” button above that question. Modify question, answer choices, additional answer settings etc. Click “Save & Close” to save the updates.

Example: Suppose you ought to edit first question in survey “Sea View Resorts – Customer Satisfaction” then click “Edit Question” as shown below and make the necessary updates

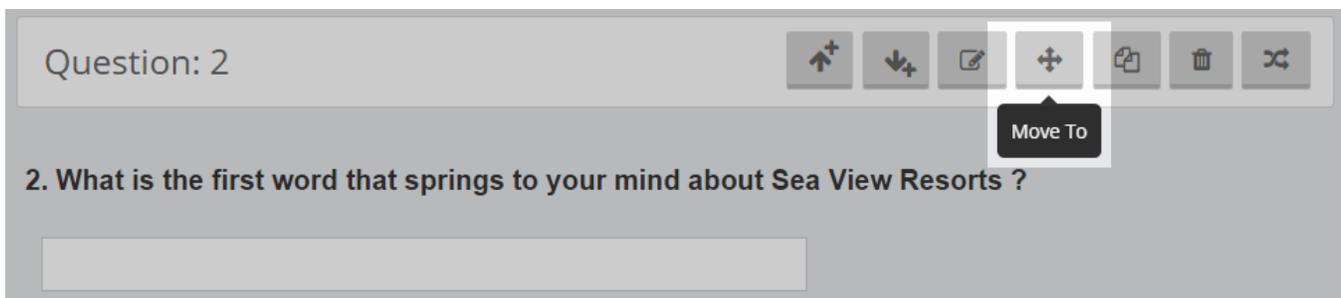


Move question

To move a question, navigate to the question you would like to move in “Edit Survey” page. Click “Move” button above that question.

Navigate to the position where you would like to move that question. Click “Move Question to #” to shift it to that place.

Example: Suppose you wish to move second question to third place of sea view resort customer satisfaction then click “Move” button just above the desired question.



Click “Move question to 3”

3. What is the first word that springs to your mind about Sea View Resorts?

Copy question

To copy a question, navigate to the question you would like to copy in “Edit Survey” page. Click “Copy” button above that question.

Navigate to the position where you would like to paste that question. Click “Paste Question Here” to paste the copied question to that place.

Example: Let us now copy the first question of the survey titled sea view resort customer satisfaction and paste it near another desired question.

The screenshot shows the 'Edit Survey' interface. At the top, there is a header for 'Question: 1' with a toolbar containing icons for up/down arrows, edit, add, copy, and delete. The copy icon is highlighted, and a 'Copy to' tooltip is visible. Below the header, the question text is '1. Why did you choose to stay with us ?' followed by a list of radio button options: 'Previous visit', 'Friend or Relative referral', 'Advertising billboard', 'Special Package rate', 'Walk in', 'Travel agent', and 'Newspaper'. Below this, there is a 'Paste Question Here' button and a 'Cancel Copy' button. At the bottom, the question text '2. What is the first word that springs to your mind about Sea View Resorts ?' is visible.

2. Why did you choose to stay with us ?

Advertising billboard

Friend or Relative Referral

Newspaper

Previous visit

Delete question

To delete a question, navigate to the question you would like to delete in “Edit Survey” page. Click “Delete” button above that question

Question: 1

1. Why did you choose to stay with us ?

Previous visit

Friend or Relative referral

Advertising billboard

Walk in

Travel agent

Newspaper

↑

↓

✎

+

📄

🗑️

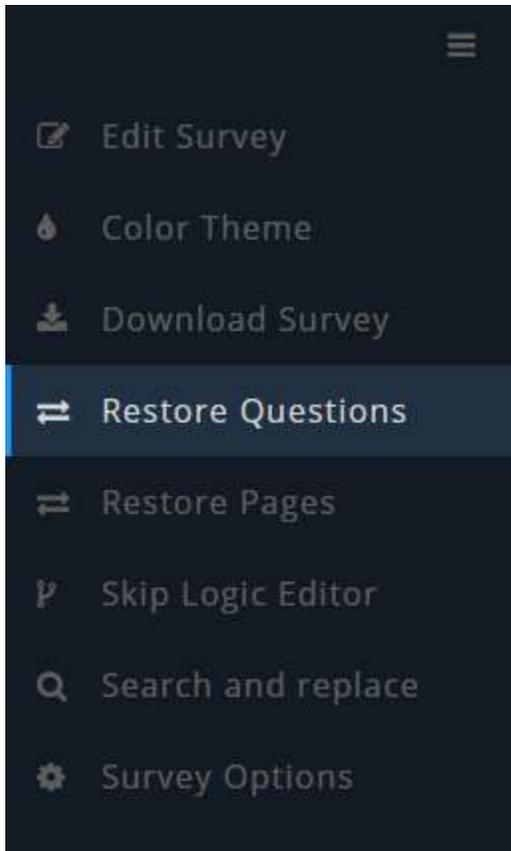
Delete

Restore Question

SurveyFace saves the deleted questions for a period of 14 days from the date of deletion enabling you to restore them within the specified period.

To restore deleted question, Click “Restore Questions” button on the left navigation bar. Click “Restore question” button next to the question you would like to reinstate

Example: Suppose you ought to restore the specific question which you have just deleted, click “Restore Questions” button on the left navigation bar.



Now you will be directed to the environment where you can be able to find deleted questions of your survey.

Click the restore button found beside the question to re-insert it into the survey again. It will be restored as the last question in the page from which it was deleted.

Questions Text	DELETED DATE	Restore
Why did you choose to stay with us ?	Wednesday 20 May, 2015 05:19:18 PM	Restore Question

Showing 1-1 of 1

20 Questions ▲

4.1.4. Survey pages

Survey Face lets you to add any number of pages to the survey. Be it a survey developed from scratch or the one copied from an existing survey, more pages can be added/deleted according to the requirements.

The same applies to surveys created using built-in templates. The pages can be added at the beginning, in between existing pages or at the end of the survey. Also it is better to have quite a few pages in the survey than just to have a single lengthy page.

This is because you can design the survey in such a way that each page focuses on a specific content and also the respondent will feel that they completed the survey partially when they navigate to successive pages.

4.1.4.1. Adding pages

To add a new page, navigate to the position where you would like to insert a new page

Click “Add Page Here” button and it opens a new pop-up box. In the pop-up box, enter the new “Page Title” and “Page Description” if you would wish and click “Save Changes”.

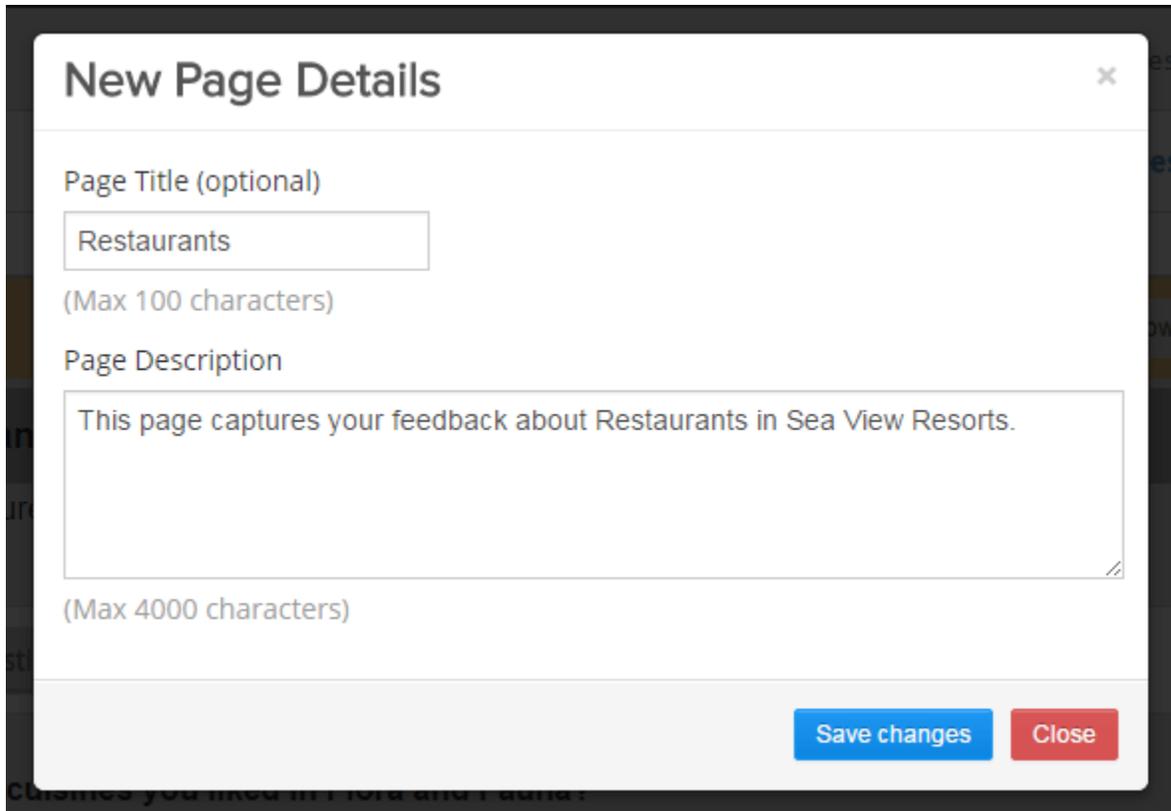
The page title and page description will help the respondents understand the expectations from the page.

Example: Let us now add a new page called “Restaurant” in “Sea View Resorts – Customer Satisfaction” after Page 1

Click “Add Page Here” button. Enter “Page Title” and “Page Description” in the pop-up box. Click “Save Changes” button

Page Title: Restaurants

Page Description: This page captures your feedback about Restaurants in Sea View Resorts.



New Page Details [Close]

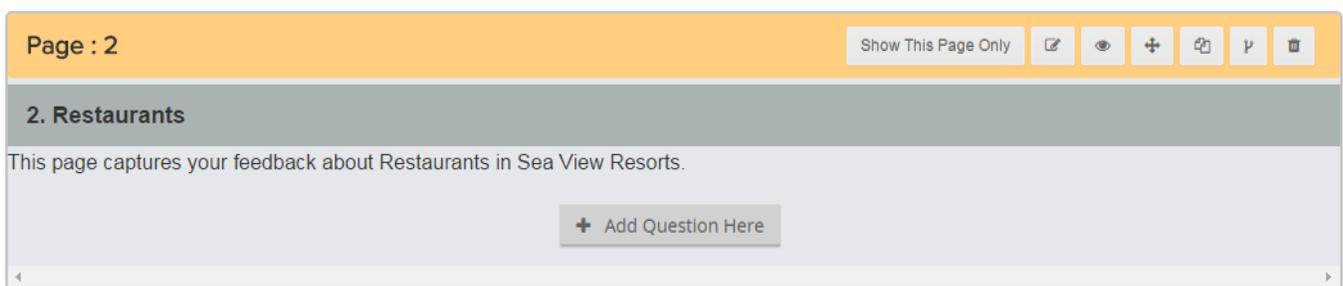
Page Title (optional)
Restaurants
(Max 100 characters)

Page Description
This page captures your feedback about Restaurants in Sea View Resorts.
(Max 4000 characters)

[Save changes] [Close]

As soon as you add a page, success message will be displayed at the bottom of design environment to denote the activity completion.

Page preview:



Page : 2 [Show This Page Only] [Edit] [View] [Add] [Copy] [Print] [Delete]

2. Restaurants

This page captures your feedback about Restaurants in Sea View Resorts.

[+ Add Question Here]

4.1.4.2. Managing and Reordering Pages

Once you have added several pages to your survey, there are a range of options using which the pages can be managed and structured effortlessly. In this section, you can use options such as,

- Edit Page Title & Description
- Split Page
- Move Page
- Copy Page
- Delete Page
- Preview Page
- Restore Page

Edit Page Title & Description

To edit page title and description, navigate to the page you would like to edit. Click “Edit Page Title” button above that page

Modify Page Title and Page description as required. Click “Save Changes” to save the updates

Split Page

To split a page, navigate to the position in the page you would like to split. Click “Split Page Here” button between two questions in that position

Enter “Page title” and “Page Description” if you would wish. Click “Save Changes”

Move Page

To move a page, navigate to the page you would like to move in the survey. Click “Move” button above that page

Navigate to the position in the survey where you would like to move that page. Click “Move Page Here” button to move the page to that position

Copy Page

To copy a page, navigate to the page you would like to copy in the survey. Click “Copy” button above that page

Navigate to the position in the survey where you would like to paste that page. Click “Paste Question Here” to paste the copied page in that position

Delete Page

To delete a page, navigate to the page you would like to delete in the survey. Click “Delete” button above that page

Restore Pages

Survey Face saves the deleted pages for a period of 14 days from the date of deletion enabling you to restore them within the specified period.

To restore deleted pages, Click “Restore Pages” button on the left navigation bar

Click “Restore page” button next to the page you would like to reinstate

Preview Page

Survey Face offers you facility to preview any page you would like to. This helps you to get a feel of how the page will appear for the respondent.

To preview a page, navigate to the page you would like to preview in the survey. Click “Page Preview” button above that page. The page opens in a new window.

Note: When you add images to the questions in your survey, you can view the images in your preview section and to have them in real survey page you must wait until they are verified by Survey Face admin team.

You can be able to view this information through a warning note while working.



Warning

Note: This survey contains images not approved by surveyface.com. Images may be inappropriate, please proceed cautiously or visit later.

Proceed Anyway

Visit Later

4.2. SURVEY OPTIONS

Survey Face offers you a range of provisions to customize the survey according to your preferences.

Survey options are mainly employed to achieve a better level of survey in terms of collector and also to achieve a high degree of device optimization.

By utilizing these survey options at collector level, device compatibility can be achieved to higher level.

Note: Survey options can be applied to your survey only if a collector has been set up to it

If you completed designing your survey and have not fixed a collector you cannot be able to use survey options. Warning message will be displayed to fix a collector for your survey.

Information

Here in the previous version of survey face there should be a survey option in edit survey to customize the option's of your survey in survey level (each and every survey). but in the current version of the survey face you may customize options in a collector level.

Note! To make use of collector option, you need at least one collector. to create a collector click the below option provided.

Got it >

When you click “Got it” button you will be directed to collector’s page where you can select a desired collector to distribute your survey and to collect responses.

Instead if you have already set collectors for your survey, then you can access survey options directly.

On clicking “Survey options” from left side menu in survey design environment you will be directed to “Collector options” page.

This collector option page consists of following options such as,

- Page and question numbering
- Progress bar settings
- Survey/page titles
- Navigation buttons
- Required question highlight
- Logo options
- Response email notification
- Allow anyone to template the created survey
- Choose collector to apply these settings

4.2.1. Page and question numbering

Survey Face allows you to opt for page and question numbering in the survey. To number pages in your survey, select “Use Page Numbering” option.

Note: By default, the pages in the survey will be sequentially numbered.

To number questions in your survey, select “Use Page Numbering” option. Click “Save Changes” button.

Note: By default, the questions in the survey will be sequentially numbered. Instead if you intend to restart numbering in each page, select “Number each page of questions separately” option.

Page and Question Numbering

- Use Page Numbering
- Use Question Numbering
 - Number each page of questions separately
 - Number questions over entire survey

4.2.2. Progress bar settings

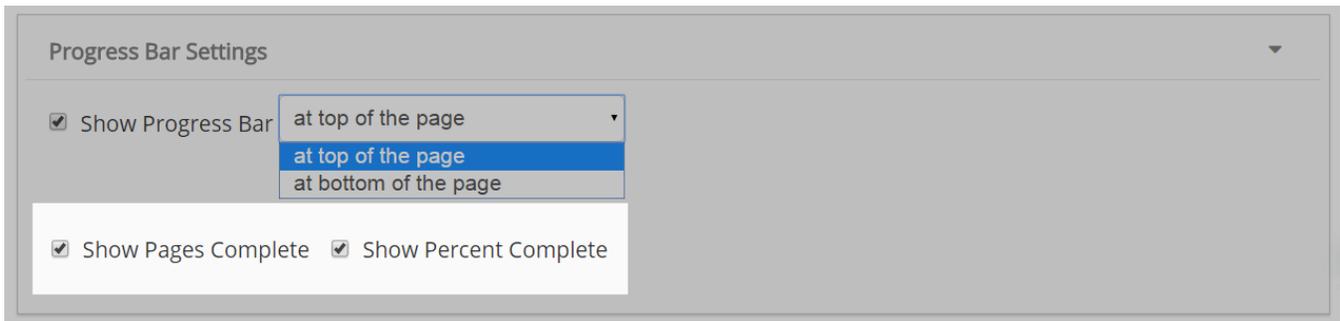
Survey Face allows you to customize progress bar for the survey. Progress bar is an important tool for the respondents to track their progress towards survey completion.

To have progress bar in the survey, select “Show progress bar” option and from the dropdown (at top of page/at bottom of page), select the appropriate place where the progress bar should be shown in the survey

To have pages completed and percent completed information in the survey, select “Select Pages Complete” and “Select Percent Complete” options. Click “Save Changes” Button

Progress Bar Settings

- Show Progress Bar at top of the page
 - at top of the page
 - at bottom of the page
- Show Pages Complete
- Show Percent Complete



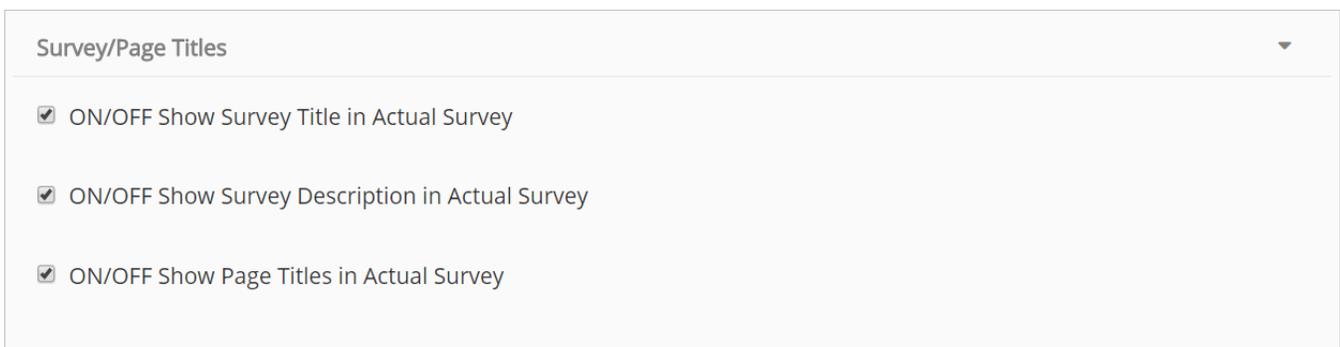
4.2.3. Survey/page titles

Survey Face gives you option to show/hide important components in a survey like Title, Description and Page Titles.

This is a useful option when titles and description are used for your reference but when you want to cover them up to your respondents.

To show or hide Survey Title, Survey Description and Page Titles in the survey select the following options. Click “Save Changes” button

- ON/OFF Show Survey Title in Actual Survey
- ON/OFF Show Survey Description in Actual Survey
- ON/OFF Show Page Titles in Actual Survey



4.2.4. Navigation buttons

Survey Face gives you provision to customize the text that appears on navigation buttons.

- **Previous button** - This is used to navigate to previous pages in the survey
- **Save button** - This is used to save the work done and stay in the current page of the survey. There is also provision to have this button at the bottom of the page as well as on the left side of the page.

Save button on the left side is always visible regardless of length of the page, which is very helpful to save the work intermittently without having to scroll down to end of the page.

- **Next Button** - This is used to save the work done and navigate to next page in the survey
- **Done button** - This button is used to complete the survey and submit the responses. Generally this button will be on the last page of the survey

Navigation Buttons ▼

Previous Button	<input type="text" value=" << Save & Go Back"/>	
Save Button	<input type="text" value=" Save"/>	
	<input checked="" type="checkbox"/> ON/OFF Bottom Save Button	
	<input type="checkbox"/> ON/OFF Left Side Save Button	
Next Button	<input type="text" value=" Save & Continue >>"/>	
Done Button	<input type="text" value=" Done"/>	
Start New Response	<input type="text" value=" Start New Response"/>	
	<input type="checkbox"/> ON/OFF Start New Response Button	
Exit Link	<input type="text" value=" Exit this survey >>"/>	<input style="border: none; background: none; text-decoration: none; font-size: 0.8em; font-weight: normal; padding: 0 5px;" type="text" value=" Show Exit Link"/> ▼

- **Start new response** - This is used to allow responders to submit new response thereby saving the previously submitted responses. User may not visit the same link again to access this survey.

Note: To use this function you must enable “Allow multiple responses” option in collector settings section

- **Exit Survey** - This is used to exit from the survey without saving the responses in the current page. But the responses in the previous pages will be saved. There is also provision to hide/show this link in the survey

4.2.5. Required question highlight

Survey Face offers you facility to mark the mandatory questions in the survey with an asterisk (*) sign. Select the appropriate option to show/hide asterisk sign for required questions in your survey.

Required Question Highlight ▼

Use asterisk (*) to highlight required questions

Do not highlight required questions

4.2.6. Logo options

Survey Face lets you to distribute your survey without Survey Face LOGO and Name to give an indigenous experience for the respondents.

Select the appropriate option to show/hide Survey Face logo in your survey for the respondents.

Logo Options ▼

ON/OFF - Show logo while collect responses

4.2.7. Response email notification

Survey Face keeps you updated with incessant email notifications about the respondents' action. These email notifications can be tailor-made according to your convenience.

To select how often you wish to receive email notifications, enter relevant timeline in the field given.

Select appropriate options to receive email notifications when respondent either partially or fully completes the survey. Email alerts can even be set for respondents viewing the survey with time limit values.

- ON/OFF - Send Email Notification for Started/Viewed Responses
- ON/OFF - Send Email Notification for Partially Completed Responses
- ON/OFF - Send Email Notification for Fully Completed Responses

Response Email Notification

Email Notification for Every Minutes. Quick fill from pre-defined values

ON/OFF - Send Email Notification for Started/Viewed Responses

ON/OFF - Send Email Notification for Partially Completed Responses

ON/OFF - Send Email Notification for Fully Completed Responses

Every 1 Minute

Select Time

Every 1 Minute

Every 5 Minutes

Every 10 Minutes

Every 30 Minutes

Every 1 Hour

Every 12 Hours

Once a Day

2 Days Once

Once a Week

Once a Month

4.2.8. Allow anyone to template this survey

Survey Face offers you an option by which you can allow others to template the survey which you created.

Enable the checkbox available beside the label “ON/OFF - Allow anyone to template this survey”

Allow anyone to template this survey

ON/OFF - Allow anyone to template this survey.

To allow Survey Face community users for survey creation from your survey, click the checkbox above.

4.2.9. Choose collector to apply these settings

Survey Face lists all the collectors that you have fixed for your survey in this section. You can select the collectors you wish to apply these settings which you modified in survey options.

Choose collectors to apply the above mentioned settings

- Web Embed Collector (20 May, 2015 10:20:35 PM)
- Popup Invitation Collector (20 May, 2015 10:20:32 PM)
- Email Invitation Collector (20 May, 2015 10:20:23 PM)
- Sea view resort - customer satisfaction (22 Apr, 2015 11:30:57 AM)

Select the preferred collectors to apply the modified settings

5. DOWNLOAD SURVEY

Survey Face offers you provision to download survey as a PDF file which can be viewed using PDF viewers like Adobe Reader etc.

You can print the downloaded form to collect data offline which can be used later for analysis. To use this download and print option, Click “Download Survey” button on the left navigation bar

A menu is shown which highlights the formats available to download survey and the additional contents which have to be downloaded along with survey content.

Select “Include Header Logo” to have Survey Face name and Logo in the survey. Select “Include Survey Title” to have survey title

Select “Include Page Title” to have page titles of various pages in the survey. You can give a short hint about each question by selecting, “Include hint for each question type option”.

Survey Options

- Include Survey Title
- Include Page Title
- Include hint for each question type

You can use any one of the following formats to download your survey such as Excel, CSV, XML, HTML and PDF format.

Note: While selecting PDF format, you can be able to select the desired paper size and preferred orientation from the available orientation

Print Options

- Excel Format
- CSV Format
- XML Format
- HTML Format
- PDF Format

Submit Download

Close

Example: Let us now see how this provision works for “Sea View Resorts – Customer Satisfaction” Survey.

For question type Multiple Choice (Only One Answer) the downloaded copy will have hint like "Please choose (tick) only one answer from below list (Single choice).

Preview with Question hint:

SF SURVEY FACE Sea view resort - customer satisfaction

1. Default Section

1. Why did you choose to stay with us ?

Please choose (tick) only one answer from below list (Single Choice)

<input type="radio"/>	Advertising billboard
<input type="radio"/>	Friend or Relative Referral
<input type="radio"/>	Newspaper
<input type="radio"/>	Previous visit
<input type="radio"/>	Special package rate
<input type="radio"/>	Travel agent
<input type="radio"/>	Walk in
Other (please specify)	

Preview without Question hint:

1. Default Section

1. Why did you choose to stay with us ?	
<input type="radio"/>	Advertising billboard
<input type="radio"/>	Friend or Relative Referral
<input type="radio"/>	Newspaper
<input type="radio"/>	Previous visit
<input type="radio"/>	Special package rate
<input type="radio"/>	Travel agent
<input type="radio"/>	Walk in
Other (please specify)	

If you need to download survey in PDF format, select PDF format and choose between Portrait or Landscape in the “Paper Orientation” drop down and finally elect any one of the size from “Paper Size” drop down.

Click “Submit download” button to download your survey in PDF format and if there is no need for download then choose “Close” button beside submit download button.

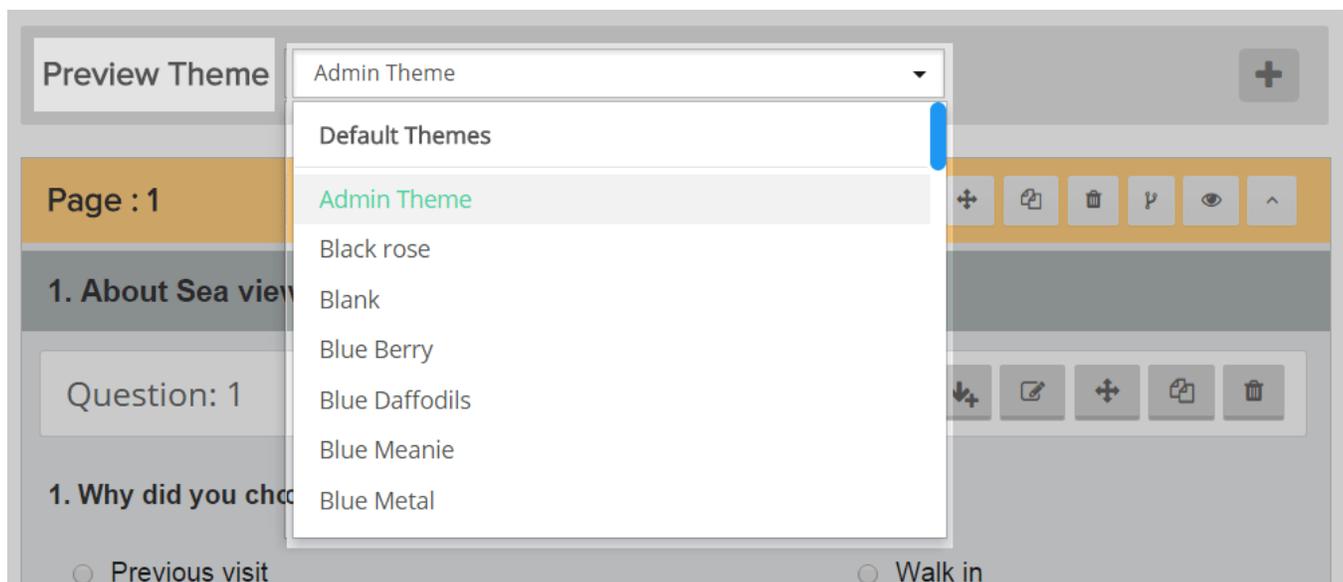
6. COLOR THEMES

Survey Face offers you impressive array of color themes wherein you can choose from predefined options or create customized color theme.

This color theme option lets you to design your survey reflecting aesthetic feel appropriate for the survey.

6.1. Pre-defined color themes

For predefined color themes, select from “Select a Theme” dropdown in the “Edit Survey” page. As soon as an option is selected, the theme will be reflected immediately



6.2. Customized color themes

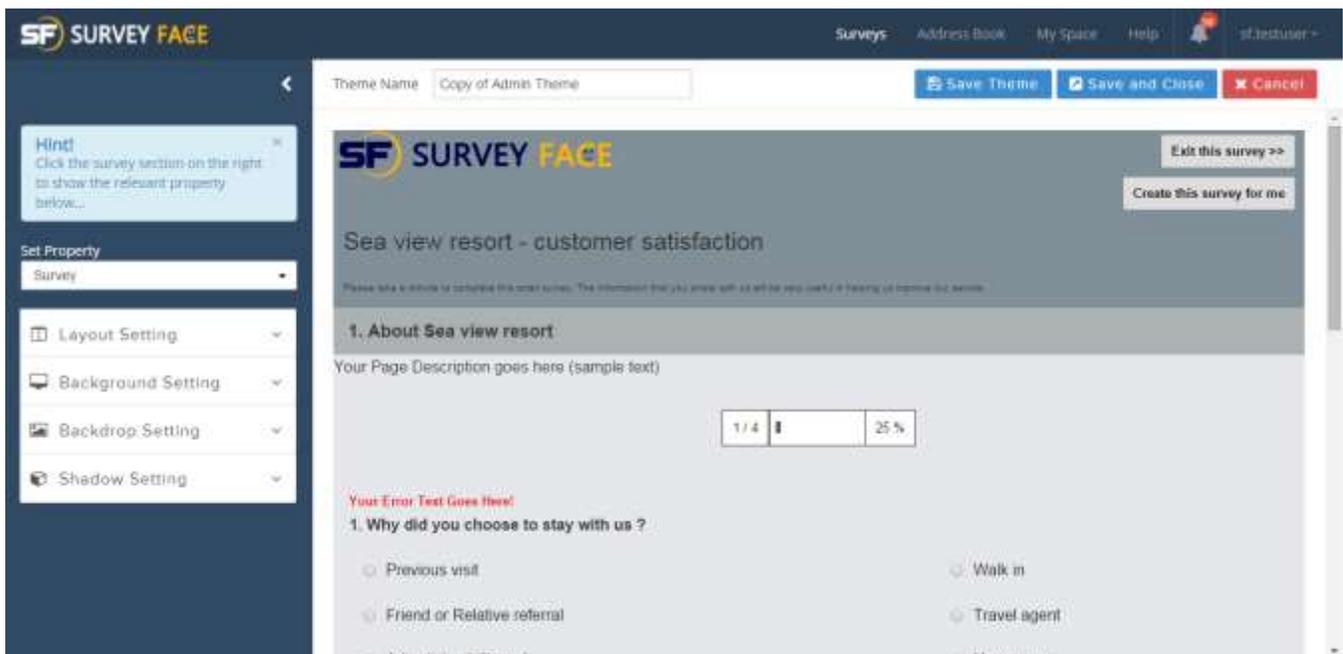
Survey Face offers you a range of provisions to customize color themes according to your preferences. You can customize sections like

- Survey
- Survey Header
- Survey Logo
- Survey Title
- Survey Description
- And lot more.....

This customization page has two sections. Left section has the list of properties that can be customized and their relevant attributes.

Right section is the preview section which instantaneously reflects the changes, giving you an avenue to validate the customization without having to navigate to another page.

Survey Face also offers you another sophisticated feature; if you click on the survey section on the right, the left section will show the relevant property and the attributes.



To customize color themes, Click “Create New Theme” button or “Color Theme” button in the left navigation bar of the “Edit Survey” page.

You will be directed towards theme editor page. Give a name for the new theme in “Theme Name” field present at the top of the page

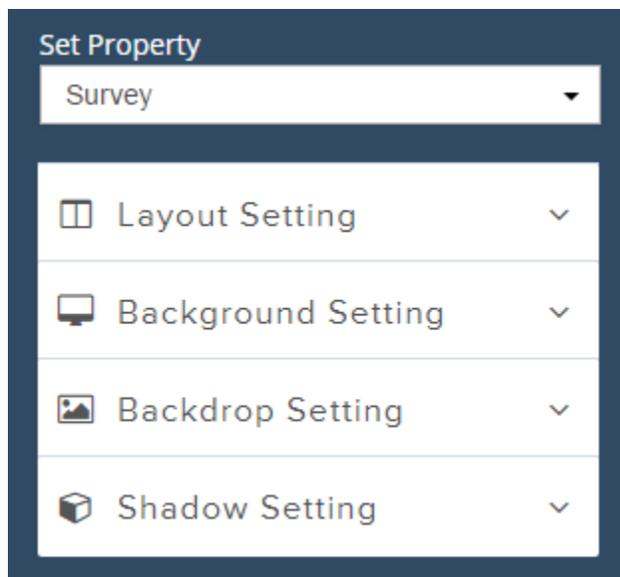
Example: Let us create a customized theme for “Sea View Resorts – Customer Satisfaction” survey. Enter “Sea View Resorts” in “Theme Name” field



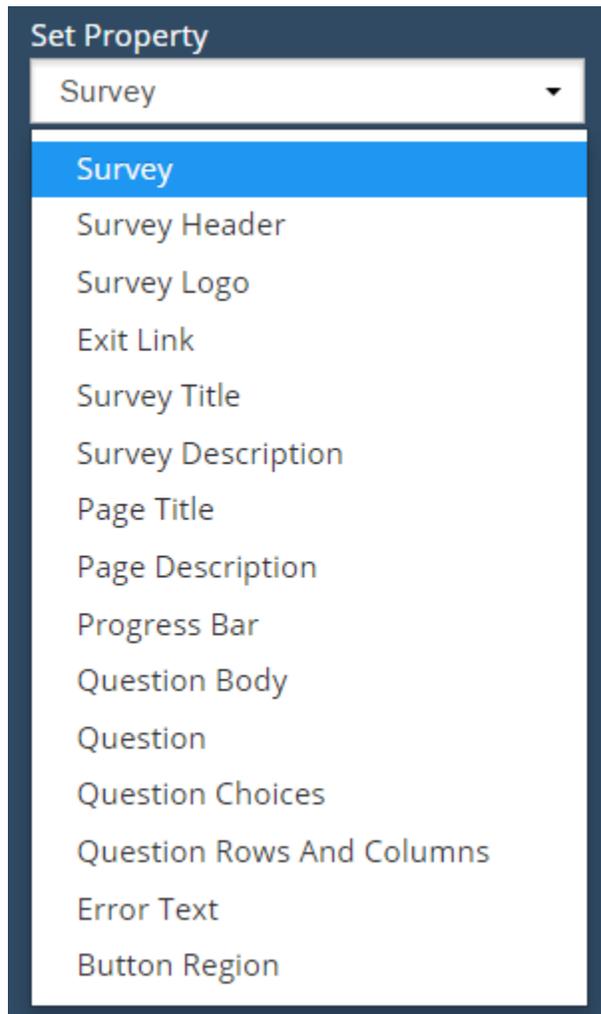
Theme Name Save Theme Save and Close Cancel

To customize “Survey”, select “Survey” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Layout setting
- Background setting
- Backdrop setting
- Shadow setting



Select the relevant property of your survey which you wish to edit by using the drop down under the label “Set property”.



To customize “Survey Header”, select “Survey Header” in “Select Property” dropdown. Then select relevant inputs for the following attribute

- Background setting

To customize “Survey Logo”, select “Survey Logo” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Logo setting

To customize “Exit Link”, select “Exit Link” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Button setting

To customize “Survey Title”, select “Survey Title” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Background setting

To customize “Survey Description”, select “Survey Description” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Background setting

Note: Using “Edit Survey Description” button, survey description can be modified while customizing color themes

To customize “Page Title”, select “Page Title” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Background setting

To customize “Page Description”, select “Page Description” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Background setting
- Border setting

Note: Using “Edit Page Description” button, page description can be modified while customizing color themes

To customize “Progress Bar”, select “Progress Bar” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Border setting
- Background setting
- Bar setting

To customize “Question Body”, select “Question Body” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Border setting
- Margin setting
- Shadow setting

To customize “Question”, select “Question” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Background setting
- Border setting

To customize “Question Choices”, select “Question Choices” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Background setting
- Border setting
- Border radius
- Margin setting

To customize “Question Rows and Columns”, select “Question Rows and Columns” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Row setting
- Alternative setting
- Column setting

To customize “Error Text”, select “Error Text” in “Select Property” dropdown. Then select relevant inputs for the following attribute

- Font setting

To customize “Button Region”, select “Button Region” in “Select Property” dropdown. Then select relevant inputs for the following attributes

- Font setting
- Control setting

Once relevant inputs for various properties have been entered, you have various options to proceed further

- **Save and Close** – Click this button to save the customized color theme and return back to edit Survey page. Edit Survey page will now reflect the new color theme that you have customized
- **Save Theme** – Click this button to save the customized color theme and remain in the same page

- **Cancel** – Click this button to clear of all the changes you have made and return to the Edit Survey page

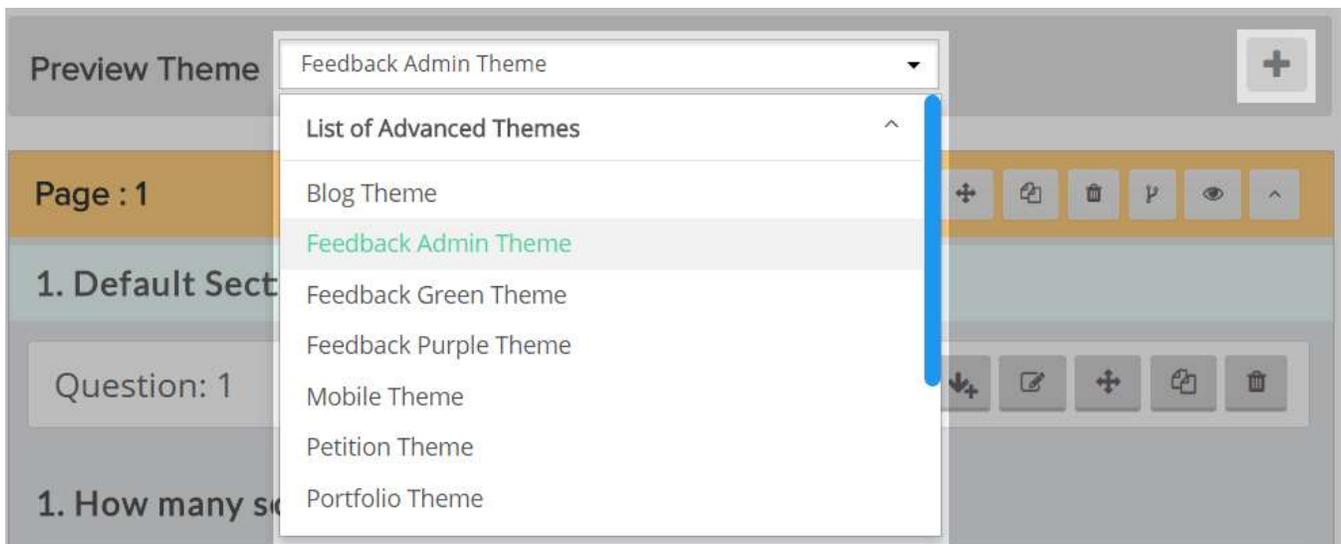
Once you apply customized color theme, in “Edit Survey” page you will have two new options

- **Edit Theme** – Click this button to customize the theme further
- **Delete Theme** – Click this button to delete the customized color theme

6.3. Advanced Themes

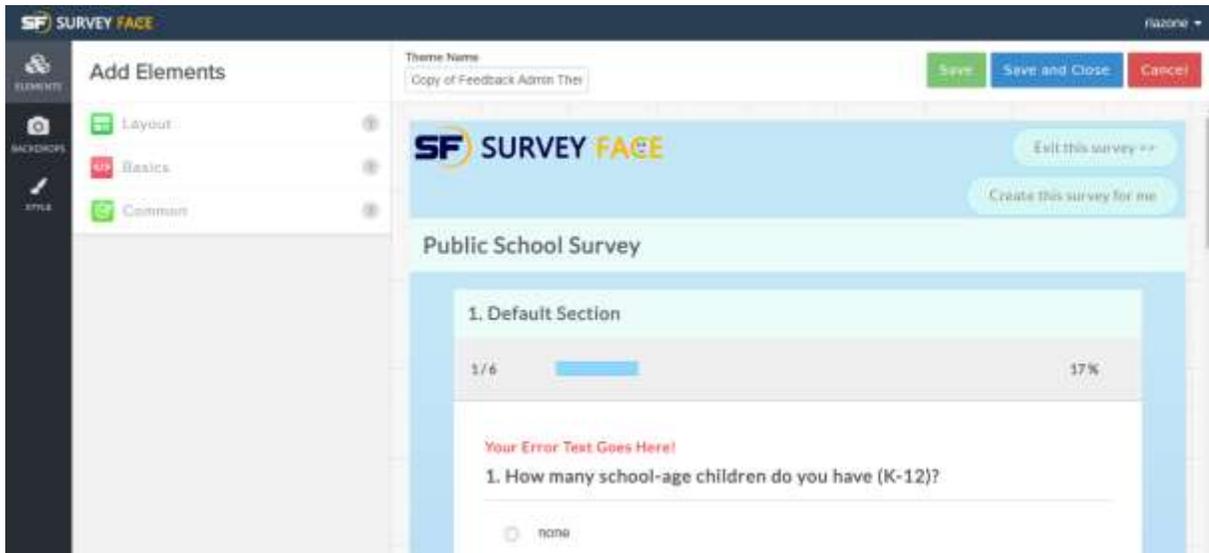
Html themes are modern theme which renders your survey more elegantly.

To create/edit HTML theme by applying the advanced theme for your survey and then proceed with create/edit theme button will take you to the advanced HTML theme builder page.



6.3.1. Theme Builder

Here we provided most advanced CSS editing tools from which you can easily edit options and properties based CSS selector attributes (eg: classes, id's and attributes).

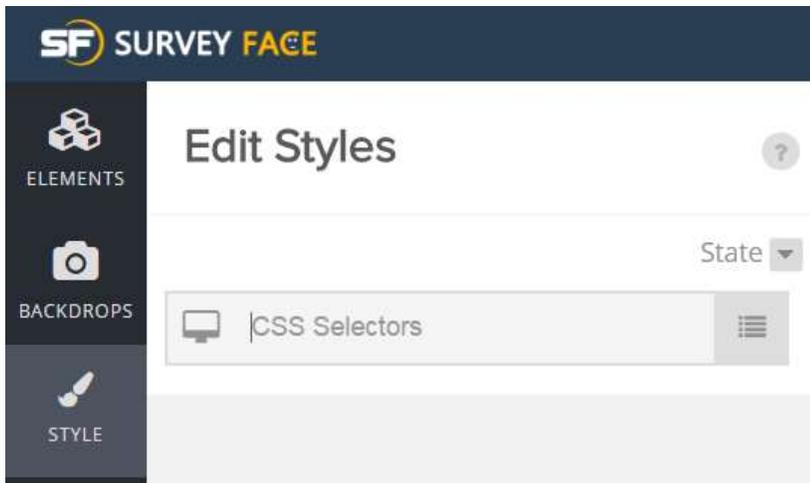


There are three types of survey edit section they are.

- **Elements**- here you can easily apply the basic group styles to elements instantly.
- **Backdrops**- they are mainly used to update your survey backdrops.
- **Style**- here you easily apply/edit most of all CSS kind of properties.

6.3.1.1 Style Submenu

Here you easily apply/edit most of all CSS kind of properties.



a. Selector State

Selector state used to style your selected components based on various states/special cases like you have to define what happen when the user hover the component? Same as focus, active visited.

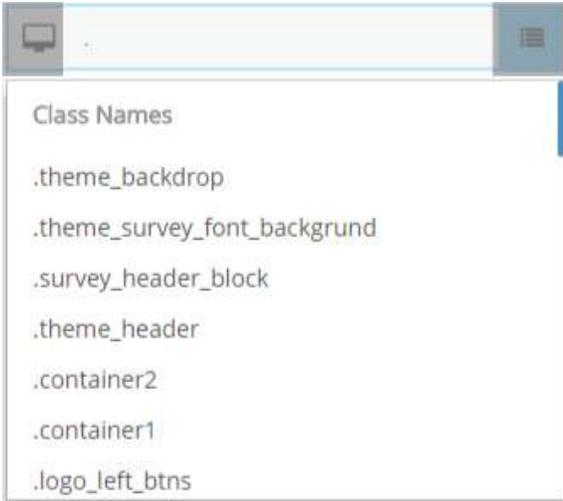


b. Selector Input

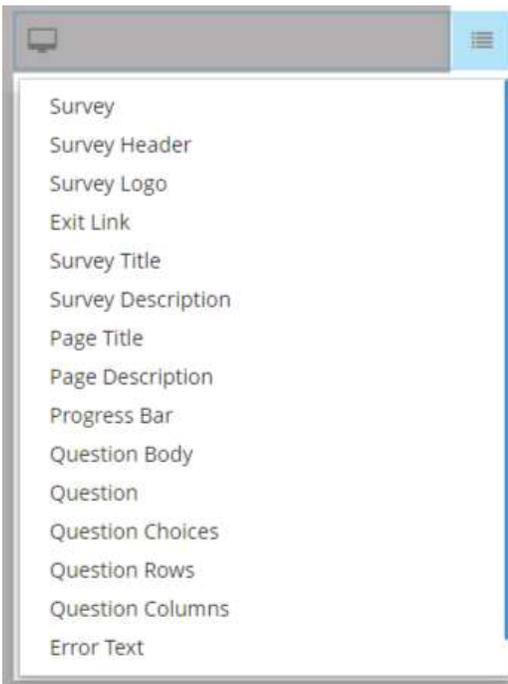
Selector Input helps you to select and edit styles of the elements based on three categories.



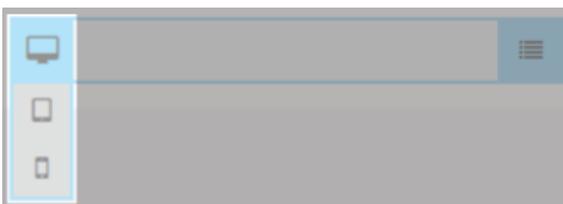
1. select element using CSS properties (class, id, and attributes)



2. Instant selection by clicking the hamburger menu near the text box,



3. Special case selector, which helps you to style for multiple devices such as mobile, tablet and desktop systems.



6.3.1.2 Style section CSS Properties

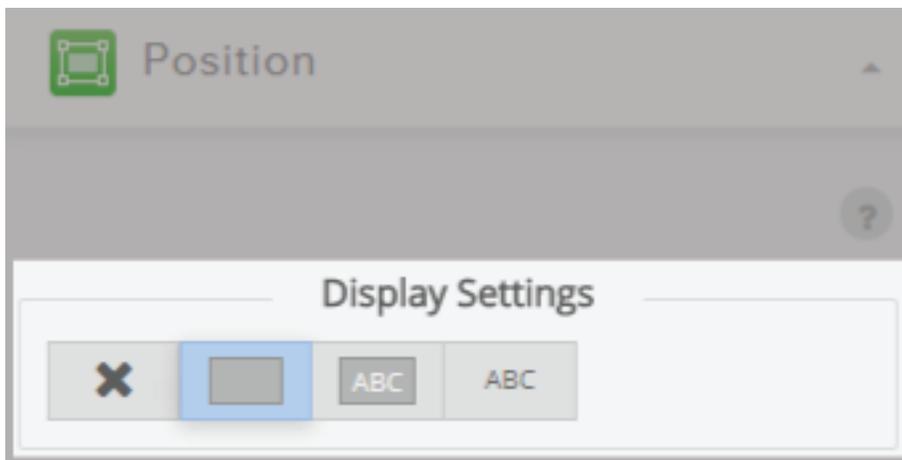
In-depth details of CSS Style section Properties.

6.3.1.2.1. Position Settings

Generally, Position parameter is used to to alter the style of selected element, most commonly it used to edit properties like display, margin, padding, width, height, float, clear, overflow, position, and z-index.

a. Display setting

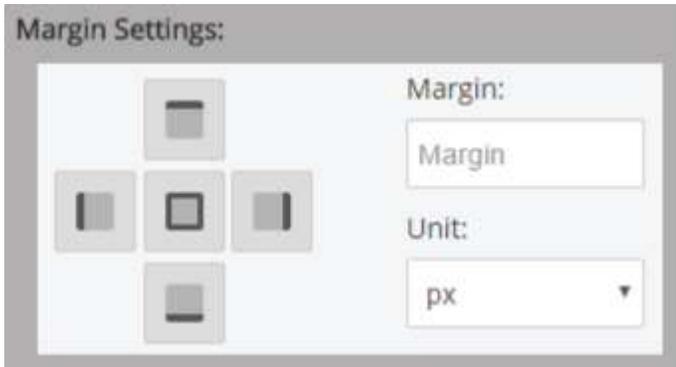
It is very useful to make an element inline, inline-block and block.



1. Inline means that the element is displayed inline, inside the current block on the same line. Only when it is between two blocks does the element form an `anonymous block`, that however has the smallest possible width.
2. Block means that the element is displayed as a block, as paragraphs and headers have always been. A block has some whitespace above and below it and tolerates no HTML elements next to it, except when ordered otherwise (by adding a float declaration to another element, for instance).
3. Inline-block displays an element as an inline-level block container. The inside of this block is formatted as block-level box, and the element itself is formatted as an inline-level box

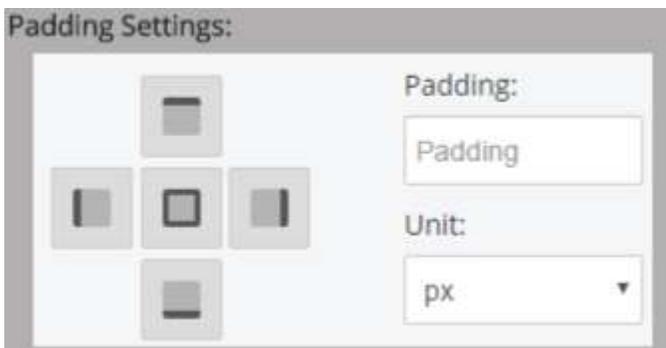
b. Margin setting

Margin settings used to edit the boundary space among the selected element.



c. Padding setting

Padding settings used to edit the inner space of the selected element.



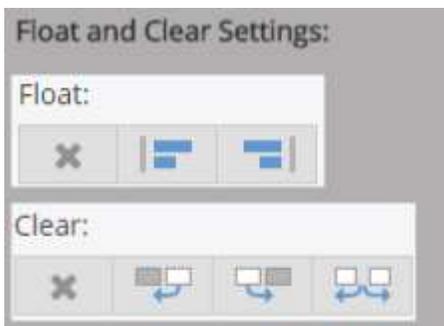
d. Width and Height Settings

Using this setting you can easily alter the height and width of the selected elements, and most prominently you can also easily alter the minimum and maximum width and height.



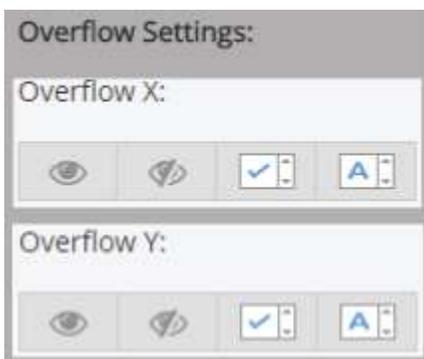
e. Float and Clear Settings

The float CSS property specifies that an element should be taken from the normal flow and placed along the left or right side of its container.



f. Overflow Settings

The overflow property specifies whether to clip content, render scrollbars or just display content when it overflows its block level container.



g. Position Settings

The Position setting is mainly used to change the placement of appearance of a selected element, based on three common CSS Properties.

The image shows a 'Position Settings' dialog box. At the top, there is a 'Clear' button, an 'AUTO' button, and three icons representing different position types: a white box, a grey box with a blue asterisk, and a grey box with a blue asterisk. Below these are four input fields for 'Top', 'Left', 'Bottom', and 'Right', each with a 'px' unit dropdown. At the bottom is a 'z-index' input field.

1. **Position** - Which is used to select the element should be place as auto, Relative, Absolute, and Fixed,
2. **Placement** – it's the offset of element, weather it may be how much to offset in top, left, right, and/or bottom.
3. **z-index** - 3D (third dimension) offset.

6.3.1.2.2. Typography Settings

This section is commonly used to style the text contents within the selected element. some of most common styles are font famaly, font size etc...

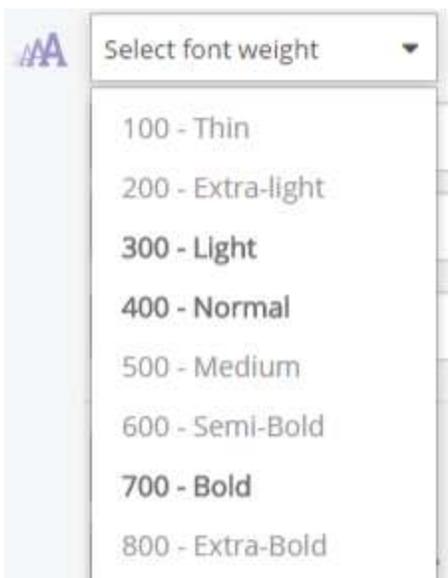
a. Font Family

Here you can easily switch among your favorite family of a font which suits your theme style.



b. Font Weight

Here you can adjust the boldness style of font.



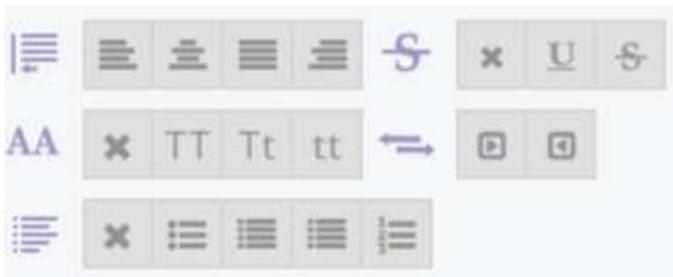
c. Font Style, Size, Line Height, Letter Spacing, Indent and Color.

These are the most common CSS style related to a font, here we provide options you can easily play around to get the result as you need.



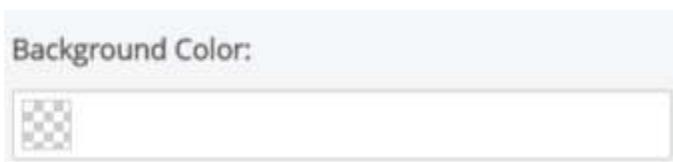
d. Font alignment, style, tranformation, direction, list styles.

These are additional options to make the text style as more adaptive to your survey.



6.3.1.2.3. Background Settings

Background color is used to change the color behind the selected element.

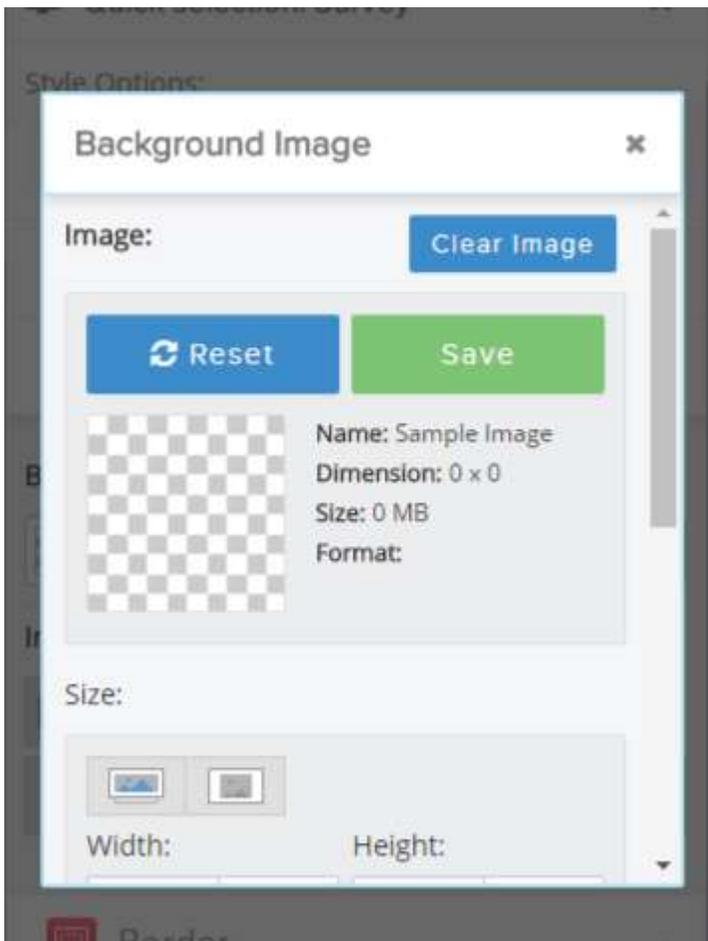


6.3.1.2.4. Background image and gradient

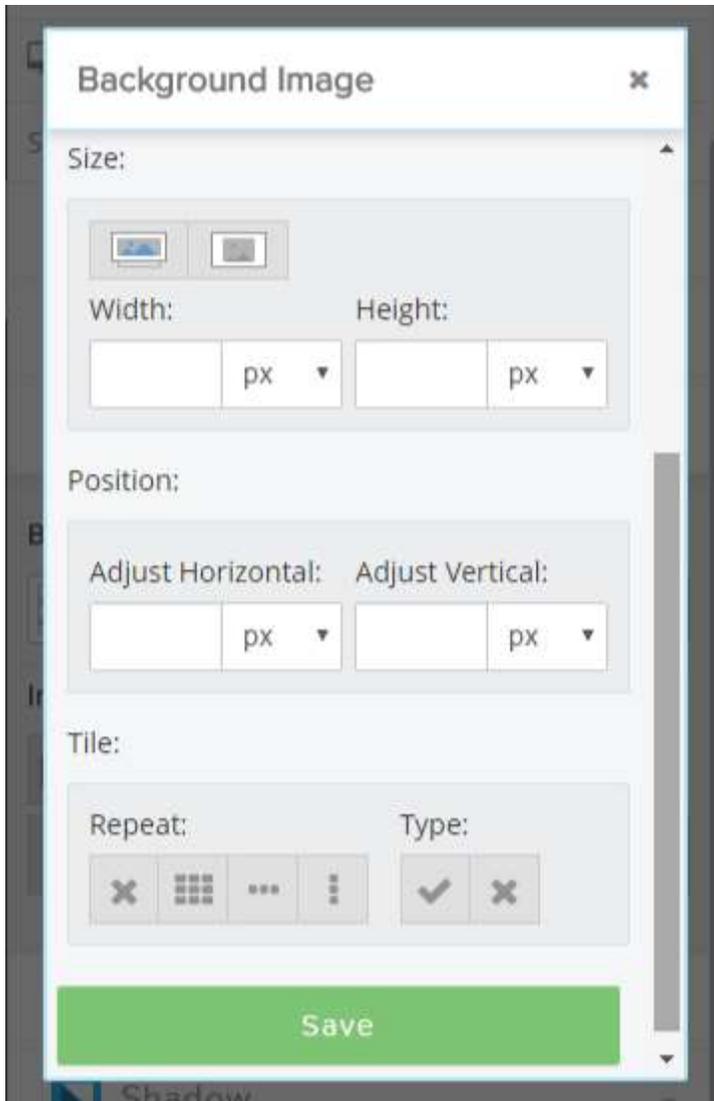


Used to set image or css gradient as a background to your selected element.

More details about in background image.

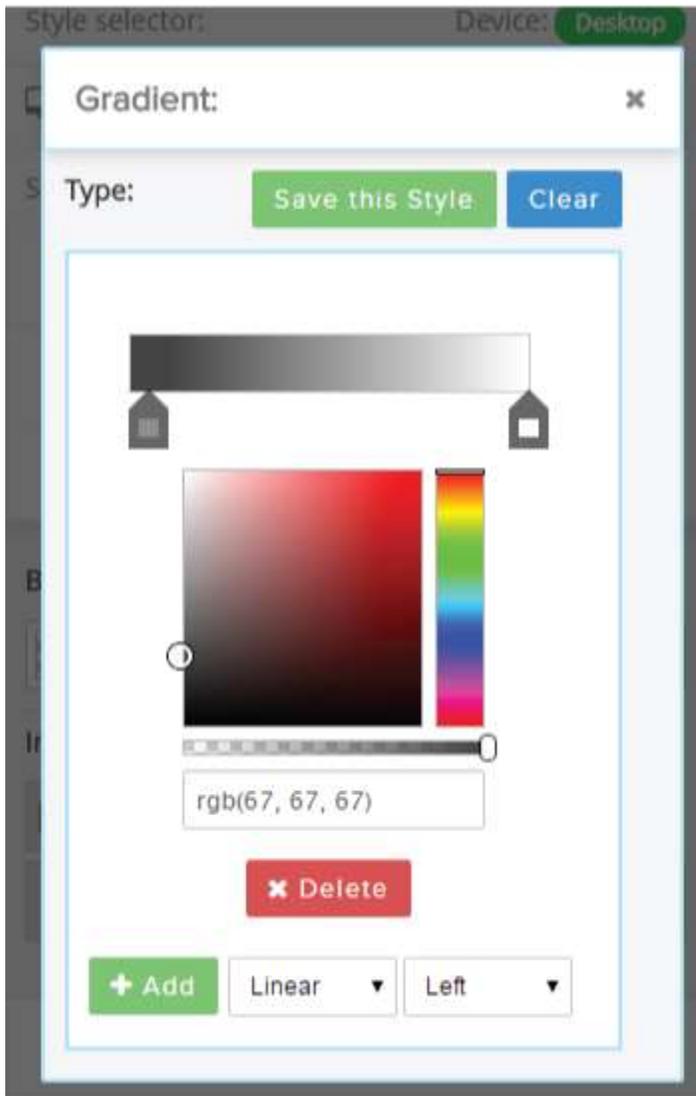


In image section, you can easily set image by clicking reset button and also you can clear the image by clicking clear button.



Advance options (optional properties) like size, width, height position/offset, repeat and type can help you to set your image most prominently as your need.

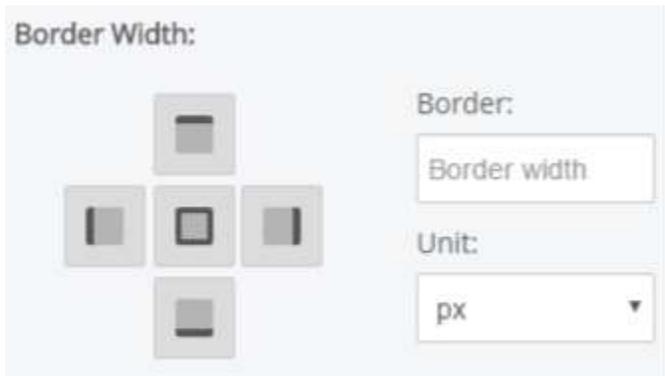
Gradient settings - Using the slider you can select the variants between color, and you also add as many slides you need and change color variations individually and finally options to change the angle of the gradient using these last two select boxes.



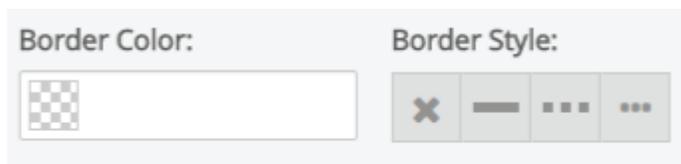
6.3.1.2.5. Border Settings

Border is the boundary line of an element whether it may be solid, dotted or dashed.

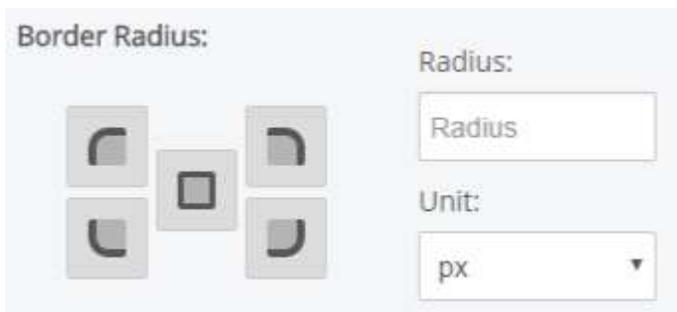
1. Border width used to enlarge the appearance of border.



2. Border color used to change the color of the border.

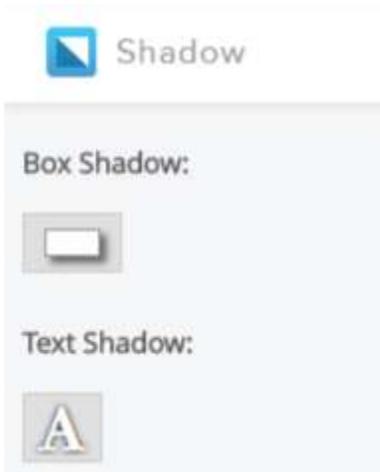


3. Border style used to change the appearance of an element whether it may be solid, dotted or dashed.



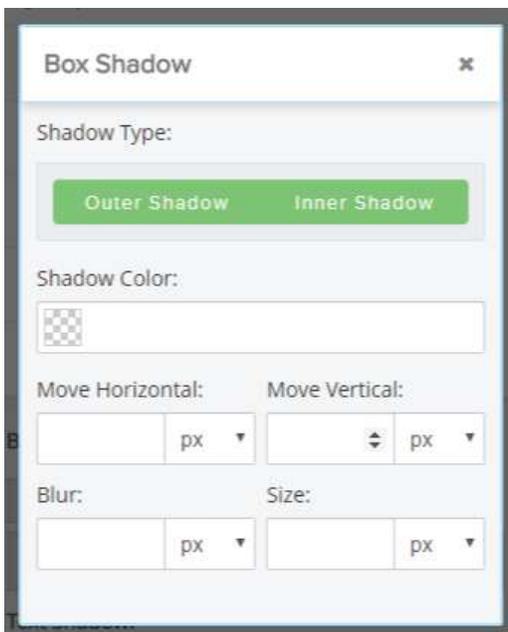
Border radius used to change the roundness over the corner of the bordered element.

6.3.1.2.6. Shadow Settings



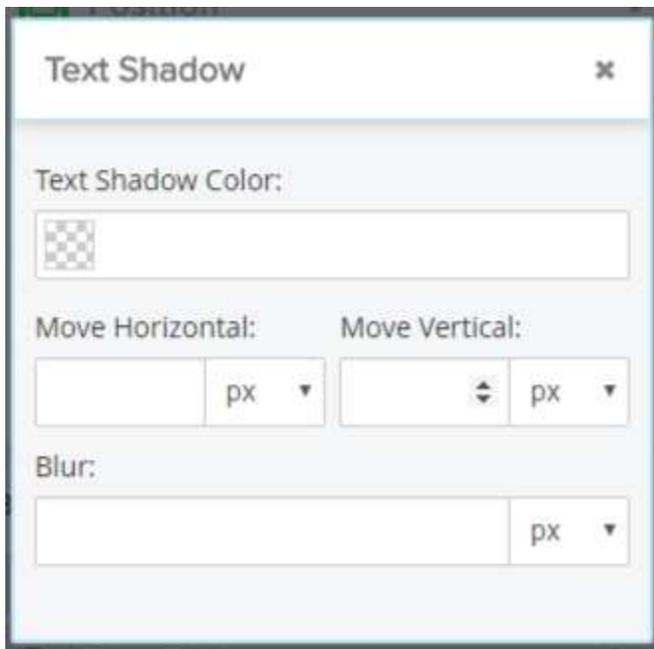
It enables you to cast a box/text shadow from the frame of almost any element. Most commonly there are two kinds of shadows they are

1. Box Shadow - it used to drop shadow from each and every corner. Example if a border-radius is specified on the element with a box shadow, the box shadow takes on the same rounded corner.



For box shadow we must specify if it is to be rendered with the element or outside of it, colour, placement and intensity of shadows blurriness is also controlled.

2. Text shadow - the same shadow style is rendered around the corner of the text itself and here also you can adjust the colour, placement, and intensity of shadow.



7. SEARCH AND REPLACE

Survey Face offers you a unique way to “Search and Replace” text in your survey. It works similar to the search and replace feature in Word documents.

This feature eliminates the manual labor involved if you have to replace certain text one by one.

To use this option Click “Search and Replace” button on the left navigation bar, Enter the text you want to search in Search box and Click “Search” button

Note: If you want your search to be case-sensitive, select the toggle button above the Search box

Sea view resort - customer satisfaction

Search and Replace

Note: Here you can search and replace text within your entire survey.

OFF ON Case Sensitive Search



All the search results will be listed. Select the items which need to be replaced. Enter the text you want to replace in the box given and Click “Replace” button



Example: Let us now search “Amenities” and Replace that with “Facilities” in our “Sea View Resorts – Customer Satisfaction” Survey regarding page title

Enter “Amenities” in search box and Click “Search” button and select the items that needs to be replaced from search results

Enter the new text “Facilities” and Click “Replace” button



Select All

Page 2

Page Name

Amenities

Question 5

What amenities of our resorts made an impression with you?

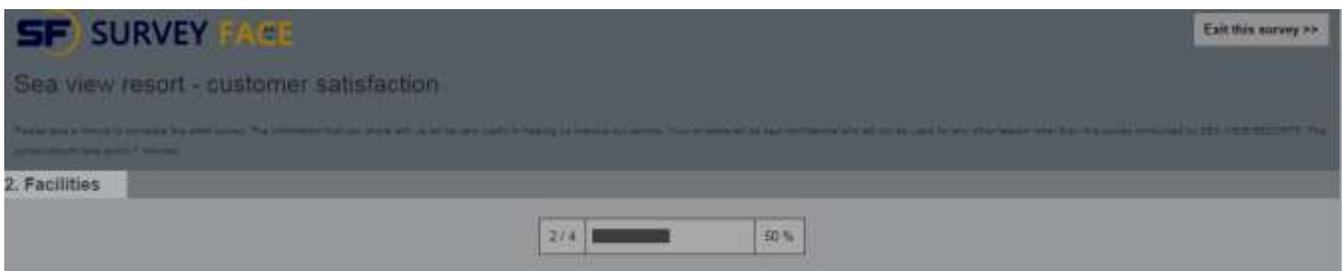
Question 7

Approximately how many times did you use the following amenities?

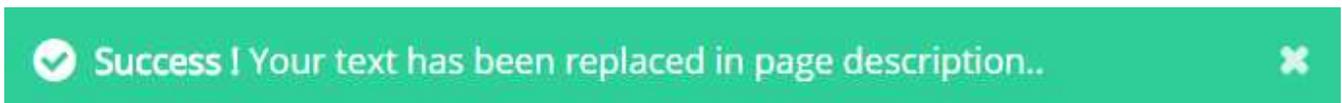
Preview with searched text



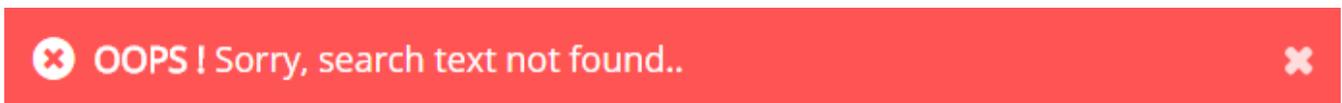
Preview with replaced text



On action completion, a success message will be displayed at the bottom of design environment.



If the searched text is not available in the created survey then you can be able to view the error message above taskbar. It indicates that the searched text has to be refined.



8. SKIP LOGIC

Skip logic (also known as conditional branching) is a feature that allows you to create custom paths in your survey, showing the respondents questions based on their response to previous questions.

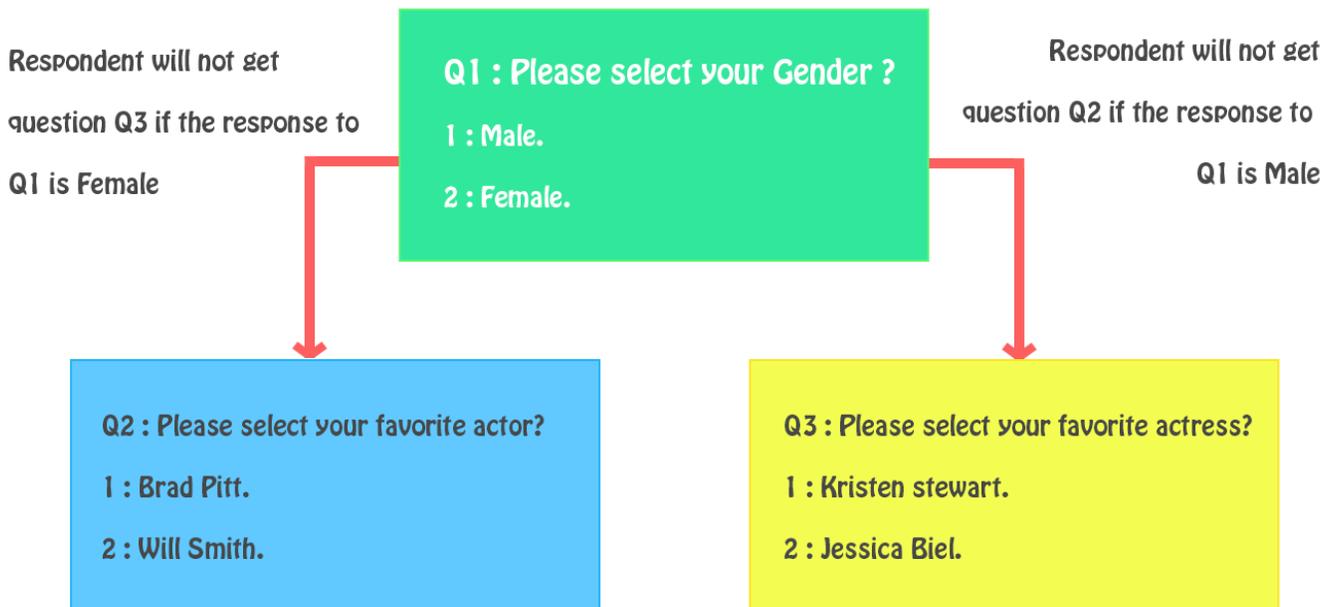
Sometimes you need to exclude or include questions in a survey based on the replies given by the respondent for earlier questions.

So this feature helps the respondents to skip non-essential questions or pages and directs them to next relevant question or page. Survey Face supports conditional skip logic.

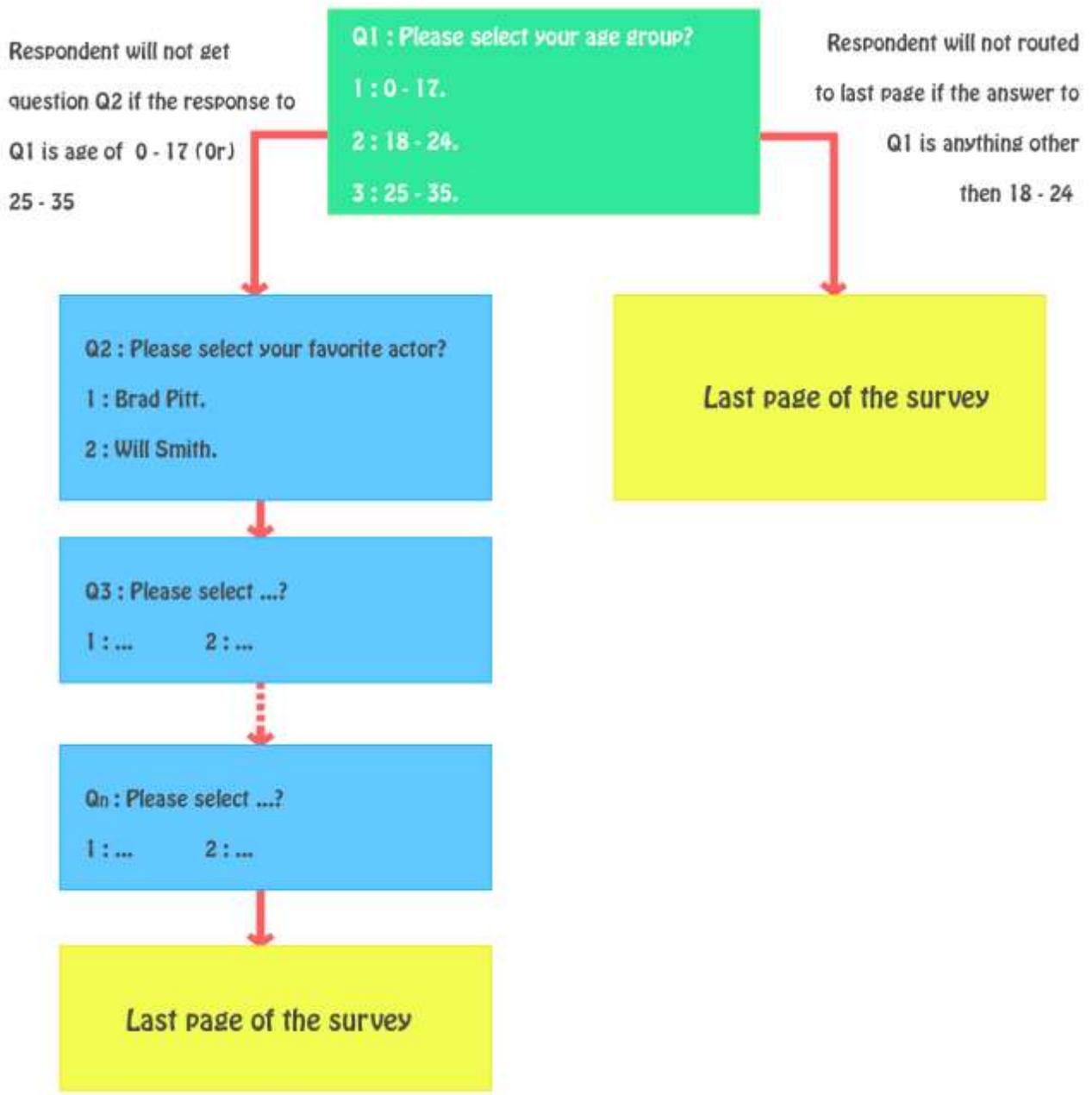
Skip logic can offer many significant benefits if used properly. This feature blocks the respondents from getting annoyed by hiding all the irrelevant questions that don't relate to them.

Note: Skip logic is applicable in Multiple Choice (One Answer and Multiple Answers) and single textbox only

Suppose you are to create a survey to male and female respondents and based on the gender, you can create skip logic. Based on the selection of gender, the respondents can be guided to different paths in the survey holding relevant questions for them.



Suppose you are to create a survey for age group 18-24. Using the age group, you can have skip logic such that the respondents belonging to age group 18-24 will be able to proceed in the survey and respondents of other age groups will be routed to last page.



Principles of Skip Logic

- ***Skip Logic execution***

Skip logic works on questions that are configured with skip logic feature. This will skip the respondent from the current page to the next applicable page based on their response to the previous question.

- ***One to one relationship***

There is one to one relationship in logic. It is advised that you place the question with skip logic at the very last of the page.

If you apply routes on more than one answer in multiple choices with multiple answers, the page will not skip correctly if the respondent has chosen more than one answer.

Also do not place more than one question with skip logic in a page because only one skip logic path will work on each page.

- ***Forward Pattern***

It is advised that you place the skip logic question as the very last question of the page or have the skip logic question as the only question in the page.

The skip logic should only work in forward pattern as moving backward will only overwrite pages and will create a loop of the survey.

- ***Route all respondents to the same end page***

All paths should end in same end page. This is where they can submit their responses by clicking on the [Done] button.

All respondents should be routed to the same last page. (This does not refer to the Thank you page.)

Guidelines for creating Skip Logic

- The survey must contain more than one page no matter the count of the questions.
- Skip logic cannot be set for first and last page of the survey. And also it can be applied only to Multiple choice only one answer and Multiple choice multiple answer questions
- Only one skip logic can be set for a page at any instance. Skip logic can be set for all questions in the page

Creating skip logic

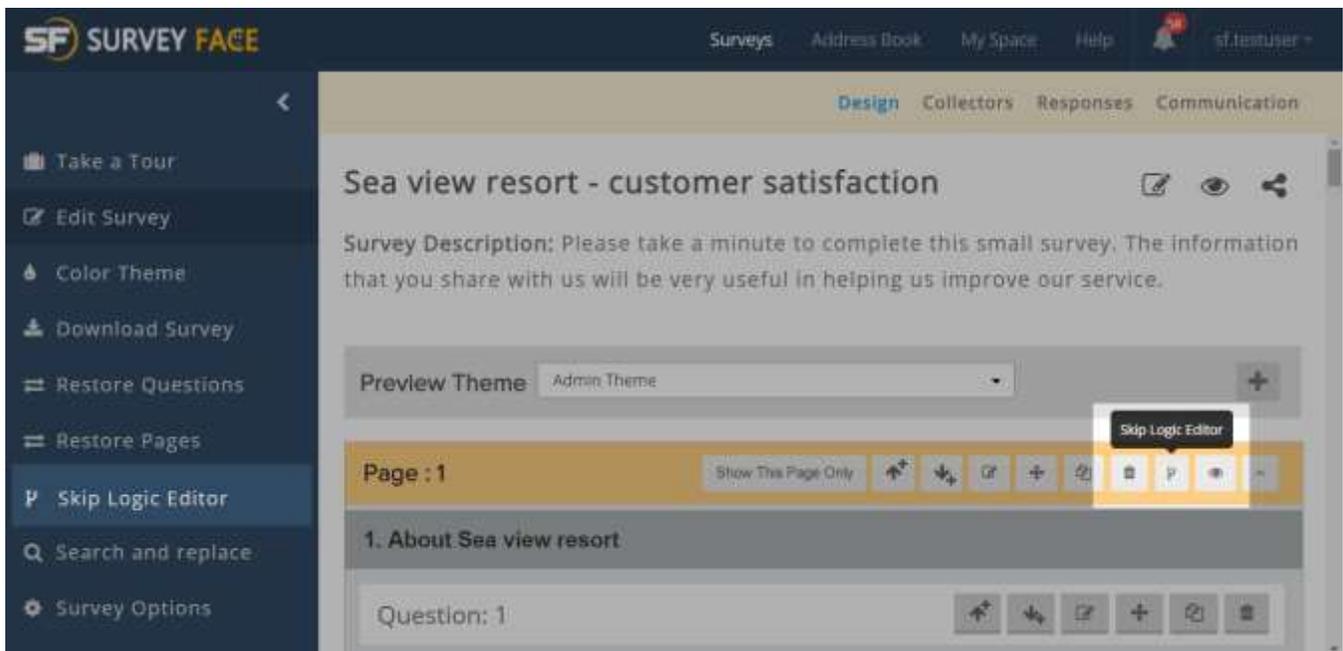
For creating Skip Logic, the most important prerequisite is to have a structured set of pages and questions aiding a seamless flow. For this to happen, you should have a pattern or design in mind to create and implement skip logic

Example: Let us create and implement skip logic for “Sea View Resorts – Customer Satisfaction” survey. For this all the questions are aligned properly under the following pages

1. *About sea view resorts*
2. *Facilities*
3. *Restaurants*
4. *Suggestions*

In this section, let us create skip logic and use it in such a way that the “Restaurants” page will be shown only for the respondents who have visited “Restaurants” in Sea View Resorts.

Skip logic can be created by two ways. Either it can be accessed above page title or it can be selected from the options found in the left side of survey design environment.



In the Skip Logic editor page, give a name for the skip logic in “Skip Logic Name” field.

Example: Enter “Restaurants” as reference name for skip logic since it can be referred easily.

Select appropriate options for the following sections under “Choose the Response” section on which the skip logic is to be created.

- **Page:** Select the page title on which skip logic is to be created
- **Question:** Select the question in that page on which skip logic is to be created
- **Operator:** This option defines how the skip logic functions. There are a range of operators as given below
 - **If Selected:** This operator is used to show the page, if the choice is exactly matched.
 - **If Not Selected:** This operator is used to show the page, if the choice isn't exactly matched
 - **Equal to:** This operator is used to show the page, if the given text in the skip logic condition exactly matches the respondent's answer
 - **Not equal to:** This operator is used to show the page, if the given text in the skip logic condition doesn't match the respondent answer
 - **Starts with:** This operator is used to show the page, if the respondent's answer starts with the text given in skip logic condition

- **Ends with:** This operator is used to show the page, if the respondent's answer ends with the text given in skip logic condition
- **Contains:** This operator is used to show the page, if the respondent's answer contains the text given in skip logic condition
- **Does not contain:** This operator is used to show the page, if the respondent's answer doesn't contain the text given in skip logic condition
- **Answered:** This operator is used to show the page, if the respondent answers the respective question
- **Didn't Answer:** This operator is used to show the page, if the respondent doesn't answer the respective question
- **Answer:** Select/Enter the answer choices that suits the skip logic

Example: Under "Choose the Response" section, Select "Facilities" for "Page" option as this has the question about visits to restaurants

Select "Did you visit our Flora and Fauna restaurants?" for "Question" option. Select operator as "If selected" for "Operator" option

Select "Yes" for "Answer" option. This denotes if the respondent selects answer as "Yes" for this question, it will take him to the page where the skip logic is applied.

Choose The Response

Skip Logic Name

Reataurants

Page

Facilities

Question

Did you visit our flora and fauna restaurants ?

Operator

If Selected

Yes

No

 Save Changes

Cancel

Click “Save Changes”. Skip Logic Editor now shows the list of Skip Logics for the survey.

<input type="checkbox"/>	Skip Name	Description	Status
<input type="checkbox"/>	Reataurants	If the answer is Selected Yes	<input checked="" type="checkbox"/> Active

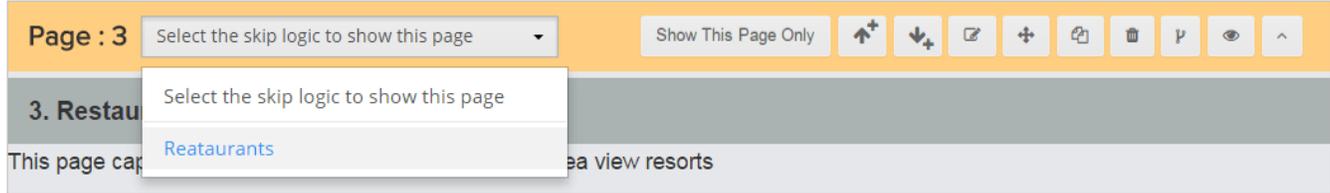
Showing 1-1 of 1

20 Skip

Go back to Edit Survey page to implement the skip logic created by clicking “Back to Edit Survey” button above the list of Skip Logics or “Edit Survey” from the left navigation bar.

Scroll to the page, where the skip logic has to be applied and select the appropriate skip logic from “Select the skip logic to show this page” dropdown given above the page title.

Example: Select skip logic “Restaurants” from the dropdown given above page title “Restaurants”. With this a skip logic has been successfully created and implemented in the survey



9. COLLECTORS FOR THE SURVEY

Once you have designed the survey, the next step is set up “Collectors” to collect the responses for the survey.

A collector is a way by which you distribute your survey to the respondents and collect their responses. Multiple collectors can be set up to collect responses.

In this section, you will see options like

- Collector Types
- Setting up Collectors
- Customizing Collector settings and lot more.....

9.1. Collector types

Survey Face offers a wide range of Collector options. The collector options can be chosen based on the target audience for the survey. Collectors offered by Survey Face are as follows,

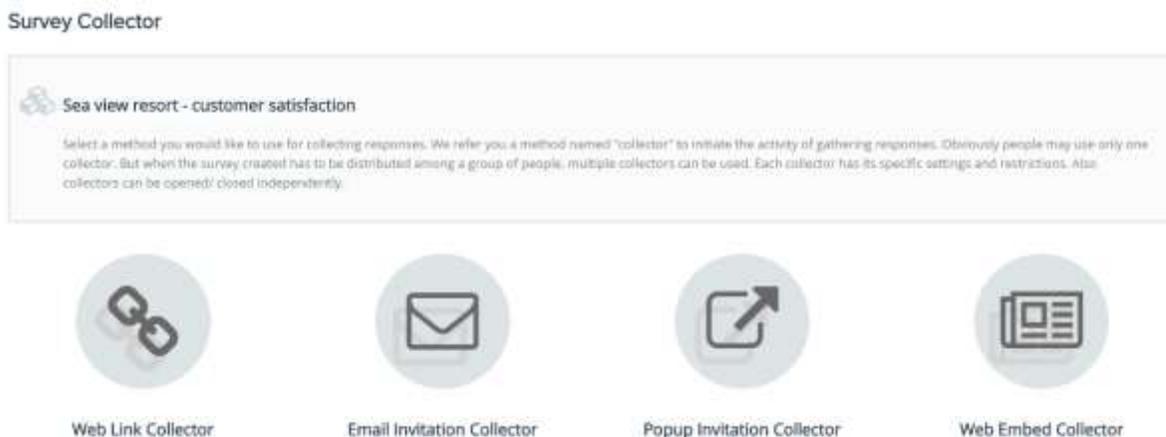
- **Email:** Using this option, you can send survey link to the respondents in an email. The respondents can access the survey by clicking the link given in email.
- **Social Media like Facebook, Google, Twitter etc:** Using this option, you can post survey link in your Social Media which can be accessed by the respondents to answer the survey

- **Links in Webpage:** Using this option, you can host links for the survey in your web page. Through this link, respondents can access the survey
- **Survey Face Email option with Custom Benefits:** In this option, you have to create a list of recipients and compose an email in Survey Face that needs to be sent to the recipients. This is then sent to various recipients based on various criteria
- **Pop-Up in Webpage:** Using this option, invitation pop-up or survey pop-up is configured in your webpage which can be accessed by the respondents to answer the survey
- **Web embed collector:** Using this option, you can embed your survey with the web page content or make it as a cover over a web page. You can customize it too.

9.2. Configuring Collector Types

To create collectors for survey, click “Distribute survey” button above survey title or click “Collectors” options found at the right top corner below top menu under Survey Face logo.

Now you will be directed to collector’s page where you can be able to view the collectors of Survey Face.



9.2.1. Configuring Web link collector

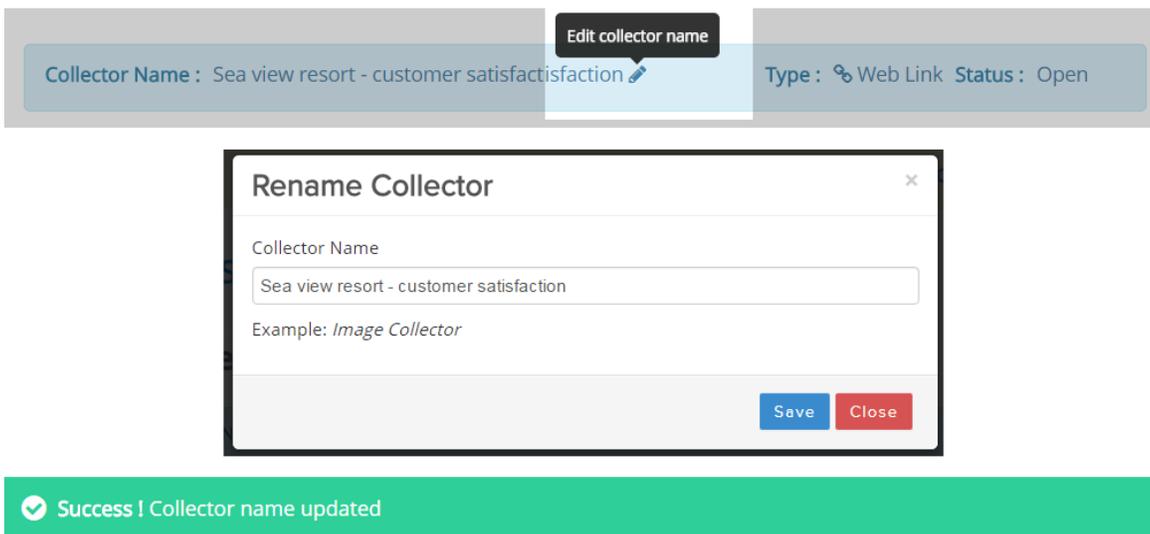
In the collector's page, click "Web link collector" to use it for your survey. On clicking it, you can modify its name in the displayed text field.



Modification of collector name is indicated through a success message and you will be directed to "Collectors" category where functions related to collectors are available.

Before you send out your link be sure that you had a look over collector settings and restrictions.

If you wish to edit collector name then click "Collector name" beside survey title. Also you can find collector type beside the option used to edit collector name.



You can copy the url in the text field beside the label “Web url”. The copied link can then be pasted in any of your personal email and sent to the intended recipients.

Web URL

<http://www.surveyface.com/l/sea-view-resort-customer-satisfaction> 

Sending Survey Link in an Email: Copy above link and paste into your email message. Send email to your targeted list of responders to collect results for your survey

You can also share the url through social network sites by making use of your relevant account. Logo can also be shared with the link. Click “Share with your logo” option to attach your logo.

Share With Image

Note! Optionally, Upload your preferred image to share with this survey link.



Note: Logo can be shared only on Facebook & Pinterest

Social Share

Note! Optionally, Upload your preferred image to share with this survey link.



When you click “Choose file” button, you can be able to view all the files which you uploaded. From that menu you can select the desired one which you wish to have in your survey.

Example: Let us now upload a logo image named as “Mysqlimg.png” into the survey which we created. Uploaded logo image can be removed by clicking “Remove image”

button just below the file name. Logo which you added will appear when you share survey through Facebook and Pinterest

Share With Image

Note! Optionally, Upload your preferred image to share with this survey link.

Note: Logo can be shared only on Facebook & Pinterest

You can copy the code beside the label “HTML survey link” and use it along with the code in a web page to display the survey.

HTML Survey Link

```
<a href="http://www.surveyface.com/l/sea-view-resort-customer-satisfaction">Click here to take survey</a>
```

Copy above HTML code and paste into your webpage so that others can click the link and access your survey.

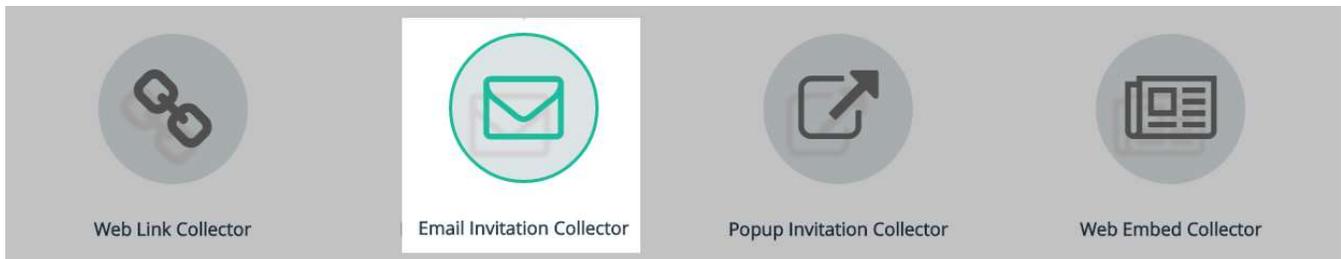
9.2.2. *Configuring Email invitation collector*

This section details on how to set up collectors via Email options with Custom Benefits.

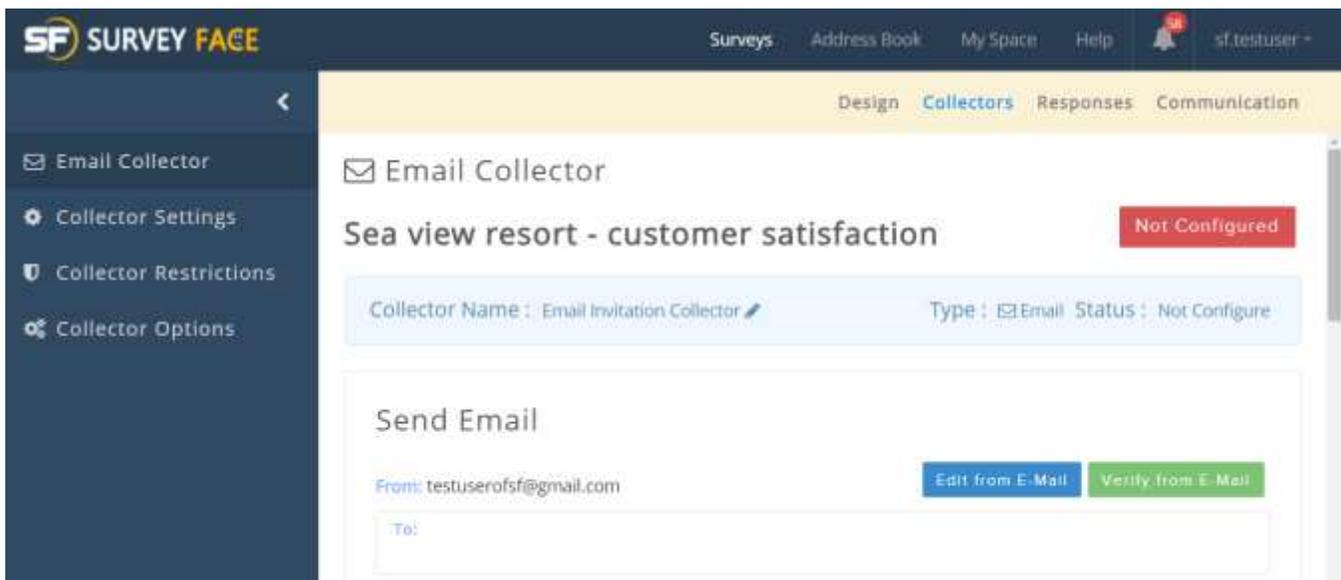
To add a new collector, click “Collectors” in the menu which is at right top corner. Once you click it you will be directed to collector’s home page where you can find the collectors available in Survey Face.

Note: For the add-on collectors after the first one, this step should be followed.

On clicking email invitation collector within available collectors, you will be directed to collector configuration page.



Preview of collector configuration page



Example: Let us create email invitation collector named “Sea view resort – customer satisfaction” for sea view resort - customer satisfaction survey.

This email invitation comprises of two modules which have to be done to make it work successfully and they are, “Adding recipients” and “Delivery schedule”.

Adding recipients

Recipients to email invitation can be added by three ways namely,

- i) Contacts from address book
- ii) Adding contacts manually
- iii) Add from previous collector

Add Recipients from the Address Book: Using this option, you can add recipient's information from your address book

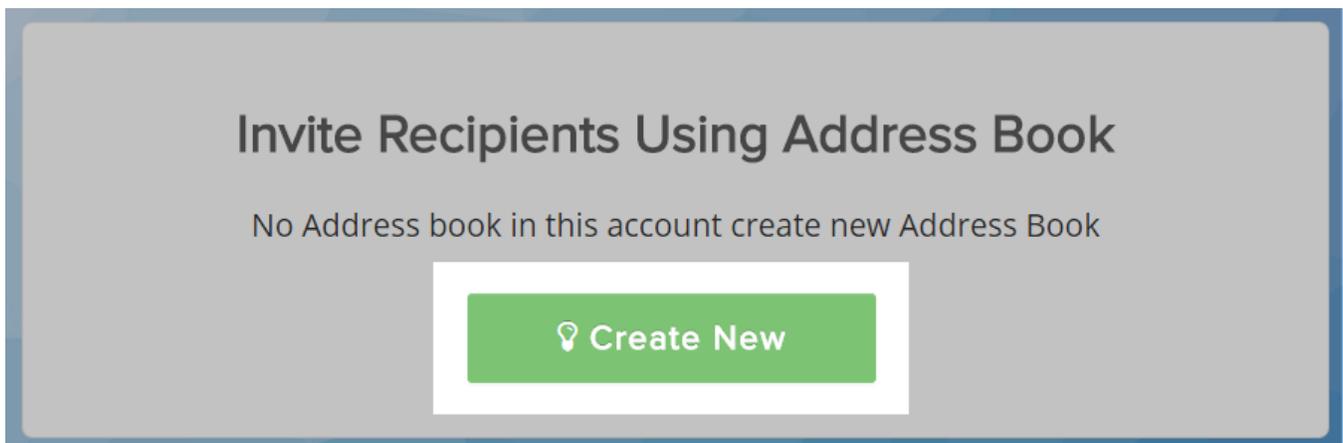
Add Bulk Recipients Manually: Using this option, you can manually add recipients email address and other information

Add Recipients from a Previously Created Collector: Using this option, you can extract recipients email information from previously created collectors



Adding Recipients from the Address Book

On clicking “contacts from address book” all the lists available in address book will be displayed. If there is no contact list in address book, then a warning message will be displayed along with an option to create a list.



You can add the email address of contacts in the space displayed on clicking “Create new option”. A list name and email address of contacts is mandatory. Instructions to add contacts are given below the provision to add contacts.

Create New Address List

Maximum : 30 Charecters

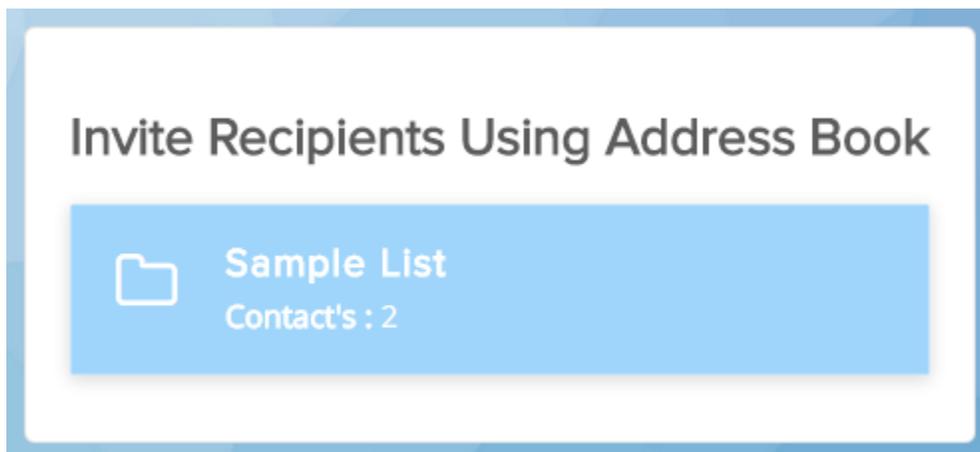
Sample List

junortesterofsf@gmail.com
seniortesterofsf@gmail.com

Field Order : Email, First Name, Last Name, Detail's (each recipient starting on a new line)
 Example 1 : E-mail Example 2 : E-mail, First Name, Last Name Example 3 : E-mail, First Name, , Detail's Example 4 : E-mail, , , Detail's

↗ Create
Close

Once if all contacts information is provided then “Create” button should be clicked to build a list within address book. On navigating back to email invitation collector configuration page, when “Contacts from address book” is clicked, created lists will be displayed.



Contacts email address will be added in “To” provision if any list is clicked which is present within address book. Select “View” option beside added emails to view the added recipients or to remove particular recipients.

Recipients Details

E-mail : juniortesterofsf@gmail.com
custom_value : 1 🗑

E-mail : seniortesterofsf@gmail.com
custom_value : 2 🗑

🗑 Remove All Close

Before forwarding an email invitation, one mandatory thing which has to be done is to verify the “From” email address. Verify from email option is present beside from email address and on clicking it, a verification link will be send to that address. Email invitation will be send successfully only after verifying it.

From: testuserofsf@gmail.com Edit from E-Mail Verify from E-Mail

This is how contacts can be added to email invitation from address book.

Add Bulk Recipients Manually

When “Enter contacts manually” option is clicked, a column where email address, first and last name along with custom value of contacts can be added will be displayed.

Invite Recipients

Survey Face has a zero-tolerance [spam policy](#). Subscriber accounts will be terminated for sending unsolicited email messages. This means that all recipients sent to must have opted-in to receiving communications from [Show More](#)

Enter E-mail addresses here

Field Order : Email, First Name, Last Name, Custom Data (each recipient starting on a new line)
Example 1 : Email, First Name, Last Name, Custom Data Example 2 : Email,,,Custom Data

Save Close

Note: Only one contact per line. Copy and paste of contacts information is allowed. If other fields like First Name, Last Name, and Custom Data are added after the email address, they should be separated by commas. These fields are optional. Duplicate emails will be filtered out.

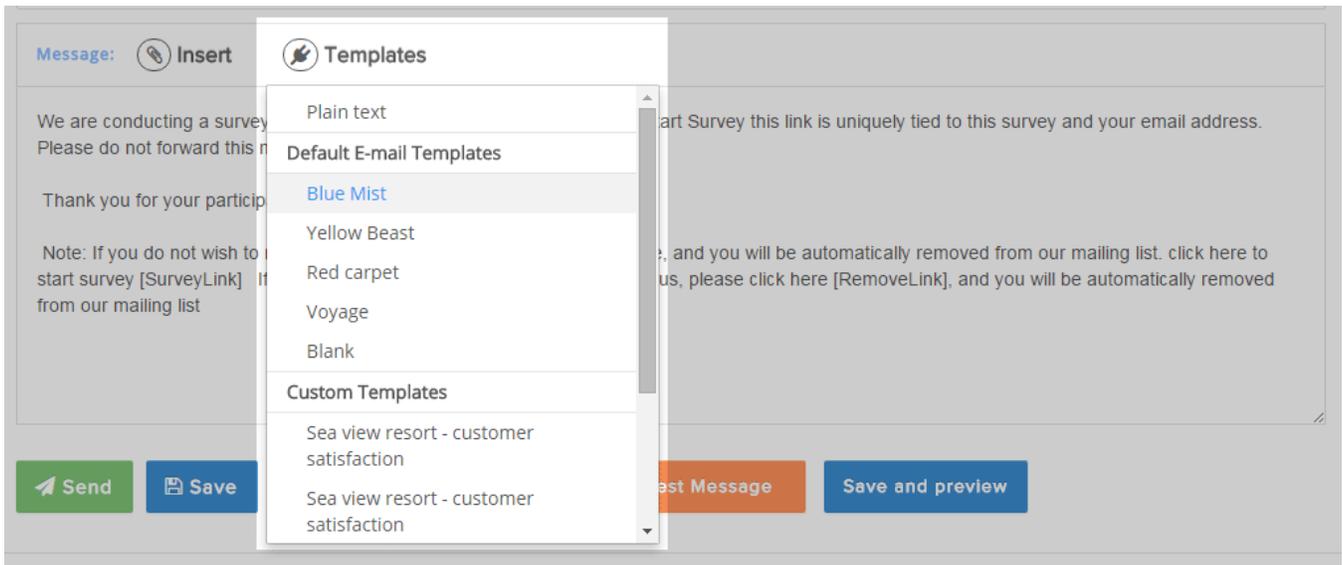
Add Recipients from a Previously Created Collector

When this method is selected to add contacts, previously added email invitation collectors will be displayed. On selecting a particular email invitation, contacts added with that invitation will be displayed in “to” section.

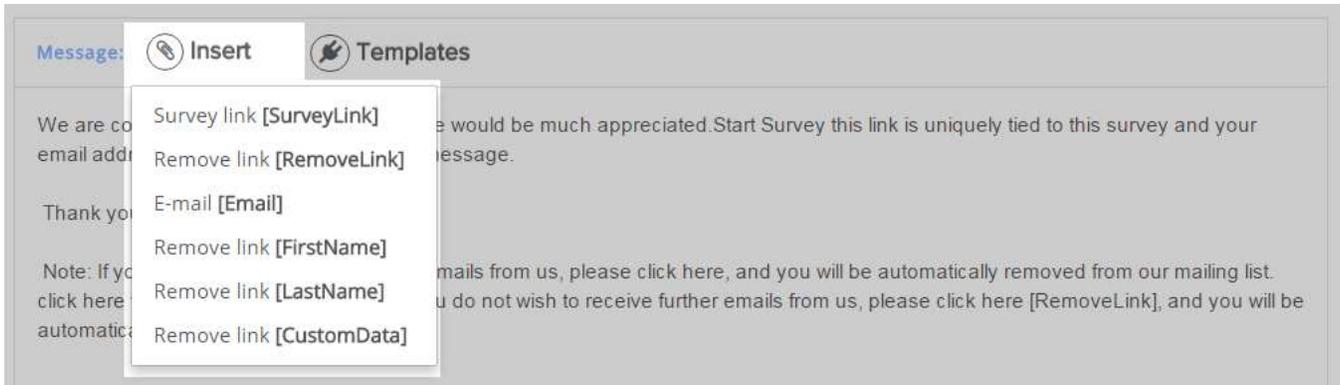
Note: Survey Face has a Zero-Tolerance spam policy. This means subscriber accounts will be terminated for sending unsolicited email messages. Also the recipients should have opt-out provision to unsubscribe emails from the sender

On selecting any one option, enter recipient’s information in the field provided and Click “Add Recipients”. When recipients are added, a success message will be displayed.

Content present in the message section of email invitation can be send to recipients in two forms, plain text or rich text. When rich text is clicked, certain templates will be displayed and you can select the desired one to forward.



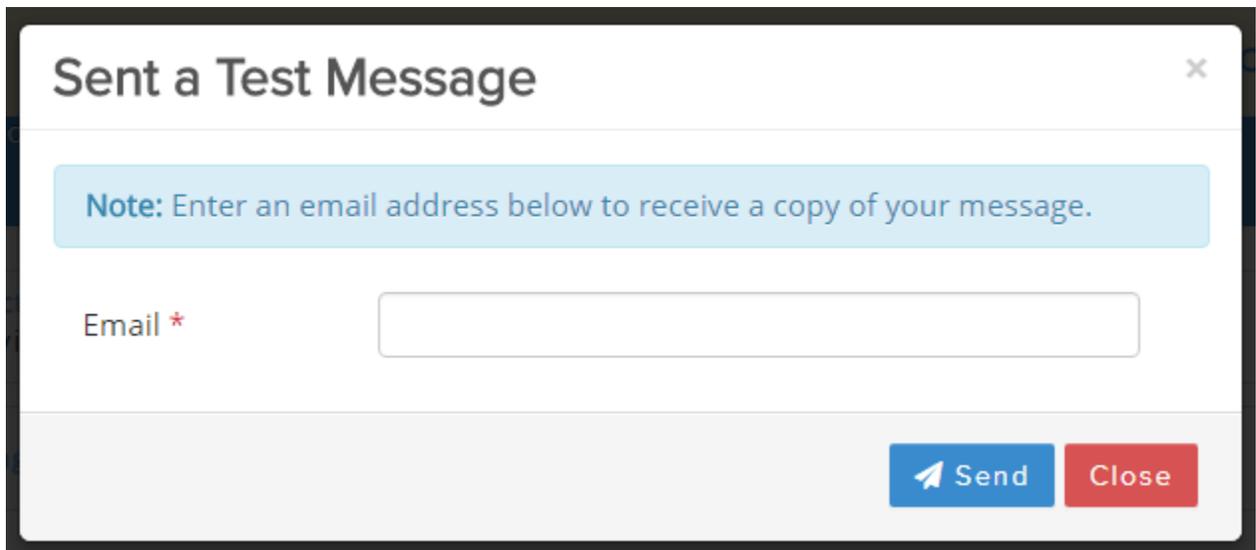
Insert option is used is add survey link, email, first name, last name or remove link options within the content added in email invitation.



Once recipients are added then send button found below the message body must be clicked to forward invitation to the recipients. On clicking save, your message will be saved in drafts section.



Even the email message can be checked by making use of "Send a test message" option found along with send button. When it is clicked, a dialog box opens where email address, name and custom value have to be specified.



If “Save and preview” option is clicked, then you will be directed to a page where message type, recipients and message preview are displayed. Either the information can be viewed or modified.

Message for delivery schedule

Recipient Type: New and Un-sent
This message has not been scheduled for delivery yet.

Total Recipients for this collector [Edit](#)

2 Recipient(s) for this collector [View](#)

Message Preview [Edit](#)

To : 2 Recipient(s) for this Message. [View](#)

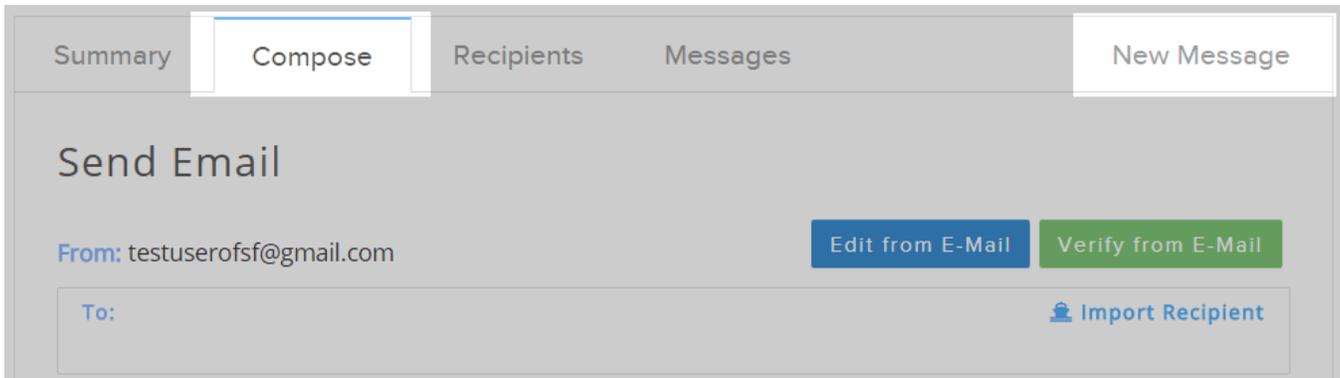
From : testuserofsf@gmail.com

Subject : Sea view resort - customer satisfaction

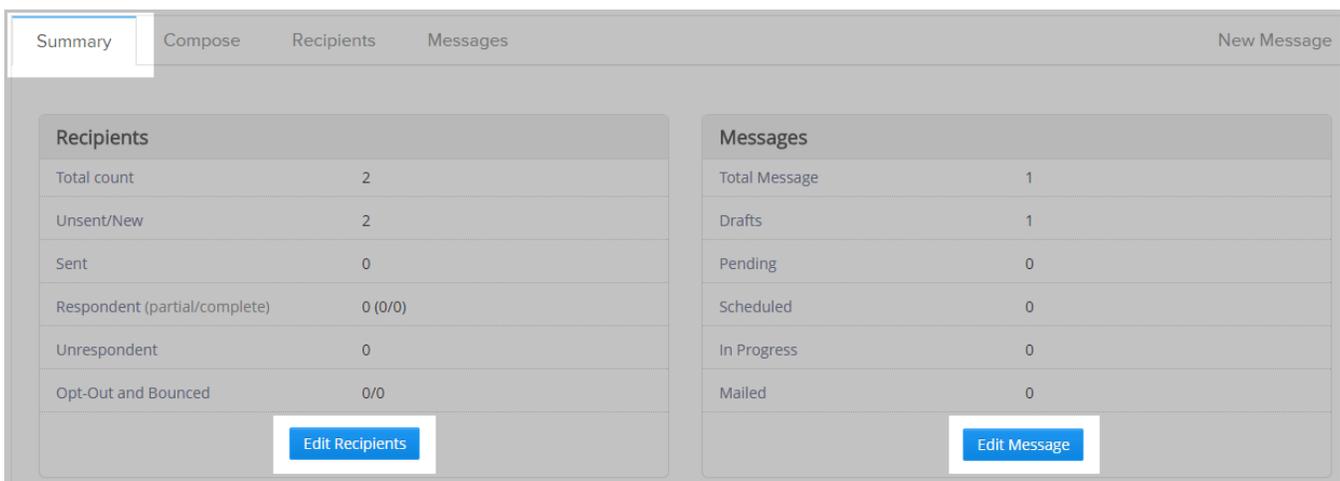
Message

We are conducting a survey. Your response would be much appreciated. Start Survey This link is uniquely tied to this survey and your email address. Please do not forward this message. Thank you for your participation Note: If you do not wish to receive further emails from us, please click here, and you will be automatically removed from our mailing list. click here to start survey

On completion of forwarding email invitation, you can be to view several tabs named summary, compose, recipients and messages.

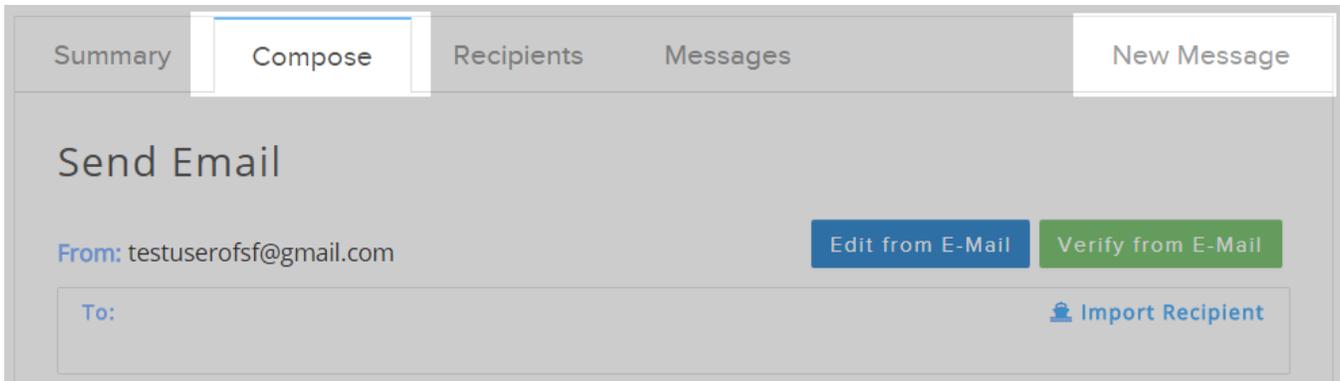


Summary section -- It gives information about the total count of recipients and the messages included in email invitation.

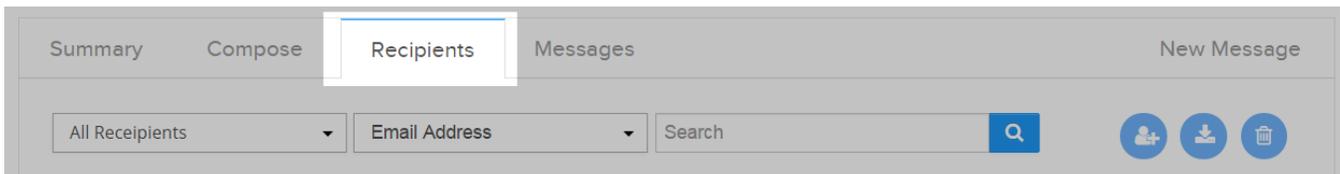


Compose section – When it is clicked, you can again create email invitation with new set of recipients and a message for which you can customize delivery schedule.

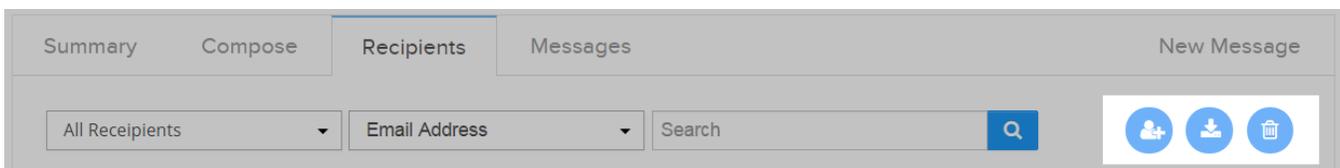
Also by clicking “New message” option just beside messages, a new email invitation can be created with a new set of recipients and messages.



Recipients section – It gives details about the recipients who are added for email invitation. Even recipients details can be refined by searching through separate identities such as recipient type, email address etc.



In recipients section, there are certain options beside search field which can be used to perform actions with contact list such as add contact, download contact or remove contact.



When add contacts option is clicked, three ways to add contacts are displayed.

When download contacts option is clicked, there opens a menu in which you can select criteria for downloading contacts. Select the required fields and click “Request download” for downloading contacts.

Download Contacts From "Email Invitation Collector"

Select the Contact Fields to Download

- Email Address
- First Name
- Last Name
- Custom Data
- Mailed Status
- Responded Status

Select the Contacts to Download

All Contacts ▼

Request Download **Cancel**

By clicking remove recipients, you can be able to discard recipients by selecting a particular scenario.

Remove Contacts From "Email Invitation Collector"

Which Contacts Should be Removed?

- Remove All Unsent/New Recipients
- Remove All Opted-Out Recipients
- Remove All Bounced Email Recipients
- Remove All Contacts by Domain Name

Remove Contacts

Cancel

Message section – This message section contains two divisions namely drafts along with sent and scheduled. Sent and scheduled usage will be explained in delivery schedule topic.

Email invitation which contains recipients and message details will be saved in drafts section automatically, if “Save” button is clicked.

S.No	Message Subject	Recipient Condition	Potential Recipients	Message Compos...
1	Sea view resort - customer sati...	New and Un-Send	2	Yes

Showing 1-1 of 1

20 Messages

Scheduling email message delivery

It is an interesting feature in email invitation. It allows users to send invitation as per their need; they can send the invitation once or in a periodic way. It is present along with “Send” button menu.

The sent and scheduled section in the drafts section of email invitation comprises of all the sent messages and the scheduled ones which will be delivered later.



When “Schedule delivery” option is clicked, two different options are clicked namely; send only once and send periodically.

Schedule Delivery: Mention when should this message be sent ?

Send only once.

Send periodically



If send only once is given, then email invitation will be send only once to all the recipients email address mentioned in “To” section in respective date and time.

Schedule Delivery: Mention when should this message be sent ? once

Send only once.

Date:

03/06/2015

Time:

12:00 AM

When send periodically option is selected, starting and ending date to forward invitation along with the number of times to send invitation should be mentioned.

Send periodically

Date:

03/06/2015

Time:

12:00 AM

Email Invitation for Every Days

Days:

01

Daily

Enter number of times to send this E-mail:

Number of times to send

Enter the end date: (DD/MM/YYYY)

End Date:

06/06/2015

 Save

Cancel

9.2.3. Pop up invitation collector

This section details on how to set up collectors in Website via Pop-Up. Enter a reference name for the collector as soon as you select it from Survey collector's page.



Example: Now let us create a pop up collector for sea view resort customer satisfaction survey with a name “Sea view resort - pop up collector”

Once you provide title to your collector you will be directed to collector configuration page. You can find two set of tabs in the configuration page below the option to edit collector name such as change popup and get popup.

- **Change popup** - This section is used to customize the popup collector in its properties such as its types, options and buttons
- **Get popup** - This section contains your popup code where you can edit or copy the script and to have a preview of your popup

Popup Details

Sea view resort - customer satisfaction

Not Configured

Collector Name : New Popup Invitation Collector ✎ Type : PopUp Status : Not Configure

Change Popup	Get Popup
--------------	-----------

Change popup options

To personalize the type of your popup, select any one of the options in “Popup Type” section.

- **Invitation Popup** - Popup an invitation to take your survey when someone visits a specific page on your website.
- **Survey Popup** - Popup a window containing your survey when someone visits a specific page on your website

Popup Type ▲

To minimize annoyance, we will only popup until there is a response or dismissal from the end-user.

Invitation Popup - Popup an invitation to take your survey when someone visits a specific page on your website.

Survey Popup - Popup a window containing your survey when someone visits a specific page on your website.

Edit the “Popup options” according to the popup type. Edit/retain the text in popup buttons for Invitation popup.

Invitation Popup – Edit popup dimensions, font color, popup frequency etc

Survey popup – Edit popup dimensions, popup frequency etc

Note: Popup buttons are not applicable for Survey popup

These buttons allow the visitors to your site to choose if they want to take the survey now, never or later. Navigate to “Get popup” tab to have a preview and to copy code to add in your web page content.

9.2.4. Web embed collector

This section deals with the process of fixing web embed collector to your survey in websites.

On selecting “Web embed collector” in survey collector page with specific title, you will be directed to a page where collector can be customized.



Building a web embed collector

Example - Let us now create a web embed collector named “Sea view resort - web embed collector” for Sea view resort - customer satisfaction survey.

Types of web embed collector

Survey Face offers you two types of web embed collector namely static and slider.

Static - This collector can be set if you wish to add your survey with the content of a web page

Slider - This form of web embed collector allows you to make your survey as a cover page over the content of a web page

Once you reach the page to customize web embed collector, you have to select the type of web embed which you wish to apply for your survey.

Customize web embed Type

- Static** - Select it if you wish to attach your survey with web page content.
- Slider** - Select it if you wish to have your survey as a cover over your web page content.

If you select “Static” type then there is no more corrections and if you prefer “Slider type” then you must select a position for collector to appear over web page content.

Customize web embed Type

- Static** - Select it if you wish to attach your survey with web page content.
- Slider** - Select it if you wish to have your survey as a cover over your web page content.

Position

- Top left**
- Top right**
- Bottom left**
- Bottom right**
- Center**

Survey Face allows you to modify the look of web embed survey too. You can alter the height and width of collector as well as the buttons present in it.

To access this function navigate to “Customize your web embed survey” below the option “Customize web embed type”

[“Customize web embed survey”](#)

Message to be displayed at the end of maximum response collection can also be altered in the text field given below the label “Maximum response message”. After completing this page click “Save and get code” to get your code.

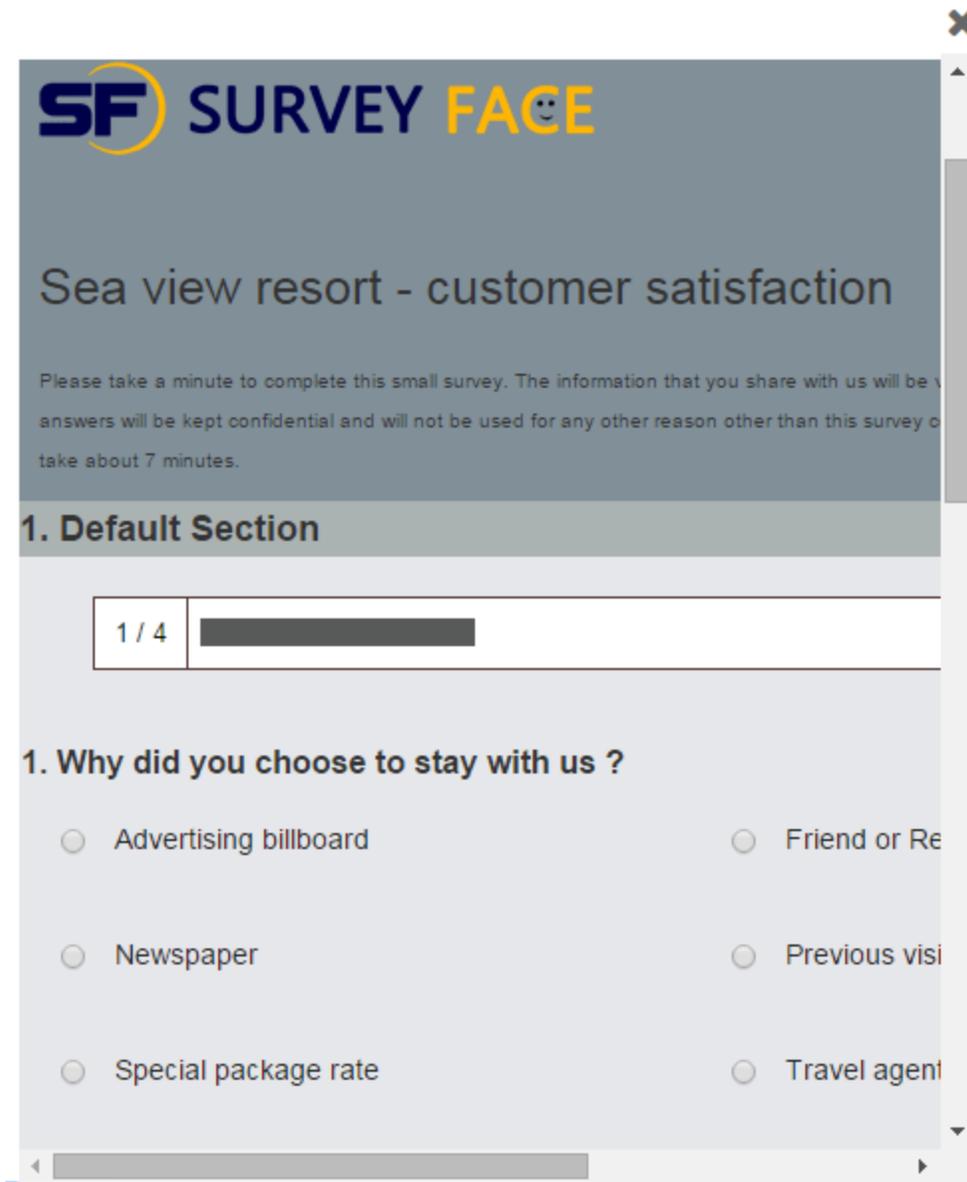
Maximum Response Message

Maximum responses collected.

Just copy and paste the code into your website and you can have a preview on collector below the provision where code has been displayed.

Preview

[Preview Popup Survey](#)



9.3. Collector options

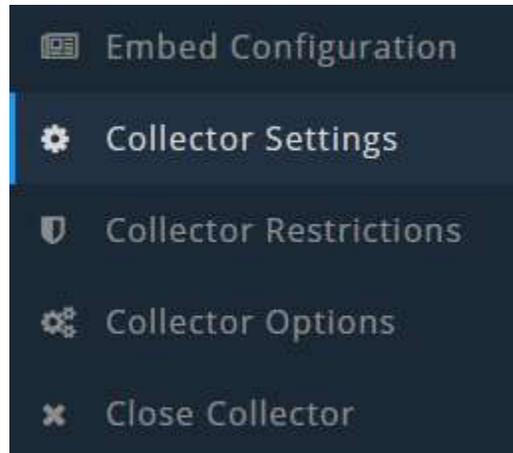
Survey Face offers you a range of options to customize the collector settings as given below

- Change Settings
- Change Restrictions
- Manual Data Entry
- Close Collector Now and a lot more...

9.3.1. Change settings

Survey Face offers you provision to modify collector settings anytime.

To view collector settings navigate to “Collector” page which lists the collectors for your survey or move to “My survey” and click the respective collector beside survey title.



9.3.1.1. Allow multiple responses

Survey Face lets you to configure the collector so that there can be even multiple responses from a single device. This option will be helpful when your respondents share a common computer to access the survey.

If you opt for only one response per computer and when a second person tries to access the survey on that computer using the same browser, then they will be sent directly to the end of the survey.

To select the appropriate option, select any one of the following in “Allow Multiple Responses” section

- **No**, allow only one response per computer.
- **Yes**, allow multiple responses per computer.

If you select “Yes, allow multiple responses per computer” then you can specify responses count for specified time. It will be altered on the basis of option selected from drop down beside the label “Quick fill from predefined values”

Allow Multiple Responses?

No, allow only one response per computer.

Yes, allow multiple responses per computer.

Allow response(s) per hour(s) to re-enter the survey. Quick fill from pre-defined values:

9.3.1.2. Allow responses to be edited

Survey Face lets you to configure the collector so that respondents can even revisit survey to edit their responses.

To select the appropriate option, select any one of the following in “Allow Responses to be edited” section.

- **No**, once a page in the survey is submitted, respondents cannot go back and change existing responses.
- **Yes**, respondents can go back to previous pages in the survey and update existing responses until the survey is finished or until they have exited the survey. After the survey is finished, the respondent will not be able to re-enter the survey.
- **Yes**, respondents can re-enter the survey at any time to update their responses.

Allow Responses to be Edited? ▼

No, once a page in the survey is submitted, respondents cannot go back and change existing responses.

Yes, respondents can go back to previous pages in the survey and update existing responses until the survey is finished or until they have exited the survey. After the survey is finished, the respondent will not be able to re-enter the survey.

Note: If you use option “Yes, allow multiple responses per computer” in section “Allow Multiple Responses?” section, then only first two options will be available in “Allow Responses to be Edited?” section

9.3.1.3. Force ssl on/off

Survey Face lets you to enable SSL encryption for the survey collector so that data security and integrity isn’t compromised.

To select the appropriate option, select any one of the following in “Force SSL ON/OFF” section

- **Default** - Default options will not change the survey link and the survey can be entered via https or http links.
- **Force SSL ON (https)** - Force SSL ON (https) option will guarantee that the survey will be entered only via https. Even if the survey link has standard http link, it will be re-directed to https (SSL) link.
- **Force SSL OFF (http)** - Force SSL OFF (http) option will guarantee that the survey will be entered only via http. Even if the survey link has secured https link, it will be re-directed to http link.

Click “Save settings” to complete action

Force SSL ON/OFF? ▼

Default.

Force SSL ON (https).

Force SSL OFF (http).

9.3.1.4. Survey completion

Survey Face lets you configure what the respondents should see once they complete the survey.

To select the appropriate option, select any one of the following in “Survey Completion” section

- **Yes, display a thank you page after finishing the survey:** Once the respondent completes the survey, thank you message can be shown using this option. Thank you message can be customized in the field given
- **Yes, display result after a respondent completes a survey:** Once the respondent completes the survey, survey results can be displayed to them using this option
- **Redirect to your own webpage:** Once the respondent completes the survey, it takes them to appropriate website configured in the option given
- **Close Window:** Once the respondent completes the survey, the browser window can be automatically closed using this option

Click “Save Settings” to complete the action

Survey Completion

- Yes, display a page with thank you message for completing the survey.
- Yes, display result when a respondent completes the survey.
- Redirect to your own webpage.
- Close Window

9.3.1.5. Save email address

Survey Face lets you to configure collector so that even the Email addresses of respondents can be stored in survey results.

Note: This option will be available only when the collector type is email invitation collector

To select the appropriate option, select any one of the following in “Save Email Address in Results” section

- **No**, the respondent's email address will not be stored in the survey results.
- **Yes**, the respondent's email address will be stored in the survey results.

Save Email Address in Results?

- No, the respondent's email address will not be stored in the survey results.
- Yes, the respondent's email address will be stored in the survey results.

Note: When you use other collectors except “Email invitation collector”, you can be able to find an option to save IP address of responders in survey results. It’s the survey creator’s choice to add or discard IP address of responders in survey results.

Mobile Optimization ON/OFF ▼

No, Full desktop version of the survey will be displayed in mobile.

Yes, Mobile version of the survey will be displayed in mobile.

9.3.1.6. Mobile optimization ON/OFF

Survey Face offers a standard device optimization facility in which you can allow your responders to view mobile version of survey if they view in mobile devices.

To enable or disable mobile optimization to your responders select any one of the following in “Mobile optimization ON/OFF section

- **No**, full desktop version of the survey will be displayed in mobile
- **Yes**, mobile version of the survey will be displayed in mobile

Response Confirmation ON/OFF ▼

No, Do not allow the respondent to recheck their responses.

Yes, Allow the respondent to recheck their responses.

9.3.1.7. Response confirmation ON/OFF

Survey Face allows you to decide whether respondents can recheck their responses or not by this option.

To allow or block responders to recheck their responses select anyone from the following options,

- **No**, do not allow the respondent to recheck their responses
- **Yes**, allow the respondent to recheck their responses

Response Confirmation ON/OFF ▼

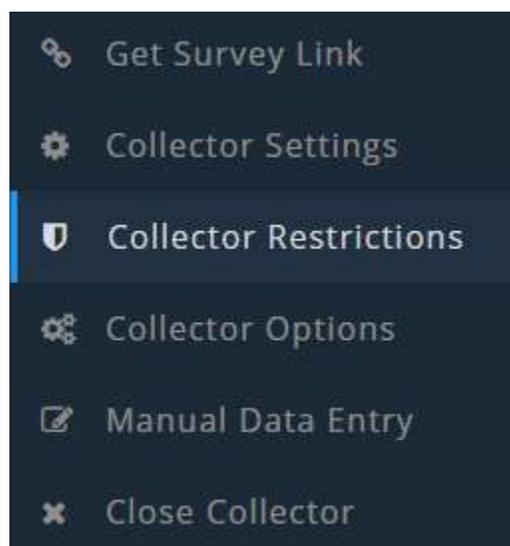
No, Do not allow the respondent to recheck their responses.

Yes, Allow the respondent to recheck their responses.

9.3.2. Change restrictions

Survey Face offers you several restriction options to be built in the collectors.

To view collector restrictions navigate to “Collector” page which lists the collectors for your survey or move to “My survey” and click the respective collector beside survey title.



9.3.2.1. Empty responses

Survey Face lets you even discard empty responses for a specific collector. This option is quite useful to filter out junk responses.

Click the checkbox given in “On/off do not store empty responses” section to discard empty responses. To complete the action, click “Save restriction”.

ON/OFF Do Not Store Empty Response. ▼

To discard empty responses for this collector, click the checkbox above.

9.3.2.2. Publish to the world

To publish the survey automatically to the world, click the checkbox beside the label “Publish to the world” and click on the link given below. Created survey will be published on saving the settings.

(Add screenshot- with thissysdev link now)

9.3.2.3. Social network share buttons

Survey Face allows you to add social network share buttons in your survey. To use those buttons in survey click the checkbox beside the label, “Social network share buttons”.

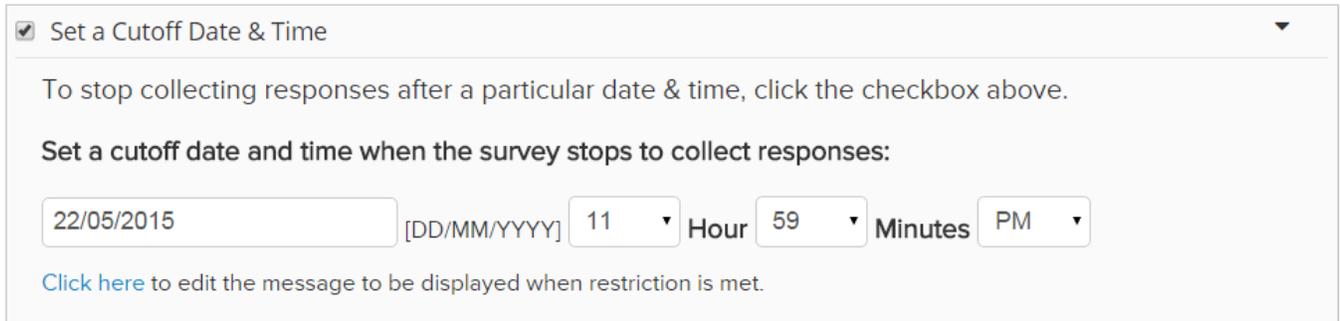
Social network share buttons ▼

To display social network share buttons in your survey, click the checkbox above.

9.3.2.4. Set a cutoff date and time

Survey Face offers you this provision to automatically close the survey to respondents at a specified date and time. This option is quite useful to garner time bound responses for a survey.

To use this option, Click checkbox given in “Set a Cutoff Date & Time” section. Select the particular Cutoff date and Time



Set a Cutoff Date & Time

To stop collecting responses after a particular date & time, click the checkbox above.

Set a cutoff date and time when the survey stops to collect responses:

22/05/2015 [DD/MM/YYYY] 11 Hour 59 Minutes PM

[Click here](#) to edit the message to be displayed when restriction is met.

To modify closed message that appears for the respondents, Click “Closed Message” link and modify the default message. Then click “Save Changes” in the popup box. Click “Save Restriction” to complete the action



Set a Cutoff Date & Time

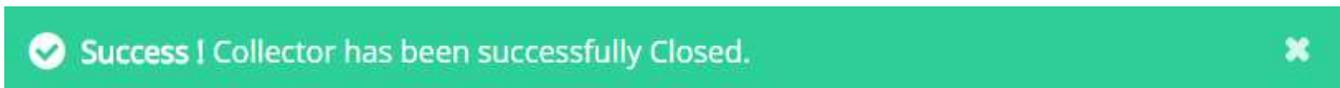
To stop collecting responses after a particular date & time, click the checkbox above.

Set a cutoff date and time when the survey stops to collect responses:

22/05/2015 [DD/MM/YYYY] 11 Hour 59 Minutes PM

[Click here](#) to edit the message to be displayed when restriction is met.

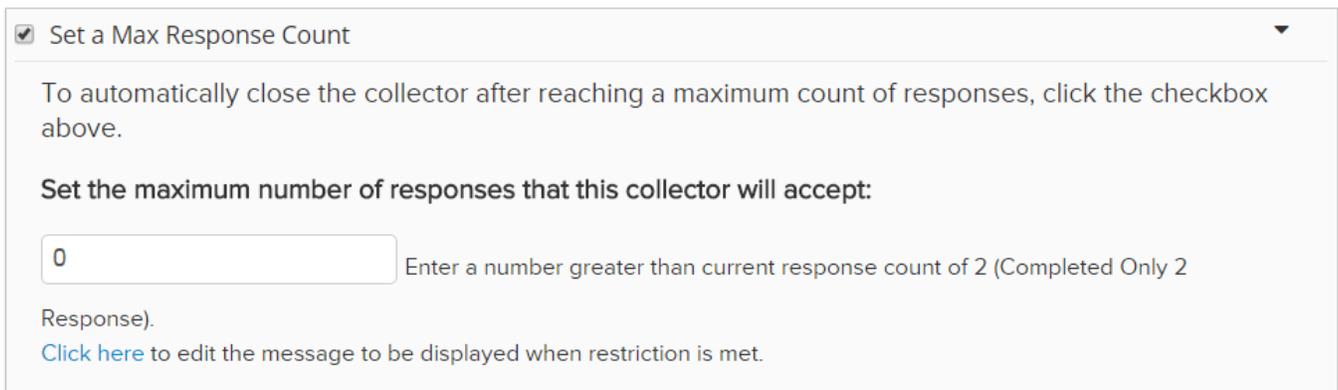
Update the survey closed message in the displayed text field and click “Close collection” to complete the action. Success message will be displayed at the end of action.



9.3.2.5. Set a maximum response count

Survey Face offers you this provision to automatically close the survey to respondents after receiving a specified number of responses. This option is quite useful to limit responses according to the sample size considered.

To use this option, Click checkbox given in “Set a Max Response Count” section. Enter maximum number of responses required for the survey.



The screenshot shows a configuration panel titled "Set a Max Response Count" with a checked checkbox. Below the title, there is a descriptive text: "To automatically close the collector after reaching a maximum count of responses, click the checkbox above." This is followed by the instruction "Set the maximum number of responses that this collector will accept:". A text input field contains the number "0". To the right of the input field, there is a message: "Enter a number greater than current response count of 2 (Completed Only 2 Response)." Below this, there is a blue link that says "Click here to edit the message to be displayed when restriction is met."

To modify closed message that appears for the respondents, Click “Closed Message” link and modify the default message. Then click “Save Changes” in the popup box.

Success message indicating the completion of update will be displayed and finally click “Save Restriction” to complete the action.

9.3.2.6. Enable password protection

Survey Face offers you this provision to password protect your survey. This option is quite useful to garner sensitive and confidential information.

To use this option, Click checkbox given in “Enable Password Protection” section. Enter the password for your survey in “Password” field.

To change the labels for password and submit option, use fields “Password Label” and “Submit Button Label”. The respondents will see the text entered in these fields in “Password required” page.

Enter Password

Password 

Enter Password Label (max 50 characters)

Enter Your Password

Enter Button Name (max 50 characters)

Submit Password

Required Message (max 2000 characters)
1865

This report requires a password.If you do not know the password, please contact the administrator of the account for further assistance

Failed Message (max 2000 characters)
1965

The password entered was incorrect.

[Save Setting](#)

Use messages in “Password Required Message” and “Password Failed Message” fields to alert the respondent about password requirement while taking up the survey. These default messages can be modified.

9.3.2.7. [Enable IP blocking](#)

Survey Face offers you this provision to allow or restrict access to respondents from specific IP addresses. This option is quite useful to garner/exclude responses from a selected network.

To use this option, Click checkbox given in “Enable IP Blocking” section. Select any one of the two options from “Select Access” dropdown

- **Allow IP List Only** – Respondents can access survey only from these IP Addresses
- **Block IP List** – Respondents cannot access survey from these IP Addresses

Enter IP Addresses details in “IP Addresses List” field. If required, modify the message in “IP Failed Message” field which the respondents will see when accessing survey from non-permissive IP Addresses.

Enable IP Blocking

To block or allow respondents from a particular IP range, click the checkbox above.

Select Access:

- Restrict the survey to respondents with an IP address that matches the list below.
- Enter each IP address on separate lines below. (Partial IP addresses are acceptable.)

IP Address List:

IP Failed Message: Characters left: 1912

You are not allowed to respond to this Survey. Please contact your Survey Administrator!

9.3.2.8. Select/unselect captcha option

Survey Face allows you to include captcha option into your survey. It can be used to ensure that human are the responders for your survey.

To use this option enable the checkbox beside the label “Select/Unselect captcha option”.



The screenshot shows a user interface element for enabling a captcha option. It consists of a light gray rectangular box. At the top, there is a checkbox with a checkmark inside, followed by the text "Select/Unselect captcha option" and a small downward-pointing triangle on the right. Below this, there is a line of text: "To display captcha option in your survey, click the checkbox above."

Click “Save restrictions” finally to apply these restrictions settings to your collector.

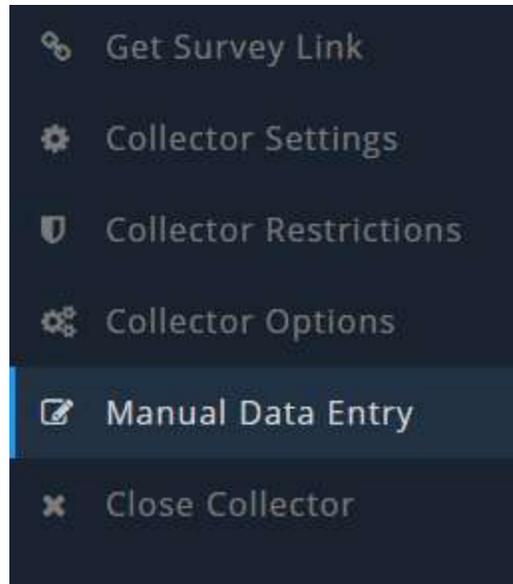
9.4. MANUAL DATA ENTRY

Survey Face offers you provision to manually capture responses for survey received from respondents.

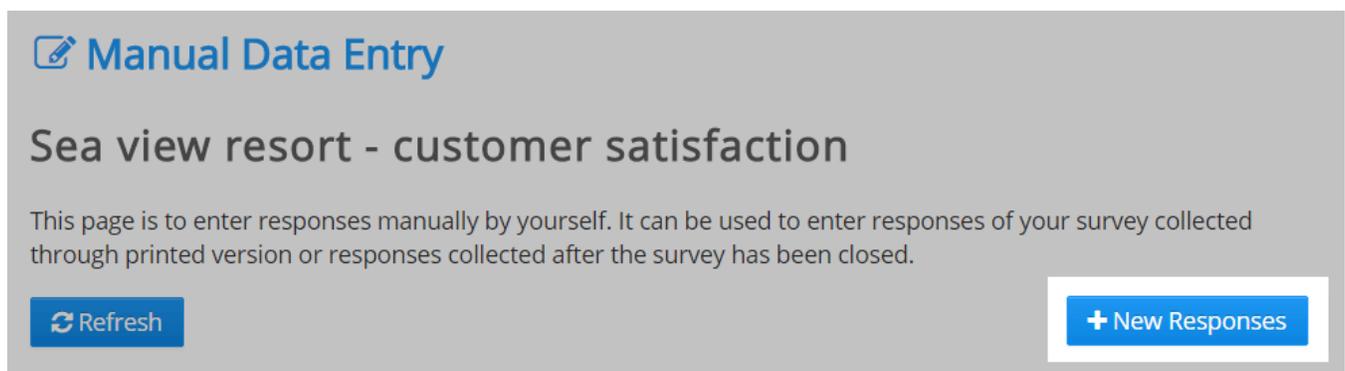
Note: This option will be available only when the collector type is any one of the following Email, Social Media like Facebook, Google, Twitter etc, Links in Web page, Pop-Up in Webpage except email invitation and web embed

To access “Manual Data Entry”, Click the respective “Collector Name” in “Survey Collectors” page and you will be directed to collector configuration page.

Navigate to “Manual data entry” option found at the left side menu of collector configuration page.



Click “Add New Response” button in “Manual Data Entry” page



Select/Enter the responses received from respondents in the survey to complete the action

9.5. CLOSE COLLECTORS

Survey Face offers you provision to close any collector according to your needs. Once this option is used, survey will be automatically closed for the respondents targeted using this collector.

Navigate to “Close collector” option found at the left side menu of collector configuration page or click the “Status” icon of respective collectors in the collector page.

Get Survey Link Back to Collector

sea view resort - customer satisfaction Close Collector Now

Collector Name	Status	Response(s)	Date Modified	Last Responses	
Sea view resort - Popup Invitati...	Open	0	21 May, 2015 04:45:33 AM		
Sea view resort - Web Embed C..	Open	0	22 May, 2015 10:21:01 AM		
Sea view resort - Popup Invitati...	Open	0	20 May, 2015 10:20:32 PM		
Sea view resort - Email Invitatio...	Open	0	20 May, 2015 10:20:23 PM		
Sea view resort - customer sati...	Open	2	22 May, 2015 10:14:35 AM	06 May, 2015 11:18:17 AM	

Showing 1-5 of 5 10 Collectors

On clicking any one of the above mentioned options, you will be asked for confirmation to close the collector.

Close Collector

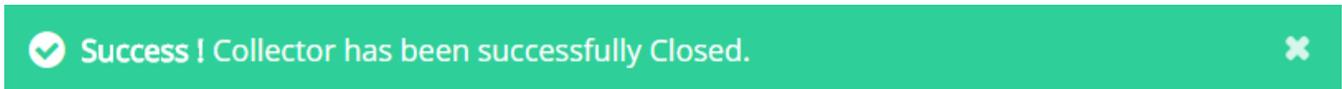
Are you sure you want to stop collecting responses?

Closing this collector will prevent anyone who is using this collector from entering responses and will interrupt any responses that are in progress. Below message will be displayed to the respondent, Even you may modify this message.

This survey is currently closed. Please contact the author of this survey for further assistance.

Close Collection Close

By selecting “Close collection” you can close the collector and stop collecting responses. Message is displayed above taskbar to indicate that the collector is closed.



You can also find the “Closed status of collector beside survey title” too as shown below.



When you close collector, you can find an option to edit the closed message below the option to open a collector.



9.5.1. Reopen closed collector

Survey Face also offers provision to reopen collectors which are in closed status. This lets you to garner time bound responses for your survey.

You can view the status of collector either it is open or close by two ways. One you can traverse to collector’s page and find the status of it or you can navigate to collector configuration page and view the collector status against survey title.

Sea view resort - customer satisfaction

Open Collector Now

Collector Name : Sea view resort - Web Embed Collector

Type : Web Embed

Status : Closed

Collector Name	Status	Response(s)	Date Modified	Last Responses
Sea view resort - Web Embed Coll...	Closed	0	24 Jul, 2015 11:12:22 AM	
Sea view resort - Popup collector	Open	0	24 Jul, 2015 11:28:40 AM	
Sea view resort - web embed coll...	Open	1	24 Jul, 2015 11:05:11 AM	23 Jul, 2015 11:18:11 AM
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:30 AM	
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:51 AM	

Showing 1-5 of 5

20 Collectors

By clicking over the closed status of collector, a pop up box will appear where option to reopen collector is present. Click "Open" collector to start response collection again.

Open Collector

Are you sure you want to resume collecting responses?

This collector is closed now. By open this collector allow respondents to respond to this survey via this collector.

This survey is currently closed. Please contact the author of this survey for further assistance.

[Open Collection](#) [Close](#)

When you click “Open collection” your collector will be able to gather responses again and a message will be displayed that the collector is opened again



9.5.2. Editing/deleting collectors

Survey Face offers you to perform certain functions within a certain environment. These functions include Renaming collector, open/close collector and delete collector.

To access these functions with single access, navigate to collector’s page and click setting icon. You will be able to view a list of functions. Select the required one.

Collector Name	Status	Response(s)	Date Modified	Last Responses
Sea view resort - Web Embed Coll...	Open	0	24 Jul, 2015 11:42:03 AM	
Sea view resort - Popup collector	Open	0	24 Jul, 2015 11:28:40 AM	
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:30 AM	
Sea view resort - web embed coll...	Open	1	24 Jul, 2015 11:05:11 AM	23 Jul, 2015 11:18:11 AM
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:51 AM	

Showing 1-5 of 5

20 Collectors

When your collector has gathered responses, you cannot delete it directly. Initially you have to clear the responses of you survey and then you can delete it.

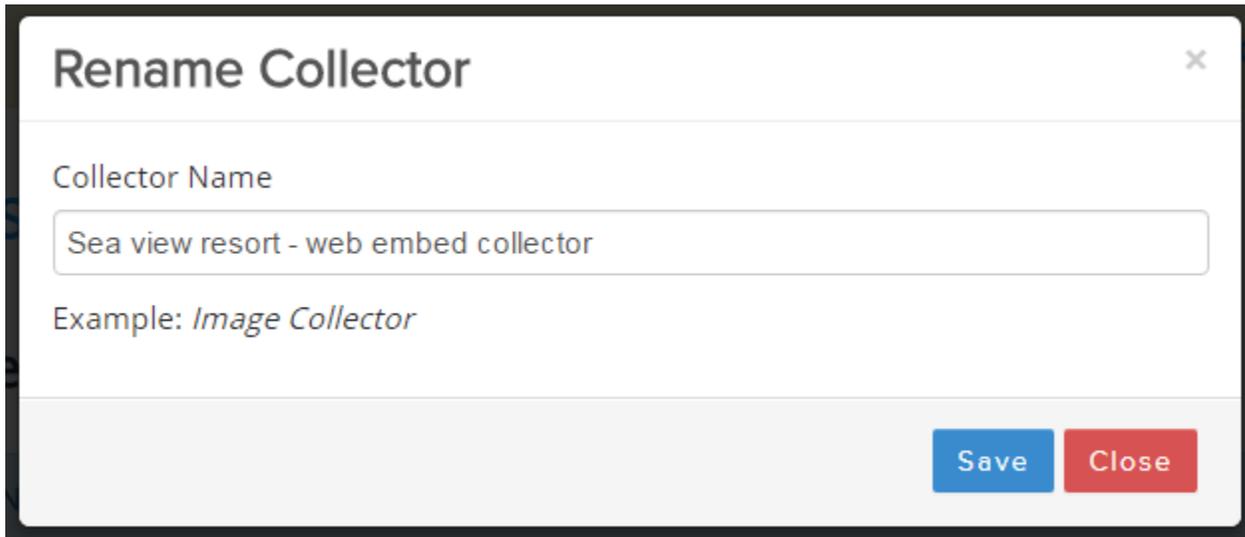
Collector Name	Status	Response(s)	Date Modified	Last Responses
Sea view resort - Web Embed Coll...	Open	0	24 Jul, 2015 11:42:03 AM	
Sea view resort - Popup collector	Open	0	24 Jul, 2015 11:28:40 AM	
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:30 AM	
Sea view resort - web embed coll...	Open	1	24 Jul, 2015 11:05:11 AM	23 Jul, 2015 11:18:11 AM
Sea view resort - Email Invitation C..	Open	0	24 Jul, 2015 11:05:51 AM	

Showing 1-5 of 5

20 Collectors

Rename collector

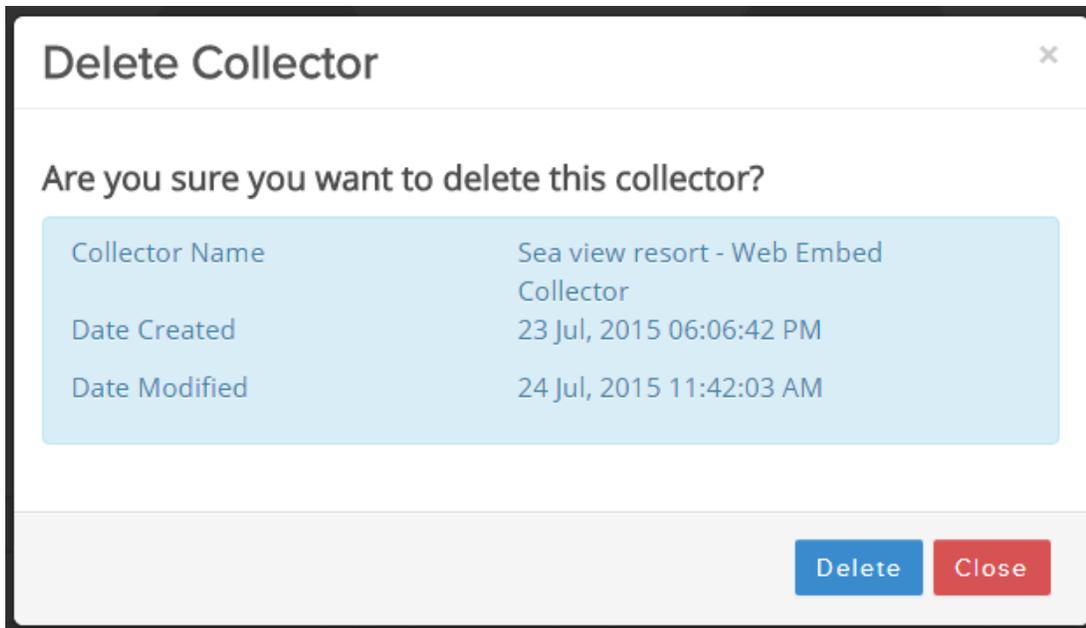
When you select “Rename collector” function, a text field will appear where you can alter the collector name.



The screenshot shows a dialog box titled "Rename Collector" with a close button (X) in the top right corner. Below the title bar, the text "Collector Name" is displayed above a text input field. The input field contains the text "Sea view resort - web embed collector". Below the input field, the text "Example: *Image Collector*" is shown. At the bottom right of the dialog, there are two buttons: a blue "Save" button and a red "Close" button.

Delete collector

If you select “Delete collector” function then you will be asked for confirmation to delete collector. If you select delete then your collector will be deleted and success message will be displayed.



9.5.3. Customizing color themes for collectors

Survey Face allows you to customize collector themes. Survey can be designed in one pattern when it is edited in edit survey environment.

But each and every collector employed for that survey can also be customized by different color themes. It may differentiate surveys look whenever they are distributed using different collectors.

Navigate to collector's page. Beside every collector name, you can find icons to "Create theme" or "Apply theme". "Preview" option can be used to have a preview on the respective collector.

Collector Name	Status	Response(s)	Date Modified	Last Responses
Sea view resort - Web Embed Collector	Open	0	24 Jul, 2015 11:42:03 AM	
Sea view resort - Popup collector	Open	0	24 Jul, 2015 11:28:40 AM	
Sea view resort - web embed collector	Open	1	24 Jul, 2015 11:05:11 AM	23 Jul, 2015 11:18:11 AM
Sea view resort - Email Invitation Colle...	Open	0	24 Jul, 2015 11:05:30 AM	
Sea view resort - Email Invitation Colle...	Open	0	24 Jul, 2015 11:05:51 AM	

Showing 1-5 of 5

20 Collectors

When you have created a theme, you can be able to edit the created theme by clicking the additional option “Edit theme”

Collector Name	Status	Response(s)	Date Modified	Last Responses
Sea view resort - Web Embed Collector	Open	0	24 Jul, 2015 11:42:03 AM	
Sea view resort - Popup collector	Open	0	24 Jul, 2015 11:28:40 AM	
Sea view resort - web embed collector	Open	1	24 Jul, 2015 11:05:11 AM	23 Jul, 2015 11:18:11 AM
Sea view resort - Email Invitation Colle...	Open	0	24 Jul, 2015 11:05:30 AM	
Sea view resort - Email Invitation Colle...	Open	0	24 Jul, 2015 11:05:51 AM	

Showing 1-5 of 5

20 Collectors

10. ANALYZING RESULT FOR SURVEYS

Once you have set up collectors for the survey, the next step is to “Analyze” responses gathered through various collectors’ respondents.

As and when respondents submit their responses for the survey, the results will be updated in real time through “Survey Responses” section.

This section lets you to have a detailed view of all the responses and gives you various tools like Charts, Filters etc to analyze the responses for the survey.

On analyzing responses, you will see options like,

- View Summary
- Browse Responses

- Filters and groups
- Download Responses
- Share Responses

11.VIEW SUMMARY

If you click “Responses” button in the menu present above survey title, then you will be landing in “Browse responses” page where you can find a set of options at left side. In that menu select “View summary”



Example - Let us now view the response page of the survey “Sea view resort - customer satisfaction”.

View summary gives information about the following,

- Total number of respondents who have started the survey and the percentage of completion.

Sea view resort - customer satisfaction

View Summary

Started respondents : 2

Completed respondents percentage : 2 (100 %)

Note: It shows the number of respondents who started your survey and survey completion percentage. Charts too can be created and downloaded for the responses.

- Total number of respondents who have answered and skipped each and every question. It can be found at the bottom of every question.



- Response percent, Response Count, Response Average etc for the appropriate question types.

For example, rating questions will have information about rating averages; Numerical Textboxes question will have information about Response Average whereas an open ended question like Single Text Box question will have only Response count.

Example - Let us now view the responses of the rating scale question which was added in the survey sea view resort customer satisfaction.

Question 2 : How do you rate accommodation facilities in our Sea View resort? Show Responses Chart Show Rating Chart Download							
Answer Choices ⇅	Completely dissatisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied	Response Average ⇅	Response Count ⇅
Decoration	0%(0)	0%(0)	0%(0)	50%(1)	50%(1)	4.5	2
Cleanliness	0%(0)	0%(0)	0%(0)	50%(1)	50%(1)	4.5	2
Condition of Rooms	0%(0)	0%(0)	0%(0)	50%(1)	50%(1)	4.5	2

Comments for open ended questions like Single Textbox, Comment/Essay Box etc can be viewed using the link “Show replies” given below the question.

Question 1 : Do you have any further suggestions/comments which would help us to make your next visit more enjoyable? Download	
	Response Count
Show Replies	1

Question 1 : Do you have any further suggestions/comments which would help us to make your next visit more enjoyable? Download	
	Response Count
Hide Replies	1
★ Already its good maintain it Find	
Skipped Questions: 1	Answered Questions: 1

Data tables for appropriate question types like Rating questions, Matrix of Dropdown Menus etc.

Example - Let us now view the responses for the drop down question in the sea view resort customer satisfaction survey

Question 1 : What do you felt about the service and taste in Flora and Fauna restaurants? [Download](#)

Service [Show Chart](#)

Answer Choices ↕	Good,	Ordinary,	Below Standards	Response Count ↕
Flora	100%(2)	0%(0)	0%(0)	2
Fauna	50%(1)	50%(1)	0%(0)	2

Taste [Show Chart](#)

Answer Choices ↕	Good,	Ordinary,	Below Standards	Response Count ↕
Flora	50%(1)	50%(1)	0%(0)	2
Fauna	100%(2)	0%(0)	0%(0)	2

11.1. Charts creation

Survey Face lets you to create different kinds of charts to pictorially represent the responses.

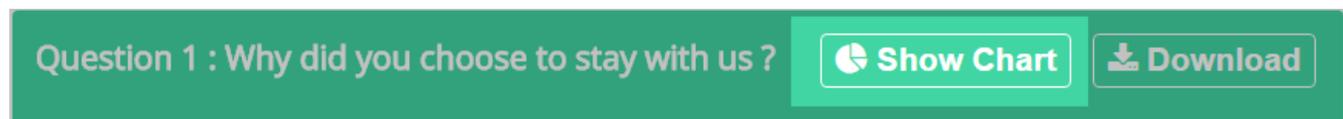
This is one of the imposing tools to analyze the results without having to undergo the laborious exercise of classifying different responses.

Note: Survey Face allows you to create donut chart, pie chart, bar chart, and column chart, area chart for question types such as multiple choices, multiple textboxes, numerical textboxes, demographic information, date and time.

Also there is provision to switch from one chart type to another easily. You can select from a range of chart types as given below

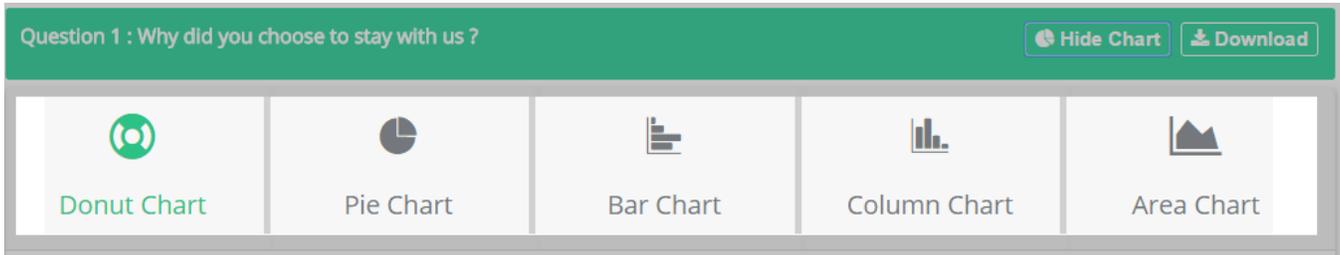
- Donut chart
- Pie chart
- Bar chart
- Column chart
- Area chart

“Show chart” option is found beside the question text and by clicking that option you can be able to view various types of charts.



Note: Matrix choice question, rating scale, drop down question can be represented through bar chart, column chart and area chart.

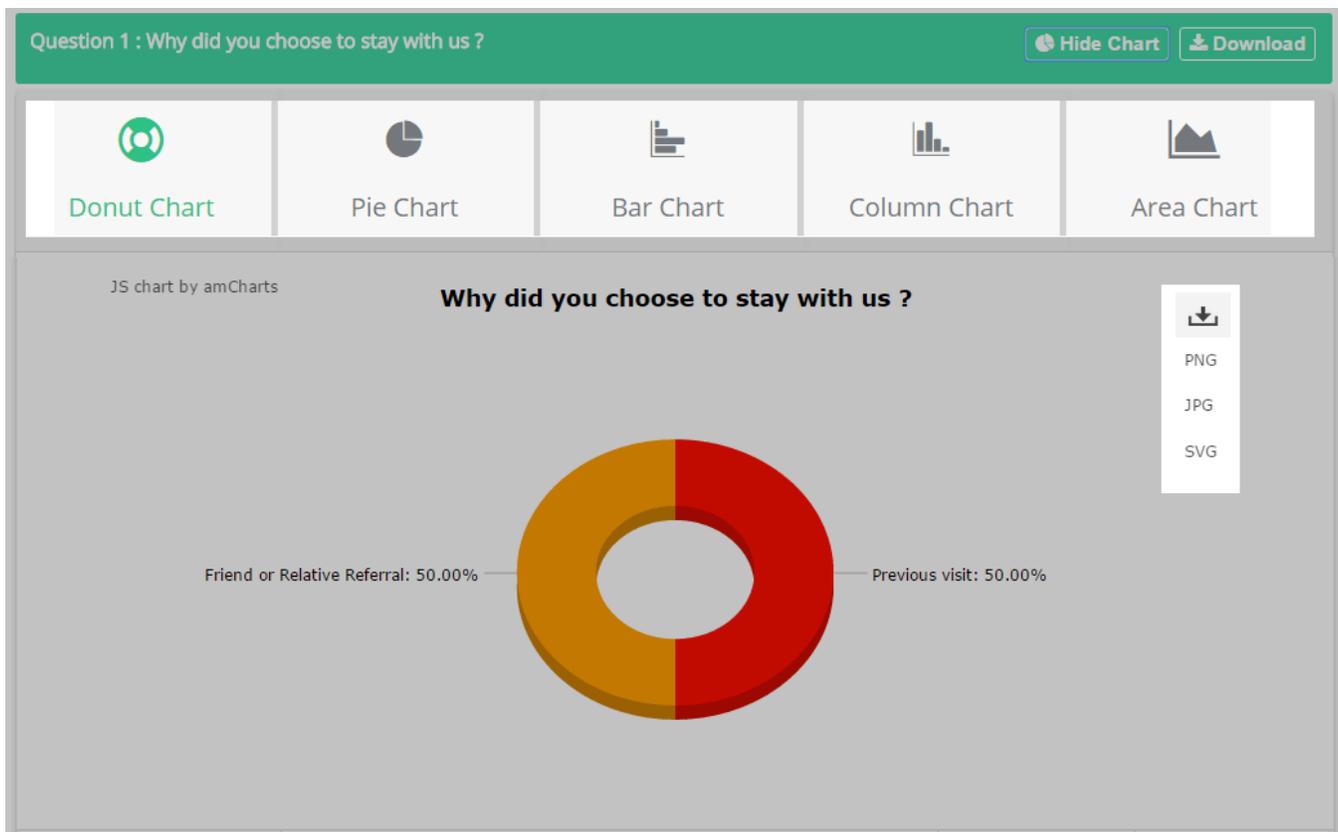
On clicking show chart you will be directed to page where various chart formats are available. You can click on the chart type you prefer to get a visual representation of responses.



Note: Single textbox, comment/essay box and descriptive text question types cannot be represented through charts.

11.2. Downloading charts

As you reach chart creation environment, above each chart you can find an icon to download the respective chart in specific formats such as PNG, JPG, and SVG



On clicking the required format you can be able to download the relevant chart and download completion action will be intimated.

View summary consists of certain functionalities such as “Add new filter”, “Add new group”, and “to discussion”. Filters and groups will be discussed in upcoming chapters of this manual.

Using “To discussion” to discuss about responses

“To discussion” is an interesting function which helps you to discuss about responses to a particular responder. On clicking it, you will be directed to a page where you can find options to communicate with responder.

Sea view resort - customer satisfaction

From: testuserofsf@gmail.com

To: (Note: Enter emails below, one email per line or separate by comma (,) or semi-colon (;))

Subject:

Below subject provision you can specify the message which you have to send to responder in “Message” provision. A set of options is present along with message provision which includes activities such as “Send”, “Show response” and “Refresh”.

Message:

At the time of discussion, if you wish to view the response of a particular responder then you click “Show response”. While using “To discussion” process, in “Show response” section statistical data such as response percent, percent count can be viewed.

12.BROWSE RESPONSE

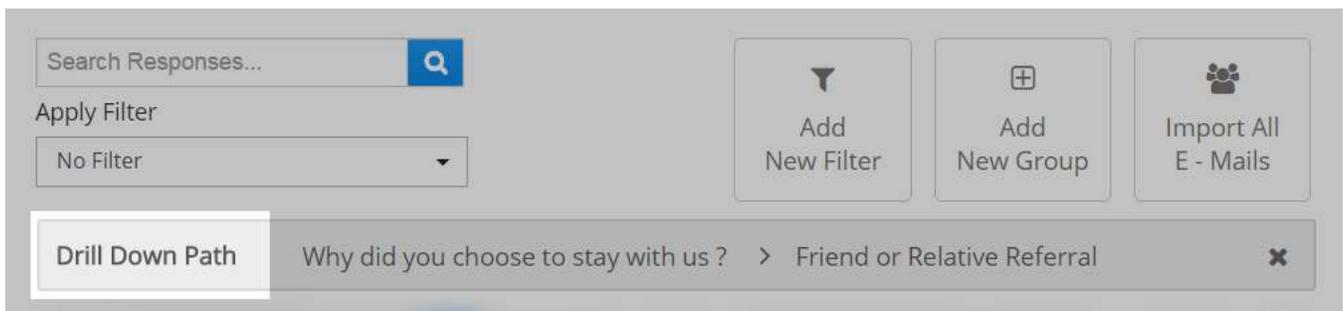
SurveyFace lets you to browse all the individual responses one by one in a detailed manner. “Browse Responses” page has provision to navigate between different responses and to apply filters as well as groups

To access this facility, Click “Browse Responses” button in the left navigation bar in “Survey Responses” section. When you click “Responses, you will be directed to this section only.

12.1. Drill down path

SurveyFace offers you a way to find the presence of a particular response within the entire response set collected by your survey and it is referred as “Drill down path”.

When you click on a specific response you can be able to view the selected response along with question text below the option used to “Apply filter”.



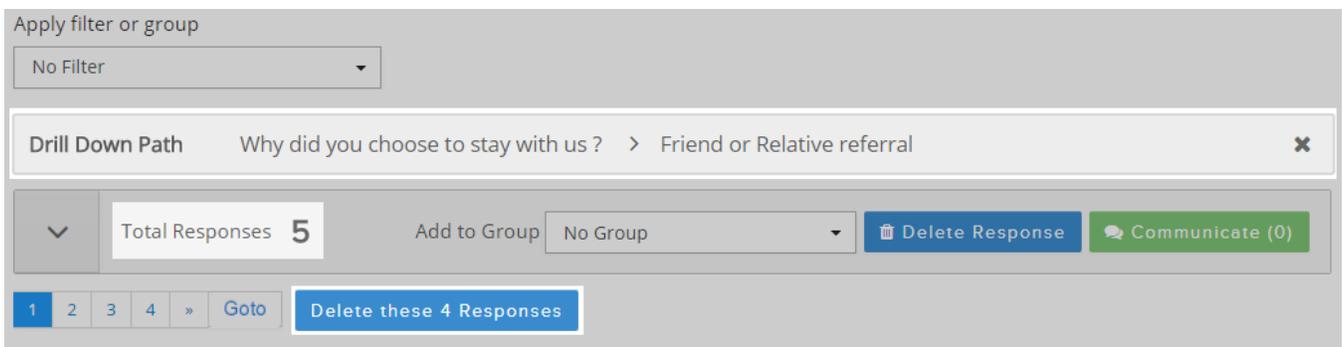
You can either select the response from view summary or browse responses but you can view the drill down path only in browse responses section.

Once a drill down path is shown in browse responses section, you can be able to view the responses which have the same content mentioned in drill down path.

You can either view them or delete them together with a single action by clicking “Delete these responses” button found beside response navigation bar.

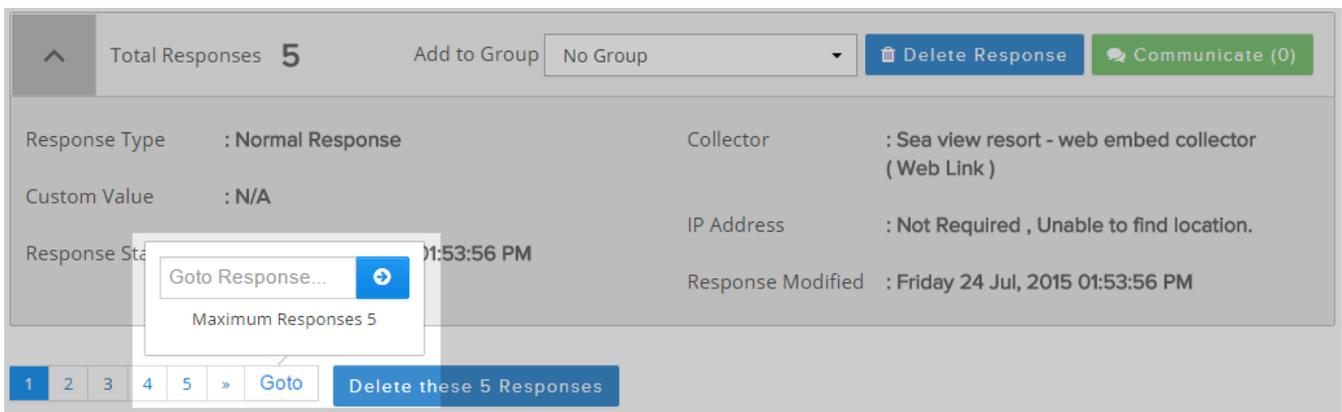
Example: In sea view resort – customer satisfaction so far collected response count is four. A particular response is selected for the question “why did you choose to stay with us “

It is present within three responses among four. So those responses can be viewed or deleted together by clicking “Delete these 3 responses” button.



Survey Face offers you a way to navigate to a particular response you wish among your total responses.

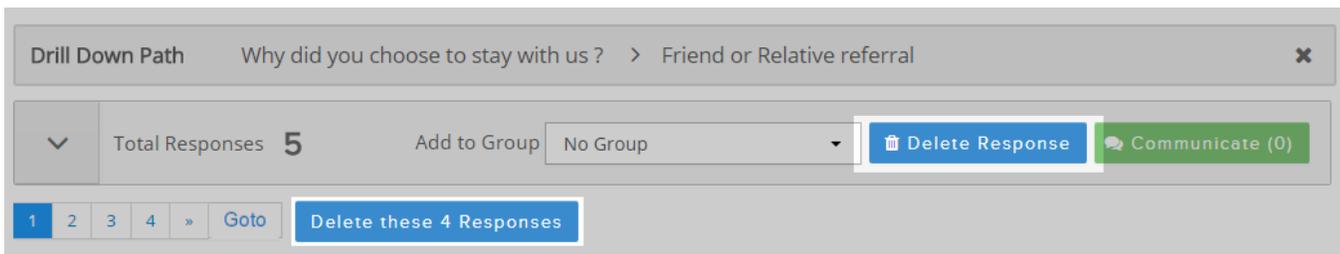
Click “Go to” button at the end of response navigation bar and a popup box will appear. Specify the number of response which you wish to view



12.2. Deleting responses

Below the provision which is used to search among responses, you can view the total responses for your survey.

Also these responses can be deleted together by clicking “Delete these responses” button or click “delete responses” button beside the option to select group.

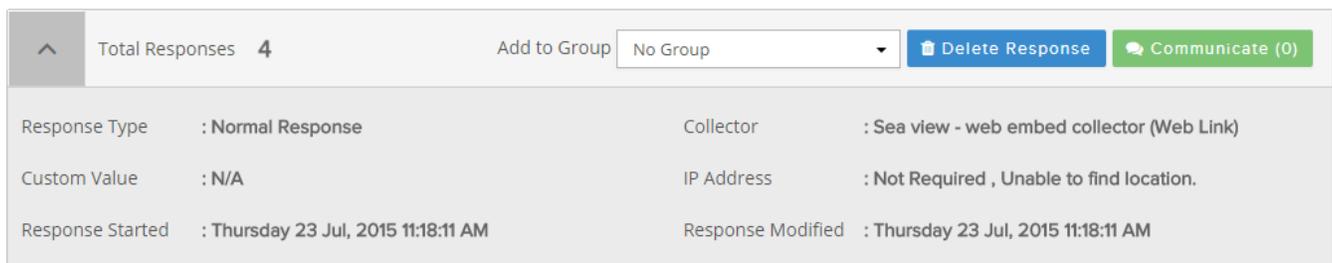


The screenshot shows a survey interface with a drill-down path: "Why did you choose to stay with us? > Friend or Relative referral". Below this, there is a summary bar for "Total Responses 5". To the right of the total is an "Add to Group" dropdown menu set to "No Group". Further right are two buttons: a blue "Delete Response" button with a trash icon and a green "Communicate (0)" button with a speech bubble icon. Below the summary bar is a pagination control with buttons for "1", "2", "3", "4", and "Goto", followed by a blue button labeled "Delete these 4 Responses".

12.3. Response details

Each individual response will have the following information from the respondent

- Response Type
- Collector Name
- Custom Value and Name
- IP Address
- Email address
- Response Started Date & Time
- Recently Modified Date & Time



The screenshot shows the details for a single response. At the top, there is a summary bar with an upward arrow, "Total Responses 4", an "Add to Group" dropdown set to "No Group", and buttons for "Delete Response" and "Communicate (0)". Below this, the response details are displayed in a grid-like format:

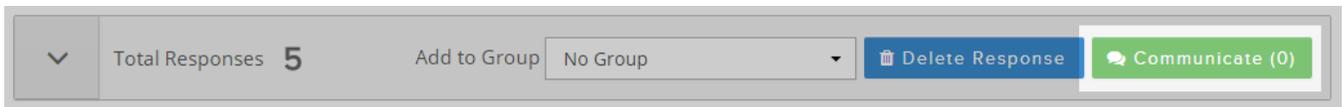
Response Type	: Normal Response	Collector	: Sea view - web embed collector (Web Link)
Custom Value	: N/A	IP Address	: Not Required , Unable to find location.
Response Started	: Thursday 23 Jul, 2015 11:18:11 AM	Response Modified	: Thursday 23 Jul, 2015 11:18:11 AM

12.4. Communication information

The total count of communications which you have done with responders can be found by viewing the “communicate” option in browse response section. If you have not started any communication, then your communication count will be given as 0.

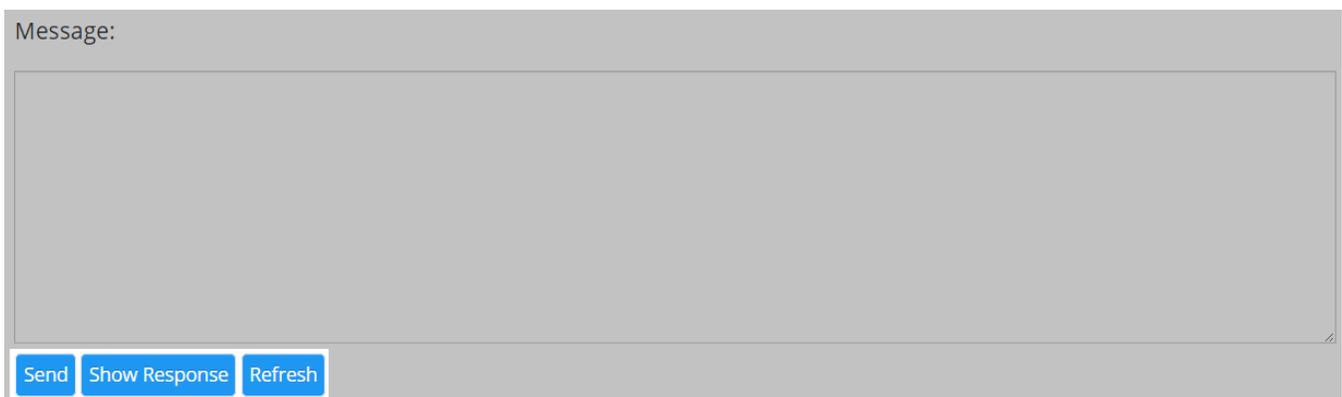
In this communication type, response percent or percent count will not be displayed. Instead the textual format of responses will be shown.

This communicate function can be applied to individual responses and if responses contains details regarding responder’s mail identities then it will be automatically shown in “To” field of communication message creation environment.



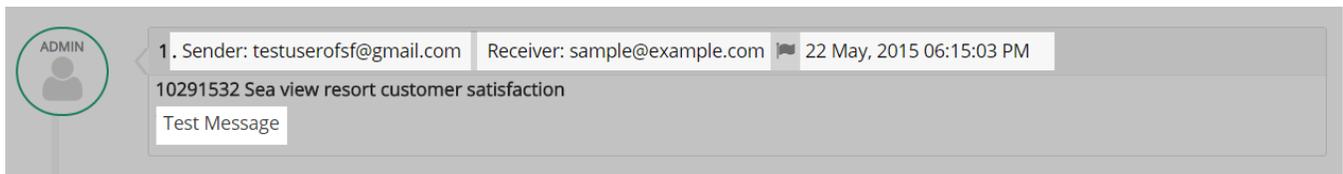
When this option is clicked, you will be directed to a page similar to email creation page where survey title is found as message subject along with survey id. Receiver’s email address can be entered manually or used from responses if present.

As soon as message is ready for communication click “send” button to forward the mail to the desired recipient.

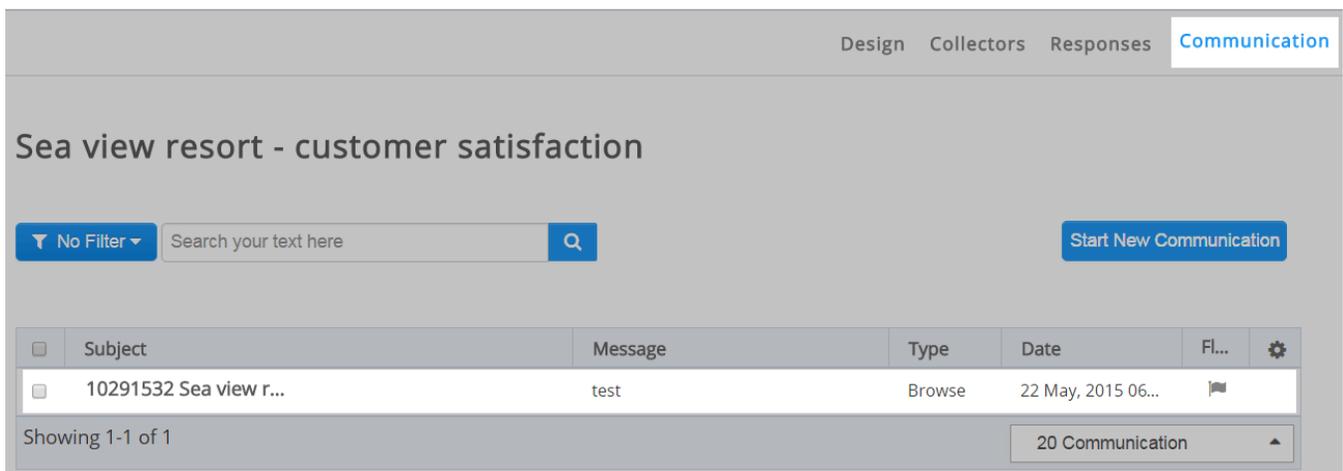


Even the responses can be viewed by both sender and receiver on clicking “Show response” button. Receiver must click “Reply to this message” option found in the email send through Survey Face.

At the end of communication page, a hint on the communications held for the survey along with sender and receiver email addresses will be displayed.



All the communications which were carried out for the survey will be listed out in the communication section. To access that list click “Communication” beside responses. You can also differentiate the communications by assigning several color flags to respective communications.



12.5. Adding contacts from responses

Apart from the contacts added through address book, you can add contacts to your list from responses also. Click “Import all emails” beside the option to create filters or groups to add contacts.

Search Responses... 

Apply Filter
No Filter 

 Add New Filter

 Add New Group

 Import All E - Mails

On clicking, “Import all emails” a popup box opens where list name and respective mail identities of contacts have to be specified.

Import E-Mail From Responses 

Create New Address List

(Max 30 character)

Enter Contacts to be Added [! View Details](#)

test.user1@gmail.com
test.user2@gmail.com
test.user3@gmail.com

[! View Sample List Example](#)

[Save changes](#) [Close](#)

On successful completion of contact addition, you can view success message above the taskbar.

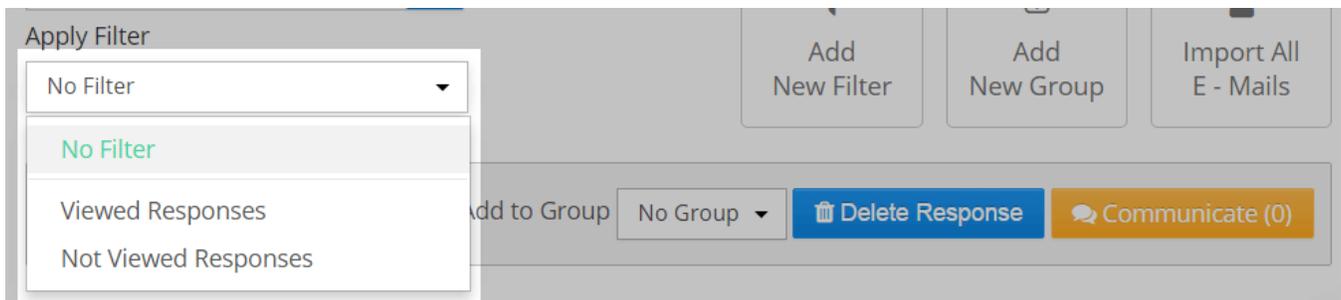
Success ! 3 Contact added Successfully.

12.6. Categorization of responses

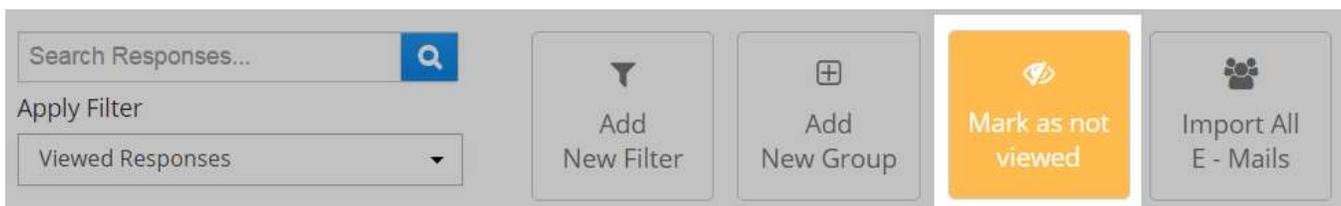
To get a clear view of responses, they are separated in various forms such as viewed and not viewed responses. If there is only one response for the survey then there is no need for clarification.

At other cases where multiple responses are gathered, first set of response becomes viewed whereas the second becomes not viewed.

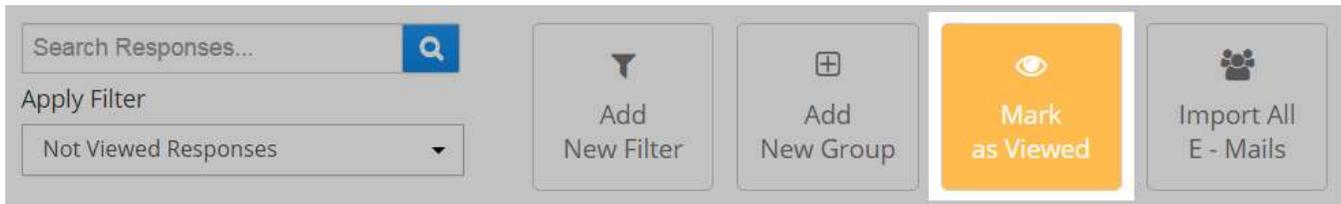
On traversing to third both first and second becomes viewed and others remains as not viewed. It continues in same way as responses grow.



Survey Face allows you to alter the viewed responses as not viewed responses too. When all responses are marked under "Viewed responses" you can be able to view an option beside "Add new group" button labeled "Mark as not viewed".



Similarly, when all responses are marked as “Not viewed responses” you can be able to find the option “Mark as viewed” to modify the group in which the responses are modified.



If you select the preferred response and click “Mark as not viewed” the particular response will be grouped under “Not viewed responses” category and vice versa.

You can view the response modification action completion through message above taskbar.

✓ Success ! Response has been changed as Not viewed.

✓ Success ! Response has been changed as viewed.

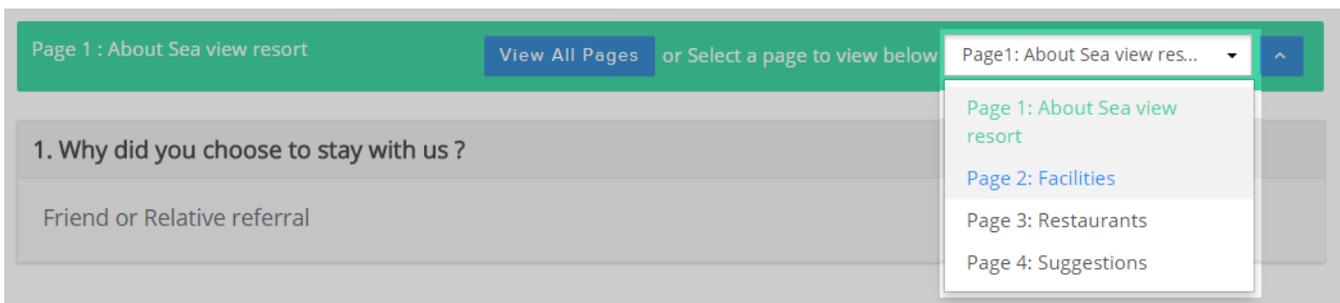
12.7. Navigation through pages

Survey Face offers you to create surveys with multiple pages. You can also view the desired page of survey by clicking “show this page only” option above page title.



When you click “Show this page only” option, a drop down gets displayed in which all the pages of your survey are listed.

You can view the page which you prefer. Once on completion, if you select “Show all pages” then the entire pages of survey will be displayed.



13.FILTERS AND GROUPS

Survey Face lets you to create and apply filters as well as groups so that survey responses can be analyzed according to the needs. You can create any number of filtering and grouping rules.

13.1. Filters

Following are the types of Response Filters

- **Filter by Responses** – Using this option, filters can be created based on Questions and Answers

- **Filter by Properties** – Using this option, filters can be created based on the following attributes
 - Response Started Date
 - Response Modified Date
 - Response Status – Using this attribute, partial and completed responses can be filtered
 - Response Type – Using this attribute, responses that are entered manually and collected by other collectors can be filtered
 - Email address, First Name, Last Name of the respondents
 - Custom Value of the respondents
 - IP Address of the respondents
- **Filter by Collector** – Using this option, filters can be created based on the collectors used

You also have provision to create Response Filters combining different types given above.

13.1.1. Creating filters

To create filters for your survey navigate to “Filters and groups” option in the left side menu of responses section.

Move to “View summary” or “Browse response” category in responses section to create new filter for your survey.

Once you reach the environment of filter creation, specify the name of filter which you are going to create for your survey.

Example - Let us now create a filter named “Sample filter” and apply it to the survey Sea view resort - customer satisfaction.

Filter Editor

Enter Filter Name (max 50 characters)

Select required filter types from the following options and provide inputs for the appropriate attributes, filter by Responses, filter by Properties or filter by Collector.

Filter by responses

If this option is selected then you have to select a question along with response to make it as filter while viewing responses. You can also add multiple response filters and combine them using “logic” conditions.

Filter By Responses

Click the "Filter By Responses" checkbox above to filter by responses. Only people that have responded in the way that you specify will be visible in the analysis.

Q1. Show responses of people who answered question 

Why did you choose to stay with us ?

with choice

Previous visit

Q2. Show responses of people who answered question 

What is the first word that springs to your mind about Sea View Resorts?

with text Choose words

How should the filters above be combined?

Every filter must match ("and" logic)

Any filter can match ("or" logic)

Filter by responses

When you select “Filter by properties” a dialog box opens up where you to have to specify some entities based upon the properties of your responses and contact details.

Filter By Properties

Click the "Filter By Properties" checkbox above to filter by properties such as response date, IP address, etc. Only responses that match all the properties you define will be visible in the analysis.

Response started and modified property - It deals with the date from when responses was started and modified

Response Started

between

and



Response Modified

between

and



Response status property - It deals with the status of responses such as completed or partially completed

Response Status

Select Response Status ▼

- Select Response Status
- Responded Partially or Completely
- Responded Partially Only
- Responded Completely Only

Response type property - It deals with the type of response form such as manual or normal

Response Type

Select Response Type ▼
Select Response Type
All Responses
Manual Response Only
Normal Responses Only

Email address, custom value property - Filters responses based upon email address, name and custom values

Email Address

First Name

Last Name

Custom Value

Ip Address

 . . .

On completion of selecting particular properties as per your need, your filter will be ready and it can be applied to responses to make your traversal easier among the total responses gathered for your survey.

Filter by collector

If this filter is selected then you can create a filter based on the type of collector employed for distributing survey. It will display only the responses which were collected by the collectors used in the creation of filters

Filter By Collector

Click the "Filter By Collector" checkbox above to filter your responses by a particular collector. Only responses that were collected with the collector(s) that you specify will be visible in the analysis.

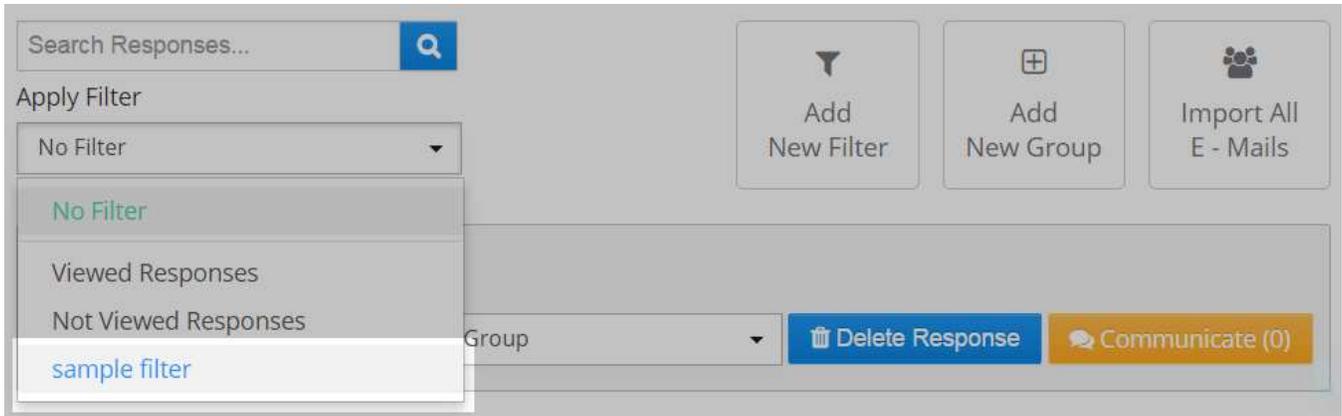
- Sea view resort - customer satisfaction
- Sea view resort - Popup Invitation Collector

13.1.2. Applying filters

Once you create filters with respective name and properties, you can apply it to survey either through view summary or browse responses section.

Note: We are now going to apply the created filter "Sample filter" to the responses of survey titled Sea view resorts - customer satisfaction

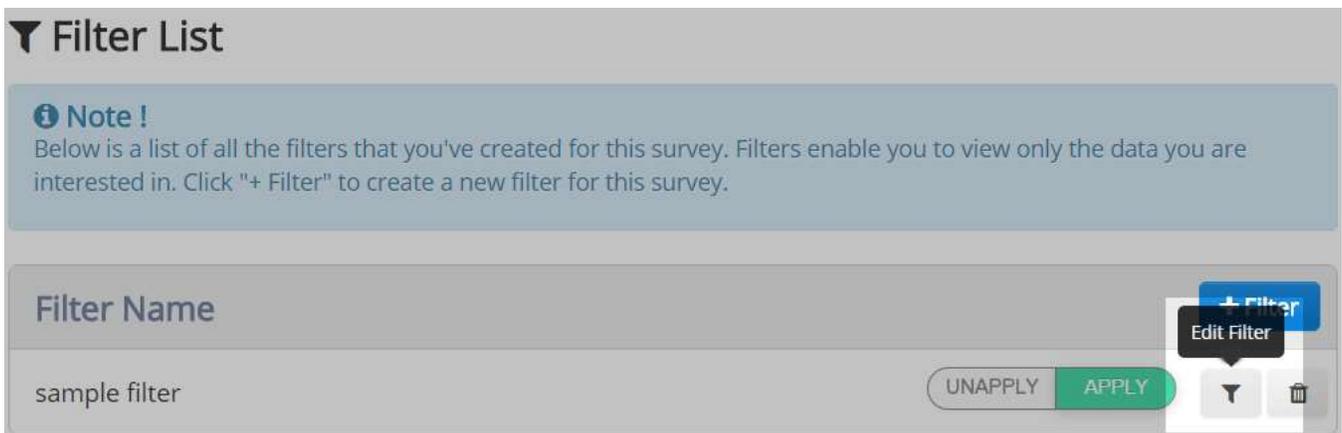
Navigate to "Apply filter" drop down and select the created filter to apply. If you do not wish to employ filters then select "No filters" option from drop down.



13.1.3. Editing and deleting filters

If you wish to edit the filter, then navigate to filter list page where you can find the list of filters you created for your survey.

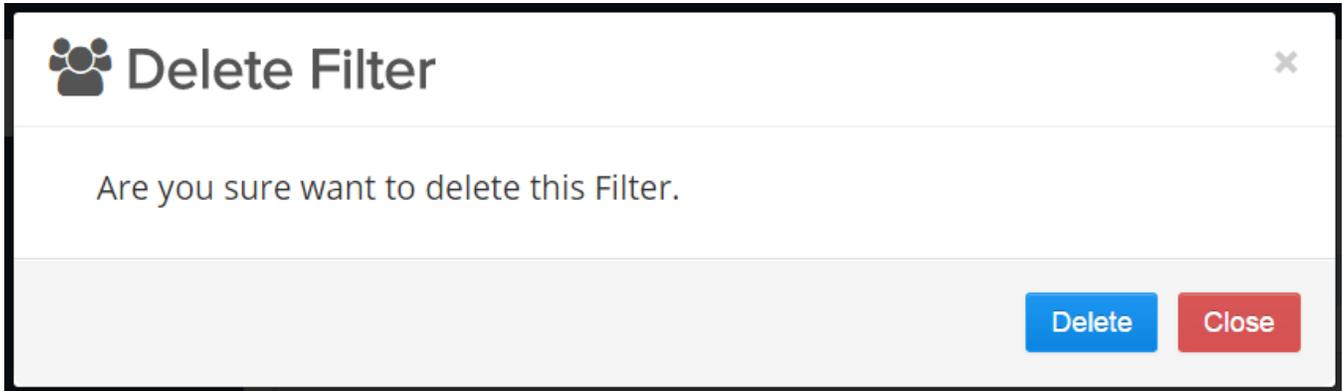
On clicking “Edit filter” icon beside filter name you can be able to edit it in terms of properties and you will be filter creation environment.



Deleting filters

If the created filters are no more needed in your survey then you can easily delete them by clicking the “Delete icon” against filter name.

On clicking it you will be asked for confirmation for the deletion of filters. By clicking relevant attribute, your filter will be deleted.



When a filter has been completely deleted, a success message will be displayed indicating the action completion.



13.2. Groups

SurveyFace allows you to assemble your needed responses in a created group which can be used for further reference.

13.2.1. Creation of groups

Groups can be created for your survey by three ways. You can navigate to filters and groups section in responses category of your survey.

Either you can move to "View summary" page or "Browse response" page to create group by clicking "Add new group" icon.

Click **"+Group"** icon found in the filters and groups page or **"Add new group"** button.

Group List

Note !

Below is a list of all the groups that you've created for this survey. Groups enable you to view only the response you are interested in. Click "+ Group" to create a new group for this survey.

Group Name

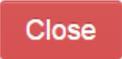


On clicking anyone, you will be able to view a text field where you have to specify the name of a group.

Example - Let us now create a group named "Preferred responses" and use it for the responses of survey titled sea view resorts - customer satisfaction

Create Group ✕

Enter Group Name

At the end of group creation process, success message will be displayed indicating action completion.

 **Success ! New Group Created Successfully.**

13.2.2. Applying groups

If you wish to apply group to collected responses, then navigate to browse responses section. There you can be able to view desired response through navigation bar.

Select the required response which has to be grouped and pick the group from the drop down beside the label “Add to group”. Once response has been grouped, it can be viewed individually whenever needed.

Note - The first responses of the survey sea view resort - customer satisfaction has been grouped under the group named “Preferred responses”



13.2.3. Deleting groups

SurveyFace allows you to delete created groups in an easy manner. Just traverse to the desired group name in filters and group’s page and click “Delete icon” beside group name.

On clicking you will be asked for confirmation and by selecting “delete” again your group will be deleted. Action completion message will be shown.

✓ Success ! Group Deleted Successfully.

14.DOWNLOAD RESPONSES

SurveyFace offers you provision to download responses for the survey in a wide range of formats. This feature will be of paramount importance when survey responses are used for external analysis.

To access this facility, Click “Download Responses” button in left navigation bar of “Survey Responses” section

If required, use “Apply Filter” option. In “Download section”, Select one of the following options and provide appropriate inputs

- **Survey** – To download a full survey report
- **Page** – To download particular page responses of your survey
- **Question** – To download particular question response of your survey

Apply Filter

No Filter

Download Section

- Survey
- Page
- Question

On selecting page option, a drop down is displayed with all the page titles of your survey. You can select the desired page for download from the menu. In “Download type” section, select one of the following options,

Summary Report – To download a summary report of your survey that can be saved and printed

All Responses Collected – To download the entire response set of your survey which can later be imported into a spreadsheet or database

Download Type

- Response Summary(Summary Report)
- Detail Response (All Responses Collected)

In “Choose Format” section, select one of the following options

- Excel Format
- CSV Format
- XML Format
- HTML Format
- PDF Format

Click “Download survey” button given at the bottom of the page. Once “Download survey” button is clicked, it will take you to “My Download” page in “My Space” section.

“My Download” page in “My Space” section will show the list of all download requests. Click the download icon beside the survey title to download. You can also re-submit your download request or delete it from the list.

14.1. Download individual responses

Survey Face also provides you another way to download responses of individual questions from “View Summary” page.

To access this facility, navigate to “View Summary” page. Scroll to the question whose responses are to be download and then click “Download” button given against the question.

Question 1 : Why did you choose to stay with us ?

 Show Chart

 Download

Choose File format from the pop-up box and Click “Export” to view/save the downloaded file

15.SHARE RESPONSES

If you wish, you can share the survey responses with others. Survey Face offers this provision so that survey results can be shared with fellow researchers, respondents etc., enhancing collaboration and knowledge sharing.

There is also provision to disable sharing if you need to. To access this facility, Click “Share Responses” button in left navigation bar of “Survey Responses” section

Select any one of the sharing option in “New Sharing Status” section

- Sharing Disabled
- Share Summary of Responses Only
- Share Summary of Responses + View Open-Ended Responses
- Share Summary of Responses + View and Browse Individual Responses (admin view)

Share Setting

- Sharing Disabled
 - Share Summary of Responses Only
 - Share Summary of Responses + View Open-Ended Responses
 - Share Summary of Responses + View and Browse Individual Responses (admin view)
- Password Protect Shared Responses

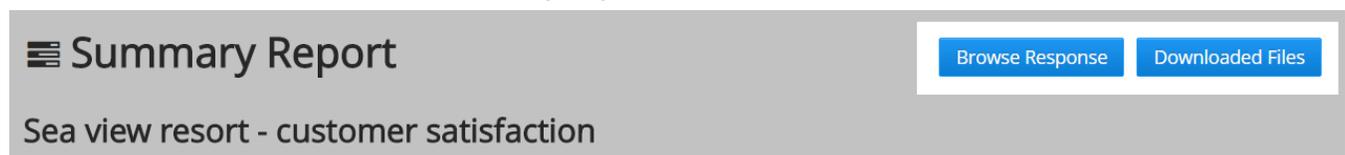
To require a password to access the shared results, click the checkbox above.

[Save Setting](#)

When the last option “Share summary of responses + view and browse individual responses (admin view) is selected, response owners may allow viewers to download responses and option is there to request download too.

While selecting this option alone, two functions can be done at the summary report of responses. One is to browse within responses and the other one to review downloaded files or to submit a new request for download.

It can be done using two different options such as “Browse responses” and “Downloaded files” beside summary report label.



The screenshot shows a grey header bar with the text "Summary Report" on the left and two blue buttons, "Browse Response" and "Downloaded Files", on the right. Below the header, the text "Sea view resort - customer satisfaction" is visible.

Shared responses can be password protected by selecting “Password Protect Shared Responses” checkbox.

If selected, provide a password in “Password” field which has to be entered by the audience to view shared responses. You can edit default password labels & messages, if required.

Enter Password

Password 

Enter Password Label (max 50 characters)

Enter Your Password

Enter Button Name (max 50 characters)

Submit Password

Required Message (max 2000 characters)
1865

This report requires a password.If you do not know the password, please contact the administrator of the account for further assistance

Failed Message (max 2000 characters)
1965

The password entered was incorrect.

[Save Setting](#)

Click “Save Changes” button at the bottom of the page. On clicking it, “Share Responses” page will reflect updated status in “Current Sharing Status” section. Settings update will be given through a success message.

Sea view resort - customer satisfaction ^ Collapse All

Share Responses ▲

Sharing Status : Share Summary of Responses + View and Browse Individual Responses (admin view).
 Downloading Allowed.

Share URL:

🔗

Social Share:













Share Buttons:

Display social network share buttons in your share result page.

“Sharing Status” section also provides direct link that can be shared to the audience who wants to view survey responses. To copy this link, Click “Copy Survey Link” button

To share survey responses in social media, click the appropriate icon in “Current Sharing Status” section

Social Share:













Share Buttons:

Display social network share buttons in your share result page.

Enter proper login credentials and give a brief description if required. Audience can click the link provided to view shared responses. Password needs to be given, if the shared responses are password protected.

16.COMMUNICATION

This section mainly deals by improving interaction within responders and survey conductor. It helps to enable communication between survey participants without leaving the site.

It can be selected and used when a particular survey is selected from “My surveys list”. It is found in the menu which contains options to design, distribute and analyze the survey results.



A table which contains subject, message, date, type and flag is present within this section. It is useful to know a list of communications which was held for the particular survey. If there is no communication held, then the list will be empty.

Subject	Message	Type	Date	Flag	
Sorry, No Records Found.					
Showing - of 0				20 communication	

To start a communication, click “Start a new communication” which is found below survey title and beside the option to apply filter to search a communication within list.



On click it, a page which contains provisions to specify “To email address “and message will be displayed. Survey owner can send a message to participant by specifying email id in the given field.

New Communication

To

#10256654 - Sea view resort - customer satisfaction

Message

send

17.MY SURVEY

Survey Face offers you various facilities to manage your surveys productively. In this section, you will experience options like

- Categorizing Surveys
- Managing Surveys

To access this functionality, Click “My Survey” given in the top menu just below Survey Face Logo

This takes you to “My Surveys List” page in “My Survey” area. This page shows list of all surveys in your account

Example: You can see “Sea View Resorts – Customer Satisfaction” Survey in my surveys list

Surveys	Collectors	Responses	Communications	Created	Modified
Sea view resort - customer satisfaction	5	5 (0)	0	05 Mar, 2015 10:01:29 AM	5 hours ago

17.1. Categorizing surveys

Survey Face offers this facility to classify and group your surveys into different folders to aid better management.

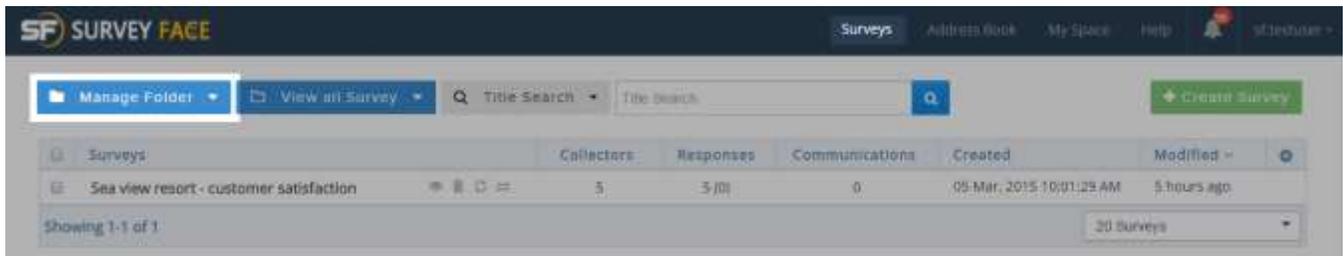
This provision will be of utmost significance, if you tend to use numerous surveys covering subjects of diverse specialization. In this section, you will experience options like

- Creating a new folder
- Moving surveys to folder
- Editing/Deleting folders
- Search surveys

17.1.1. Creating a new folder

To create a new folder, Click “Manage Folder” button given in “My Surveys List” page

Example: Let us now create a folder called “Resorts”. Click “Manage Folder” button

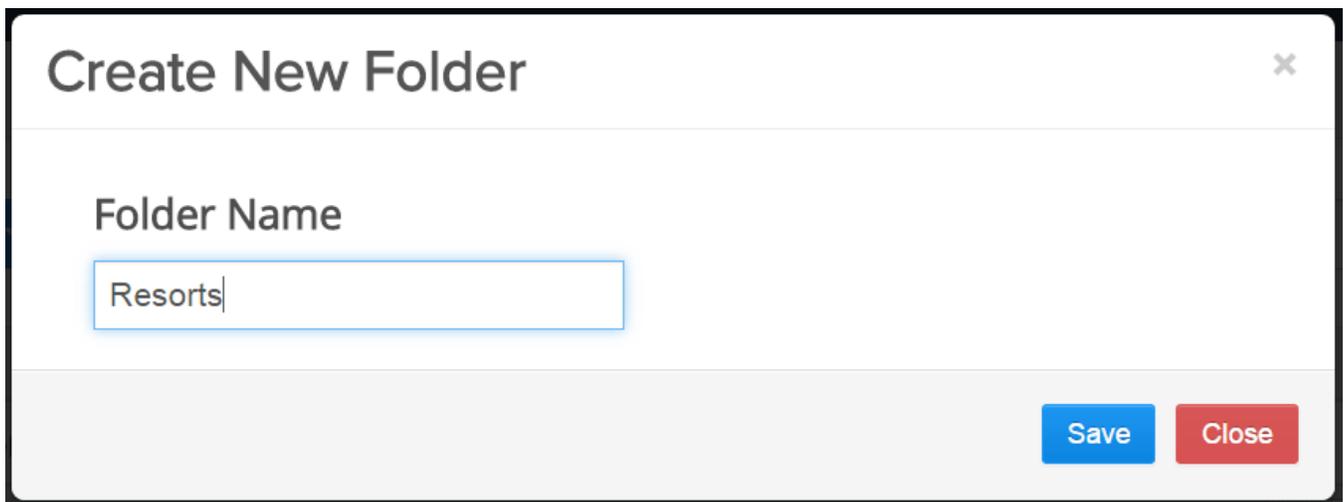


On clicking “Manage folder” button, a drop down is displayed with two options either to create a new folder or manage folder. Select “Create new folder” option.

Example: Click “Create New Folder” option from drop down

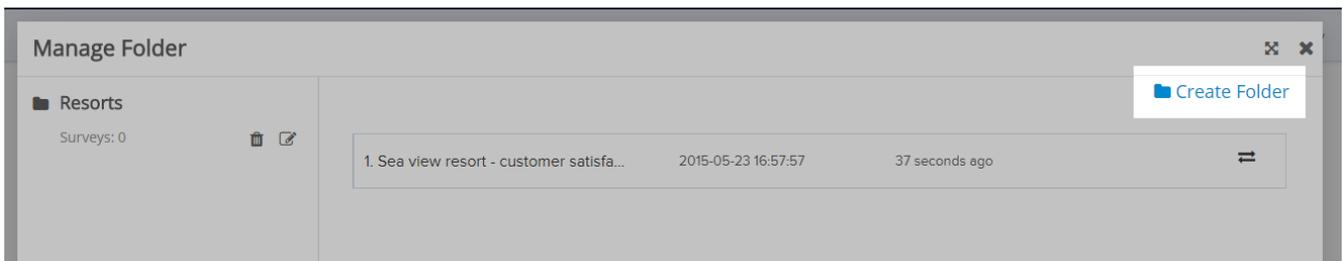


A dialog box appears where the folder name has to be mentioned as shown below



By clicking “Save” button you can make sure about the addition of new folder and you will be directed to a page with “Manage folder” option. You can know action completion by a success message.

If a folder has to be created easily, then you can click “Create new folder” button found below manage folder.

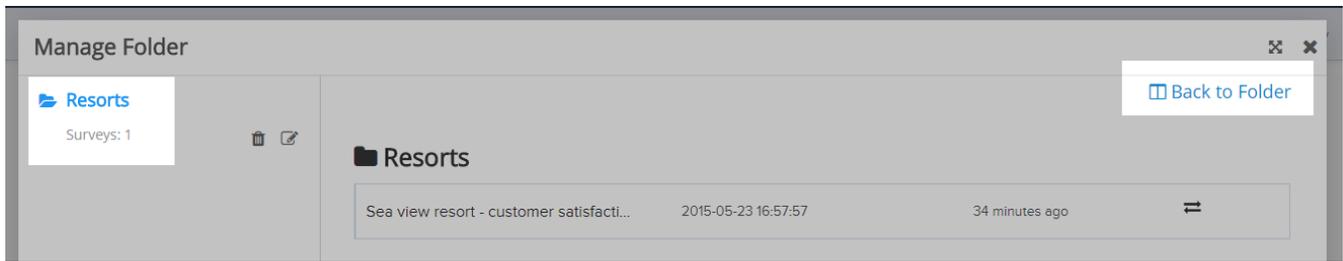


17.1.2. Moving surveys to folders

You can be able to find all the created surveys beside this “Manage folder” transfer icon and you can move the surveys easily to the folder by clicking the button at the end of survey title.

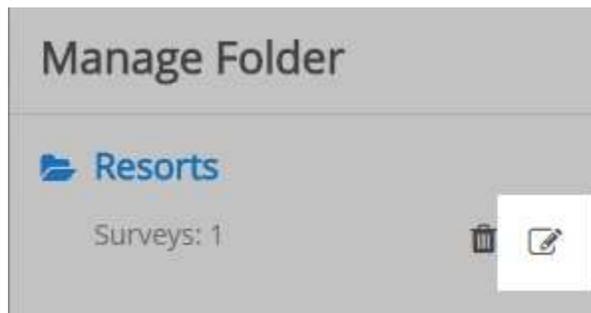


By clicking the folder name, you can be able to view the surveys in it. You can also get back into your folder list by selecting “Back to folder” option.

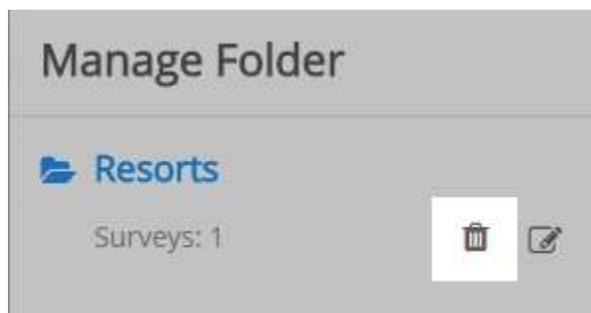


17.1.3. Editing/deleting folders

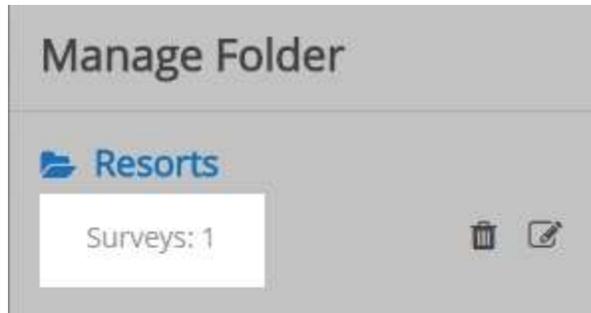
If you wish to edit folder title then you can click the edit icon found below the folder name. On clicking, you can edit the folder name.



If the created folder is not needed then it can be deleted easily from your folder list. Click the “delete” icon found below the folder name.



On moving the survey to the particular folder, survey count gets increased thereby indicating that the survey is categorized into a particular folder.



17.1.4. Search surveys

Survey Face offers you constructive search facilities where in you can search surveys with title and even with any word used in the survey.

To search surveys using title, enter survey title partially or completely in “Search” field and click “Search” button.

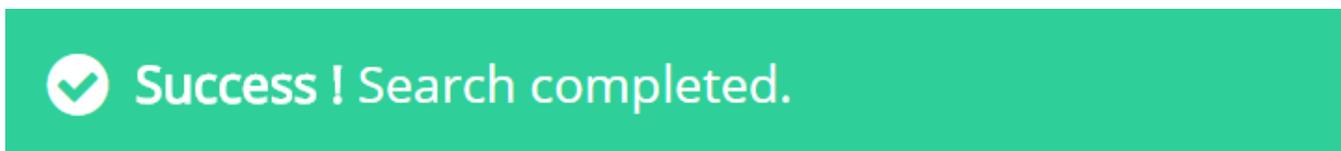


On search completion, success message will be displayed at the bottom of my survey environment and the surveys which match with search content will be displayed above.

<input type="checkbox"/>	Surveys	Collectors	Response	Communicati...	Created	Modified	⚙
<input type="checkbox"/>	Sea view resort - customer satisfact...	5	4 (2)	1	22 Apr, 2015 11:25:...	1 day ago	

Showing 1-1 of 1

5 Survey

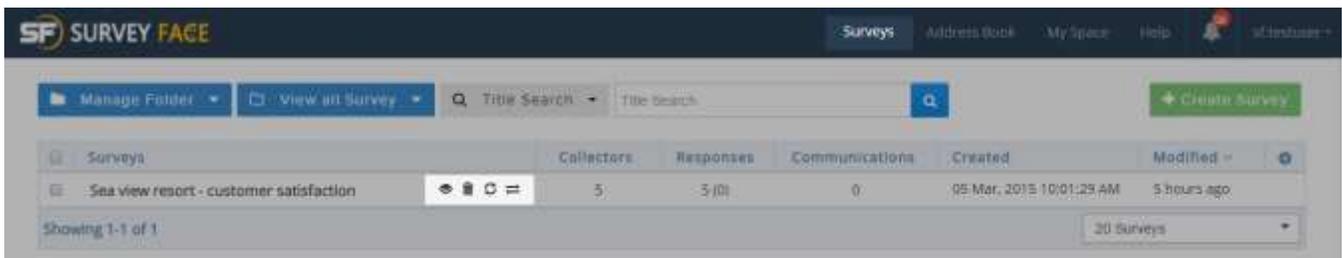


Note: To use this search functionality effectively, better enter keywords specific to the survey than using common words. This is because it will be tough to narrow down search results with commonly used words

17.2. Managing surveys

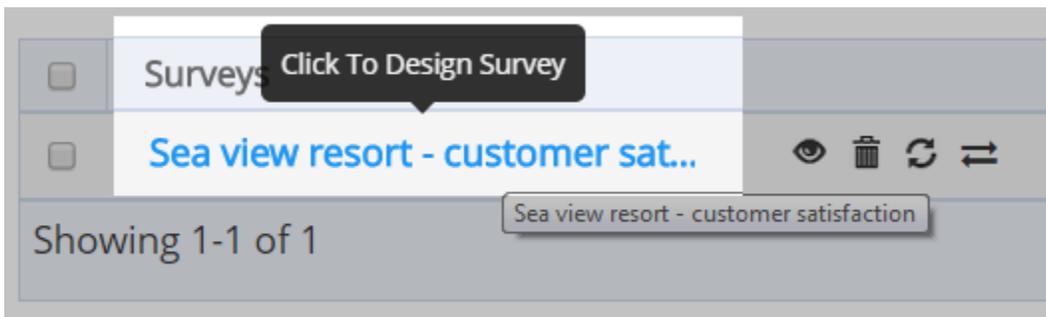
Survey Face lets you to manage your survey efficiently by having all the important navigation points at one place.

To access this facility, navigate to “My Survey” environment

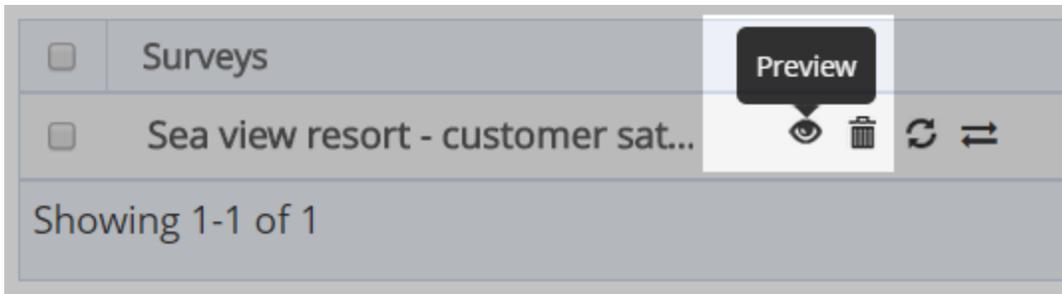


Example: Let us now review this facility for “Sea View Resorts – Customer Satisfaction” Survey

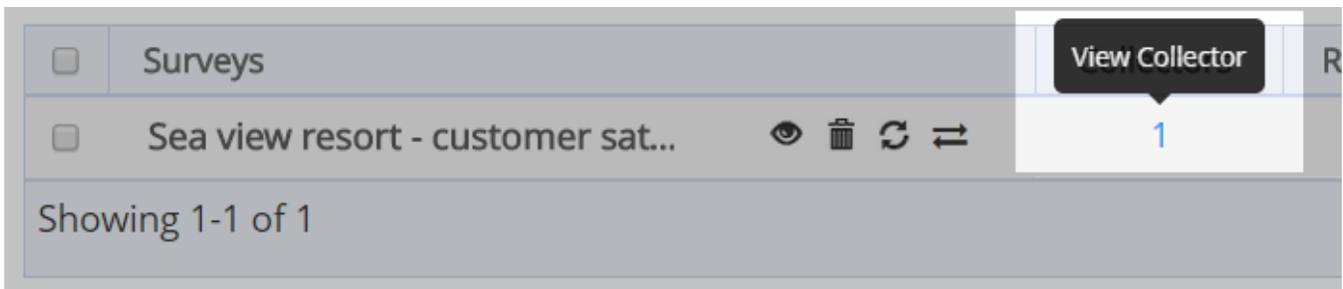
To access “Design Survey” section, Click on the survey title to subject it for modification.



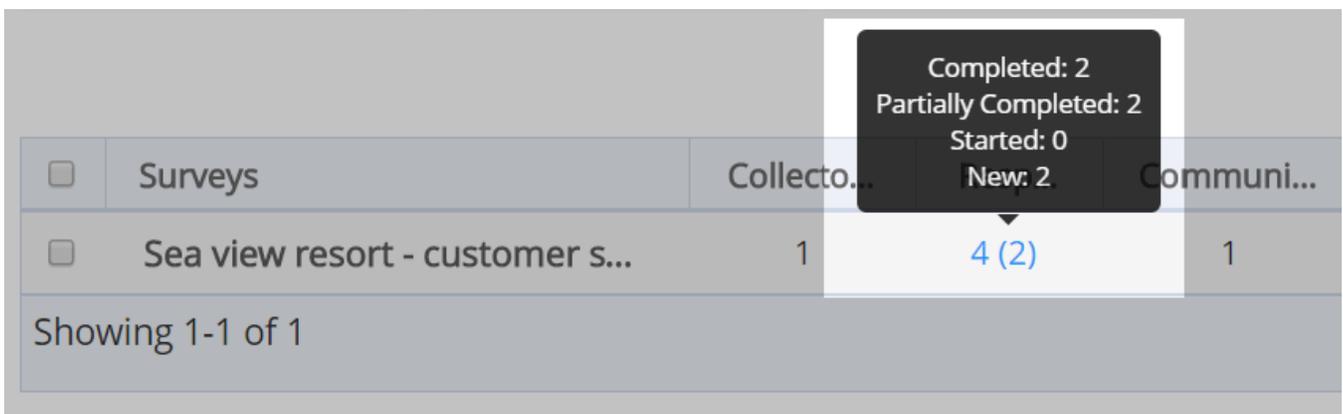
To preview survey, Click icon given in “Preview” column against the survey title



To access survey collectors section, Click icon given in “Collectors” column against the survey title



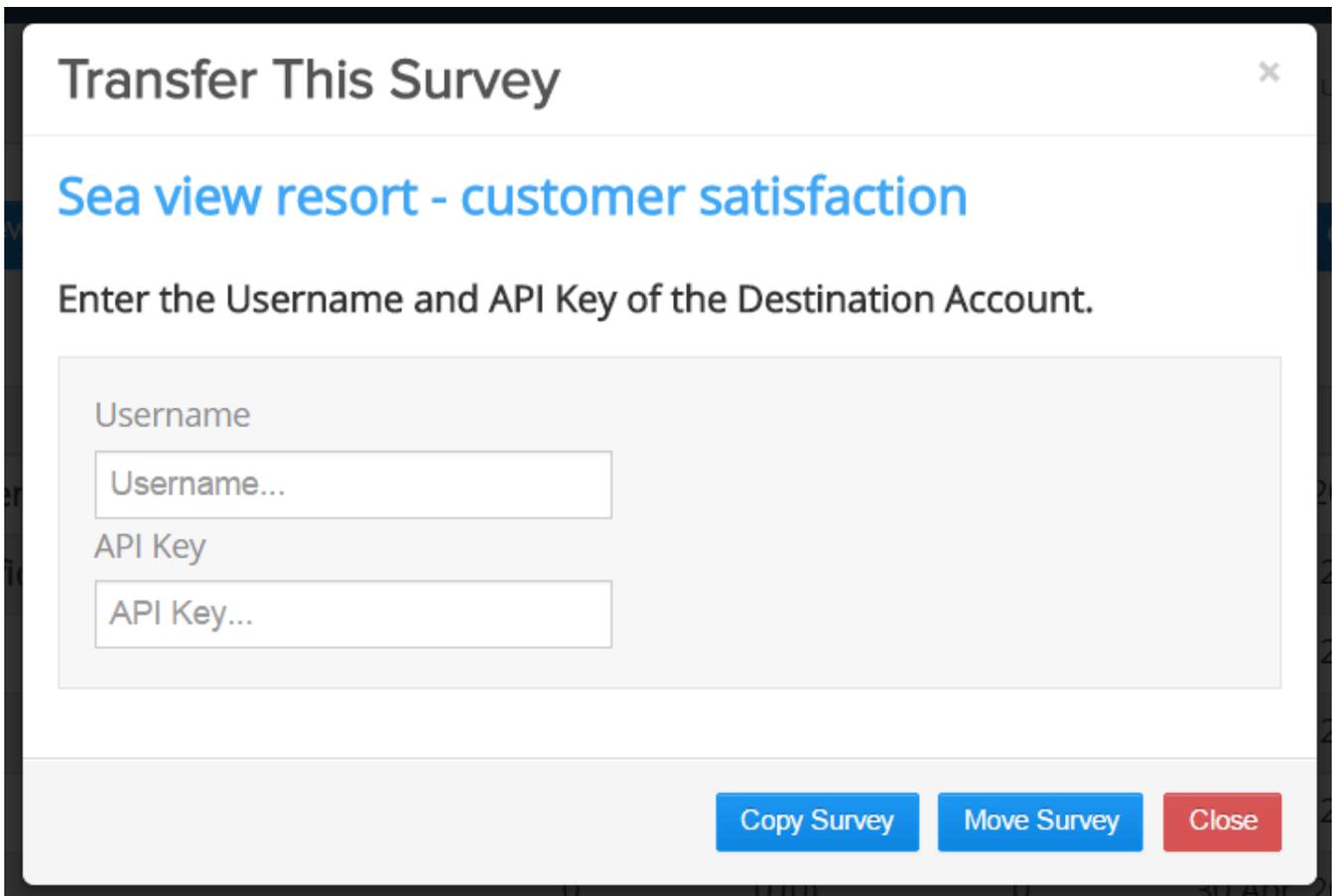
To view the responses as well as its status click the responses section and on placing cursor, you can be able to view the completed status of responses.



To transfer survey, Click “Transfer survey” icon found against the survey title.



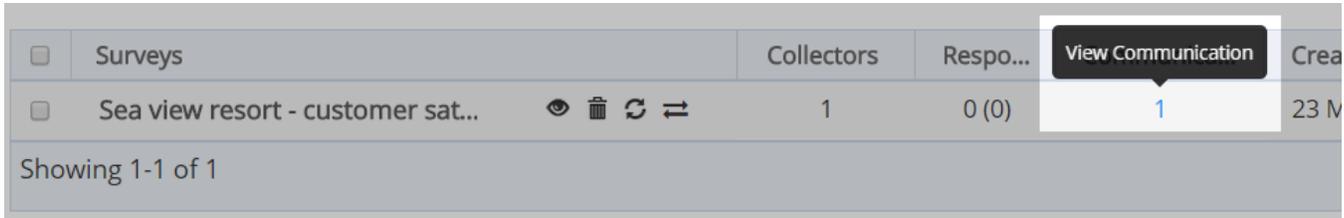
On clicking it, you will be able to find a dialog box where you have to specify username and API key to which the survey is moved or copied.



To clear all responses gathered for the survey, Click “Clear responses” icon against the survey title. To delete a survey, click “Delete” icon against the survey title.

To view the communications handled for the survey, click “Communication” and you will be directed to the communication section.

In that section, you can either start a new communication or search a specific one from the list of available communications.



Note: To delete a survey, as a prerequisite all the collectors for the survey has to be deleted

17.2.1. Group action

Survey Face allows you to delete a group of surveys too. You can mark several surveys and delete them in one single action.

When you mark some surveys from your survey list, you can be able to view a button labeled “Group action” where options to clear responses or delete are found.

You can either delete those selected surveys or clear the responses of those surveys.



17.2.2. Sorting surveys

Survey Face offers you provision to sort surveys based on the following attributes in ascending/descending order

- Survey Title
- Survey Created Date
- Survey Modified Date
- Number of Responses

To access this facility, navigate to “My Surveys List” page in “My Survey” area

To access this facility, click either upward/downward arrows given beside the attribute name or “Attribute” name

Example: Let us now sort surveys in “My Surveys List” page based on Survey Modified date. Click “Modified” attribute to sort surveys based on survey modified date

<input checked="" type="checkbox"/>	Surveys	Collectors	Respo...	Communica...	Created	Modified ▾	
<input checked="" type="checkbox"/>	Sea view resort - customer sa...	5	4 (2)	1	22 Apr, 2015 11:...	1 day ago	Modified
<input checked="" type="checkbox"/>	Product evaluation modificati...	3	6 (1)	2	06 May, 2015 01:...	12 days ago	
<input checked="" type="checkbox"/>	sample survey	0	0 (0)	0	04 May, 2015 06:...	19 days ago	

18.ADDRESS BOOK

Survey Face offers you to create address book so that you can have a list of addresses which can be used to reach out to respondents. This feature will be of significant help to get rid of the laborious exercise of manually entering all the email addresses of respondents in collectors.

With address book in use, respondent's information can be added in collectors within a matter of few seconds. In this section, you will experience options like

- Creating Address List
- Editing Address List
- Managing Address book

To access this functionality, Click "Address Book" given in the top menu just below Survey Face Logo

18.1. Creating group list

To create new list, Click "Create group" button given on the right side top corner of "Address Book" page in "Address Book" area.



If you have not yet created a group, a message will be displayed informing that there is no group in your account.

Click either the button at right corner or the button labeled "Click here to create new group list" beside the message to create a new group list.

List Of Address Book + Create Group

Below is a summary of the lists that are currently in your account. To view this details or modify an existing list just click the name. To add a new list simply click "Create Group" button.

Name	Total Count	Date Created	Date Modified
There is no group in you account, click here to create the group list.			

On clicking “Create group” button you will be allowed to read terms of use and Click “I Agree with the Terms of Use” button in “Add Recipients” page

***Note:** Survey Face has a Zero-Tolerance spam policy. This means subscriber accounts will be terminated for sending unsolicited email messages. Also the recipients should have opt-out provision to unsubscribe emails from the sender.*

Enter a group name in “Create group” field in pop-up box and click “Save” button.

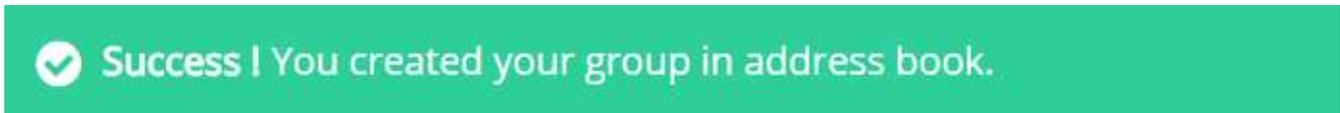
***Example:** Let us now create a new address list called “Official”. Enter “Official” in “New List Name” field and Click “Create List” button*

Add New Group

Survey Face has a zero-tolerance [spam policy](#). Subscriber accounts will be terminated for sending unsolicited email messages. This means that all recipients sent to must have opted-in to receiving communications from you, the sender. You can only use Survey Face to send emails to lists of people that gave you permission to email them. So if you don't have proof that each recipient on your list opted-in for your emails, don't import them into Survey Face. We prohibit the use of harvested mailing lists. Survey Face will terminate accounts violating this prohibition. We prohibit the use of third-party, purchased, or rented mailing lists unless you are able to provide proof that individuals on the list have opted-in to receiving emails of the type you will be sending them. You cannot mail to newsgroups, message boards, distribution lists or unsolicited email addresses. You agree to only use Survey Face in association with an established list of permission based opt-in email addresses. We provide use of Survey Face only to those subscribers who follow our strict anti-spam policy. You agree that you shall not utilize Survey Face to send any commercial electronic mail message (as defined in the [CAN-SPAM Act of 2003](#)) to any recipient who has opted out, unsubscribed or otherwise objected to receiving such messages from you or another party on whose behalf you may be commissioned.

Save
Cancel

A success message will be displayed when your group has been successfully added to your address book.



To change the view of address book entities, anyone from grid or table view, click the icon found beside “Create group” option. By clicking it, any desired view can be used to view the address book content.

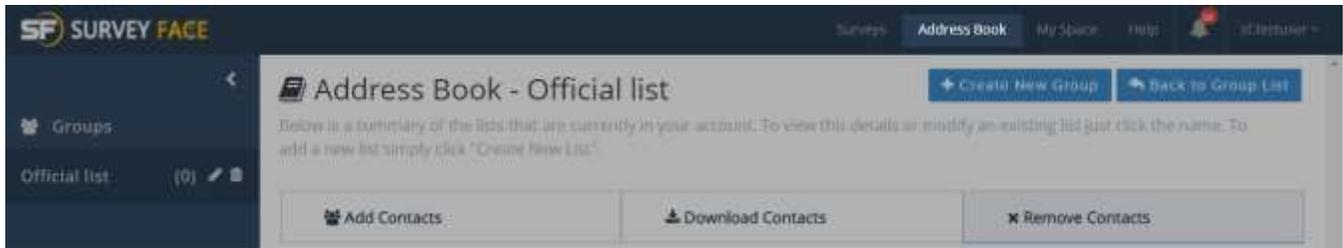


Once you create a group, you will be able to find it in the “List of address book” along with its title. You will be able to work with the respective list by clicking the icons beside group title as shown below.



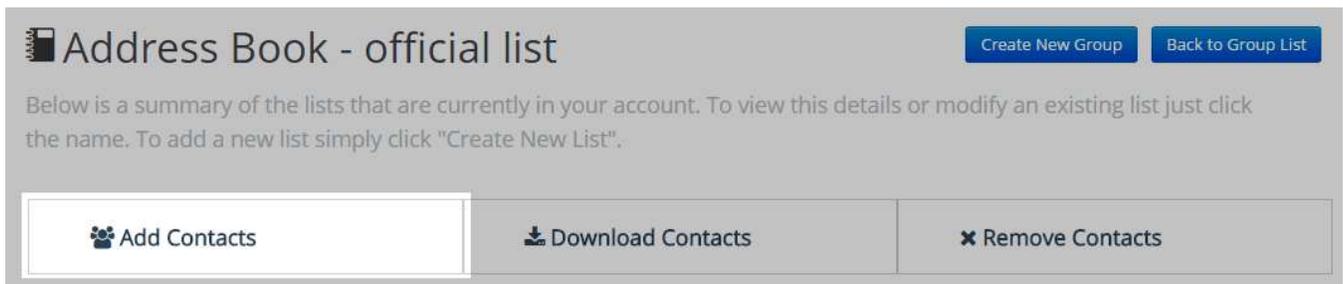
By clicking the group you can reach address book environment and you can be able to find the following factors,

- Add contacts
- Remove contacts
- Download contacts
- List of groups
- Create new group and more...



Adding contacts to list

To add contacts to your group, click “Add contacts” found below the address book title.



On clicking “Add contacts” you must agree with terms and conditions to insert contacts to your group. Just click “I agree with terms of use” button.

Once you agree with terms and conditions you can be able to find two methods to import contacts to your group.

- Add single contact
- Import multiple contacts

Select any one way to build your group with contacts. Let us now first try “Add single contact”

The screenshot shows a web interface for adding contacts. It features two tabs: "Add Single Contacts" (selected) and "Import Multiple Contacts". Below the tabs are four input fields: "Email Address" (testuserofsf@gmail.com), "First Name" (Sf), "Last Name" (user), and "Custom Data" (1). At the bottom, there are two buttons: "Add Contacts" (highlighted with a white border) and "Cancel".

When you select “Add single contact” you need to fill the details such as email address, first and last name of user and custom data to create a unique identity to that user.

At the end of completion, you can be able to view success message indicating that a contact has been added to your group.

 **Success !** you added the contact to your group.

If the provided email id is not valid you will be given a warning message and you can be able to verify the email id which you provided.

 **OOPS !** Invalid email.

Once you successfully fill the required fields, a success message will be displayed and a table which highlights your contact information will be displayed.

 Success ! You created your group in address book.

Opt-Out	Bounced	Email Address	First Name	Last Name	Custom Value
No	No	testuserofsf@gm...	Sf	user	1

Showing 1-1 of 1

20 Contacts

If you have added already existing contact, you can be able to view warning message which shows the presence of contact.

 OOPS ! Contacts already exists.

Now let's try "Import multiple contacts" method to add contacts to your list.

Note:

Only one contact must be given per line.

Copy and paste of contacts information is allowed.

If other fields like First Name, Last Name, and Custom Data are added after the email address, they should be separated by commas. These fields are optional.

This field order should be followed for each contact: Email, First Name, Last Name, and Custom Data.

Duplicate emails will be filtered out.

Add Single Contacts

 Import Multiple Contacts

Enter Contacts to be Added

```

testuser1surveyface@gmail.com, testuser
testuser2surveyface@gmail.com, surveyface
testuser3surveyface@gmail.com, 3
testuser4surveyface@gmail.com, senior, Tester
testuser5surveyface@gmail.com, Junior, Tester
          
```

Sample List

```

Sample1@ose.com
Sample2@ose.com,FirstName,LastName
Sample3@ose.com,,LastName,Detail
Sample4@ose.com,First_Name,,Detail
Sample5@ose.com,,,Detail
          
```

Field Order: Email, First Name, Last Name, Custom Data (each recipient starting on a new line)

Add Contacts
Cancel

On completing the task of adding contacts in the required fields click “Add contacts” button found just below the space given for contact text.

A success message along with the number of contacts which you added to the list will be displayed at the bottom of address book environment.

[Downloading contacts from group](#)

To download contacts of the list, Click “Download contacts” button found beside add contacts option in address book environment.

On clicking it, you will be able to view some options related to download. Enable checkboxes as per your need such as email address, first name, last name and custom data.

Add Contacts **Download Contacts** **Remove Contacts**

Download Contacts From "official list"

Select the Contact Fields to Download

- Email Address
- First Name
- Last Name
- Custom Data

You can be able to download contacts through two forms either all contacts or contacts matching a particular criteria.

It can be selected from a drop down which is found below the option "Select the contact fields to download".

Select the Contacts to Download

All Contacts
All Contacts
Contact Matching a Particular Criteria

Request Download **Cancel**

When you select "All contacts" option there is no more fields to be filled, you can just click "Request download" button to download your contacts.

If you wish to download contacts which match some criteria, select the required options from the drop down.

Select the Contacts to Download

Contact Matching a Particular Criteria ▾

Download Contacts Where

Email Address ▾	Equals ▾
Email Address	Starts with
First Name	Ends with
Last Name	Contains
Custom Value	Equals

On selecting the required criteria you can click “Request download” to download your contacts which you have added in your list.

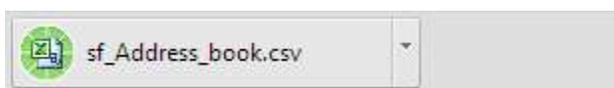
On clicking “Request download” two formats will be available to download contacts. Choose any one format for download.

Download Contacts From "Official list"

EXPORT COMPLETE: 1 Respondents match export criteria.

[Download XML](#) [Download CSV](#) [Cancel](#)

Your contacts will be displayed in the respective format which you selected and download completion will be shown above the taskbar or in your download list.



[Remove contacts from group](#)

To remove contacts from the list, Click “Remove Contacts” button in “Address book” page and select one of the following options to remove contacts

- Remove All Contacts
- Remove All Opted-Out Contacts
- Remove All Bounced Email Recipients
- Remove All Contacts by Domain Name
- Remove Contacts by Matching Email

Add Contacts **Download Contacts** **Remove Contacts**

Remove Contacts From "official list"

Which Contacts Should be Removed?

- Remove All Contacts (1 total)**
Clear out all the contacts in your list.
- Remove All Opted-Out Contacts**
Remove all opted-out contacts from this list.
- Remove All Bounced Email Recipients**
Remove all non-deliverable contacts from this list.
- Remove All Contacts by Domain Name**
Remove all contacts that match the domain name you enter the textbox below.
- Remove Contacts by Matching Email**
Remove all contacts that match any emails that you type or paste in the textbox below.

Remove Contacts Cancel

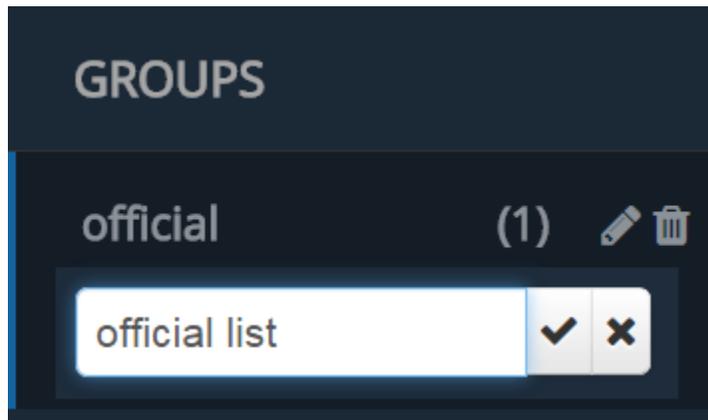
Note: When responders use the option to stop receiving surveys they are listed in the opted out list. Domain names have to be mentioned correctly (Example - @gmail.com).

Well known emails can be removed easily by typing them in textbox when remove contacts by matching email is selected.

18.2. Editing group list

To access this facility, navigate to address book environment and you can be able to find the created groups at the left side.

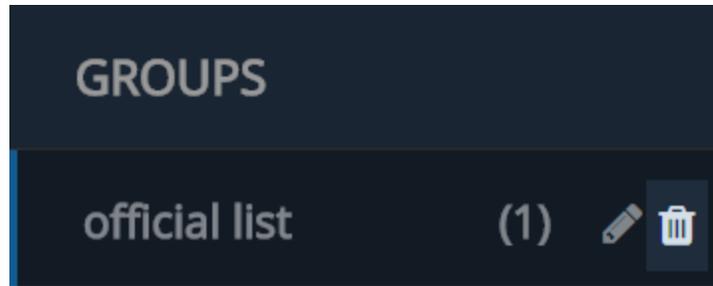
On clicking a particular group, a text field with existing group name will be displayed. Now you can alter with the desired name.



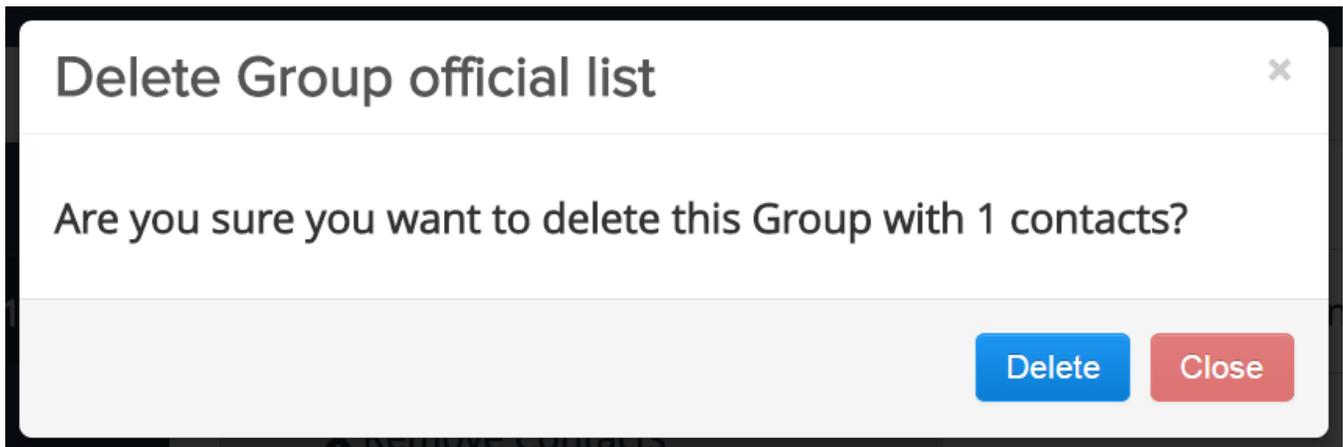
Once you update group name, you can be able to view the warning message at the bottom of address book environment.

 **Success ! Group name has been updated.**

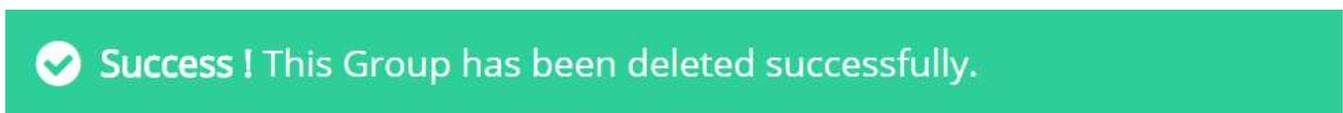
If you wish to delete the list then you can click "Delete" icon which is found beside the option to edit the list.



On clicking it, you will be asked for confirmation regarding group deletion. Select the preferred option.



If group deletion action is complete, then you can be able to view a success message at the bottom of working environment.



When you click a respective contact, a pop up box is displayed where you can find option to remove from list or to add last name or custom value.

Edit Address List [X]

Email: testuserofsf@gmail.com

First Name: SF

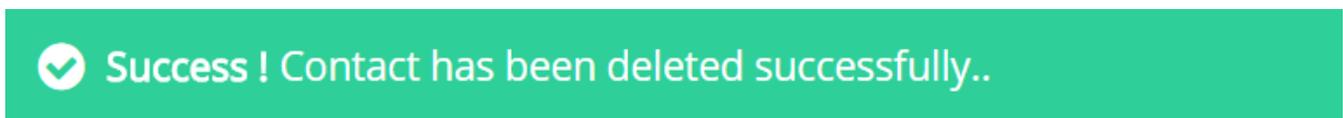
Last Name: User

Custom Value: 1

Remove From List Save Changes Cancel

You will be asked to confirm whether the selected contact has to be deleted. If you select “Yes” among the options then particular contact which you selected will be deleted.

A message when will be displayed above taskbar indicating that a contact has been successfully deleted from your group.



18.3. Managing address book

Survey Face lets you to manage your address book efficiently by having all the important navigation points at one place.

All Reipients | Email Address | Contains |

You can be able to traverse within your address book group and find the required contacts from the list.

It can be done by using any one property such as recipients, emails and the contents present along with it. You can access the necessary details and use it without any complex activities.

All Reipients	Email Address	Contains
All Reipients All Opted Out All Bounced Email	Email Address First Name Last Name Custom Value	Contains Starts Ends Equals

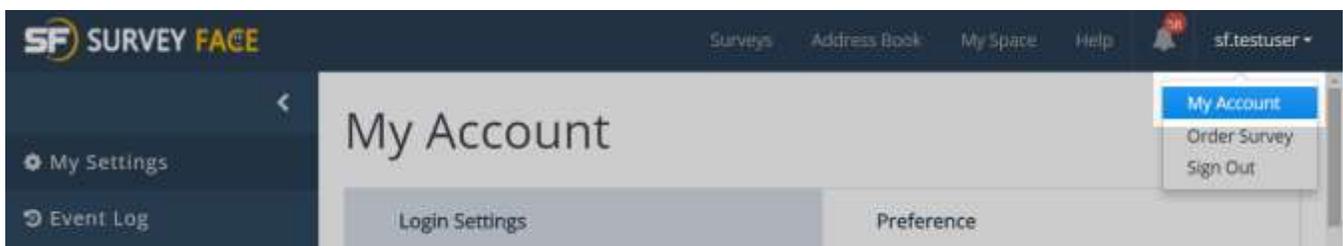
19.MY ACCOUNT

Survey Face offers you provision to periodically update your account details to safeguard your profile information. There is also provision to transfer your surveys to your other Survey Face accounts and track your event log details.

In this section, you will experience options like

- My settings
- Event Log

You can be able to access “My account” section in the menu just below Survey Face header



19.1. My settings

Once you click “My account” button you will be directed to “***My settings***” page. Three main aspects are found in this section namely,

- Login settings
- Preference
- Activity

Functions related to “My settings” are categorized into these three buttons. On clicking any one of the above buttons, you will be directed to relevant functionalities.

Login settings include activities related to modification of username and password along with API key which is mainly employed in survey transfer.

Preferences deals with language used, time, confirmation to receive product updates and mail options to cancel your Survey Face account.

Activity focuses on options such as login attempt alert, device security in which you are using Survey Face and to post content on Facebook through your content.

19.1.1. Login settings

To change username for your account, fill the required “User Name” field in “Login Settings” section

To modify your account password fill the current password in “Current password” text field and the new password which you wish to change in “New password” text field.

Similarly contact mail id can also be changed by specifying the particular mail id in the “Email address” text field.

On updating these fields if required, click “Save changes” to modify the login settings of your account.

Login Settings master

User Name

Email Address

Current Password

New Password

Confirm Password

19.1.1.1. API key

My survey section has a function titled “Transfer survey” either to copy or move a particular survey with other accounts by using recipient’s username and API key.

This API key and API secret can be viewed, reset and copied to clipboard by using certain icons found in this section.

API

API Key

 👁 ↺ 📄

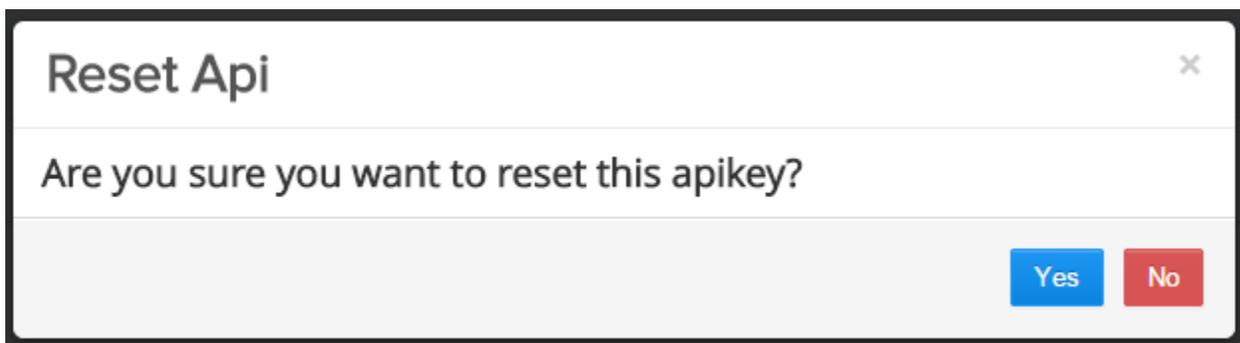
API Secret

 👁 ↺ 📄

If you wish to reset API key and API secret click “Reset” icon as shown below. Use “View” icon to view the API key if needed.



On clicking it, you will be asked for confirmation to reset your API key or secret. If you select “Yes” then your API key or secret will be new and a message will be displayed regarding key reset.



Success ! API key reset.

If you need to copy API key or secret while copying or moving a survey to other accounts then you can do it simply by clicking “Copy to clipboard” icon



When API key or secret is copied to clipboard a message is displayed at the bottom of login settings page above taskbar

Success ! Api key has copied to clipboard.

19.1.2. Preference

In this section, you will view preferences like

- Language
- Time Zone & Current Time
- Receive Product Updates

To change time zone, click drop down against the label “Time zone” and select the place which you prefer in order to update time zone.

By default you will receive product updates from Survey Face and if you wish to stop getting updates from Survey Face then you disable the option “Receive product updates”.

Preferences

Language

English

Time Zone

(UTC +05:30) Asia/Calcutta

Current Time

Monday 25 May, 2015 01:49:58 PM

Receive Product Updates

OFF

If you disable “Receive product update” then you can be able to view the activity completion through a message at the end of login settings page.

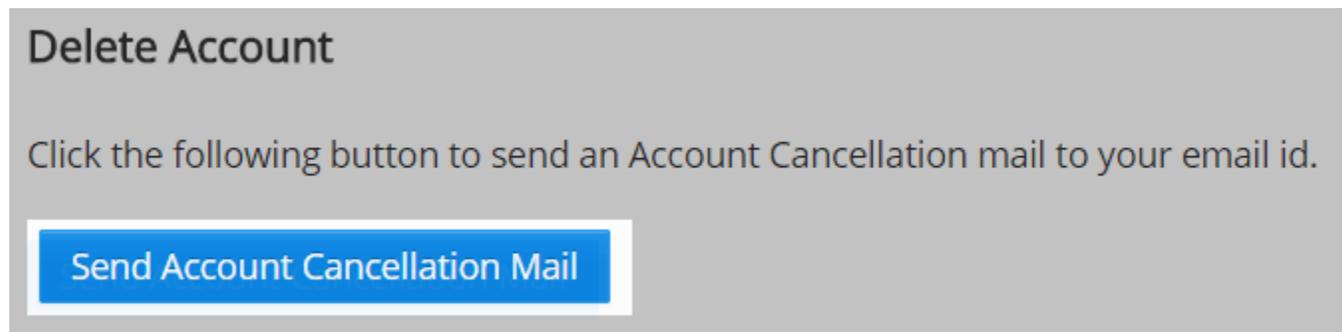
 Success ! You will no longer hear from us..

At certain stage, if you wish to receive updates from Survey Face then you can again enable “Receive product update” and it too will be indicated by a message at the end of login settings page.

 Success ! You will receive any updates.

19.1.2.1. Delete account

If you wish to delete your Survey Face account then you can navigate to “Delete account” portion in preferences section of my account. Just click “Send account cancellation mail” to get account cancellation mail.



When account cancellation mail is send, you will be informed through a message at the bottom of login settings page above taskbar.



To complete account deletion process, click the link given in the account cancellation mail.

19.1.3. Activity

In this section you will be able to view certain activities related to your account such as,

- Activate login device security
- Login email alert
- Facebook post

19.1.3.1. Activate login device security

Survey Face offers you enhanced security features so that your account won't be misused by others. This can be done by registering all the devices which you use to access Survey Face account.

To use this feature, click checkbox available against the label "Enable device verification for Survey Face login" and it will be indicated through a message.

Activate Login Device security

Enable device verification for Survey Face login.

(If you are using multiple devices to log into Survey Face, You must register each device)

 **Success ! This device has been register.**

If you don't want to register for device security, then simply you can disable the checkbox beside the label "Enable device verification for Survey Face login". Respective message will be displayed at the end of task completion.

 **Success ! The device check functionality has been removed for this account.**

19.1.3.2. Login email alert

Survey Face in its quest to offer enhanced security offers you another safety measure. This feature sends out email to your Contact Email address whenever you access your Survey Face account.

So you will be alerted if someone tries to trespass into your account. To use this feature, select the checkbox in “Login Email Alert” section. Once you enable this you can be able to view success message

Login Email Alert

Enable login email alert.

(This functionality will send an email while you login to your account)

 **Success !** The login email alert functionality has been activated.

If you wish to disable this alert function, then you can disable the checkbox and message will be displayed that you have de-activated this function.

 **Success !** The login email alert functionality has been deactivated.

19.1.3.3. Facebook post

Survey Face will not publish anything from your account till you allow it.

If you wish to permit Survey Face to post anything in Facebook from your account then you can enable the checkbox beside the label “Enable it if you wish to allow Survey Face to post the content in your Facebook timeline”

Facebook Post

Enable it if you wish to allow Survey Face to post the content in your Facebook timeline.

 **Success !** Facebook post has been activated successfully..

On enabling the checkbox, you will be able to see the word true beside checkbox label and word false will be highlighted on disabling it.

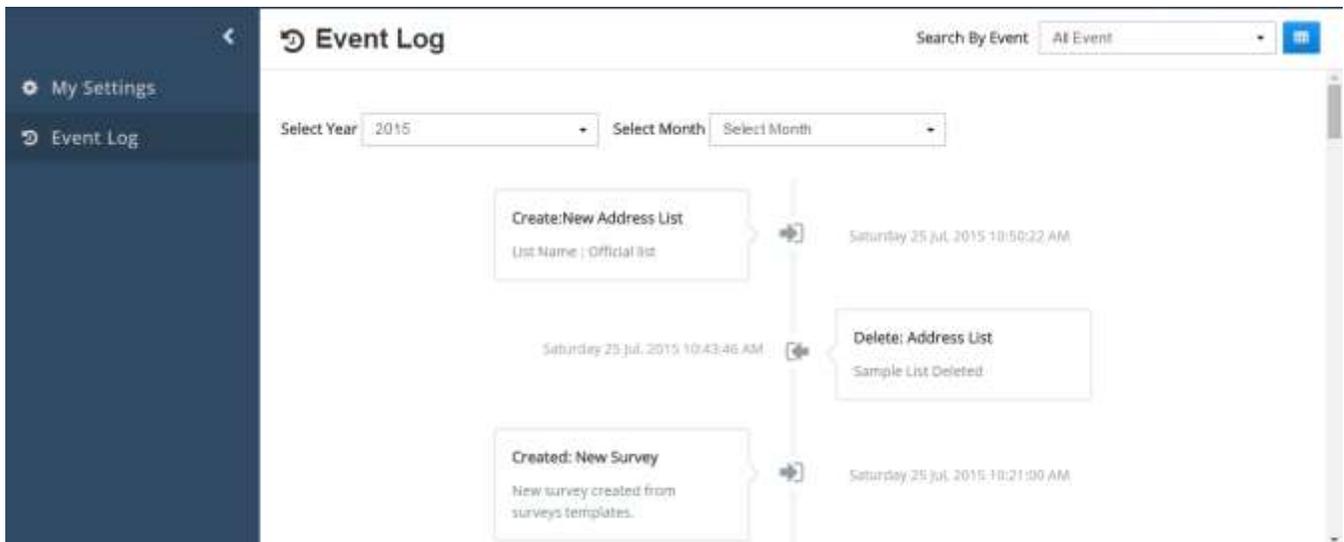


19.2. Event log

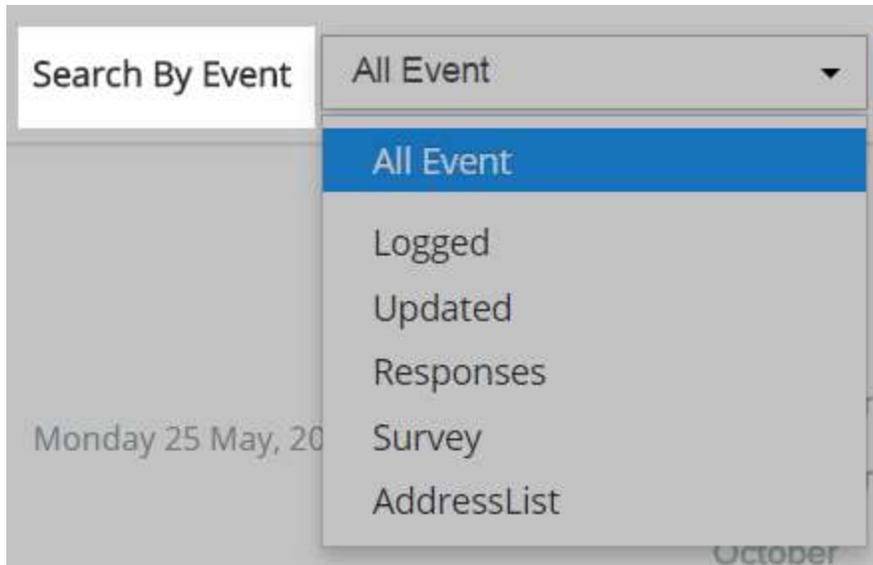
Survey Face keeps a record of all your activities in the form of an event log. You can view this log to recollect the entries you have made.

To use this feature, click “Event Log” button in the left navigation bar of “My Account” area

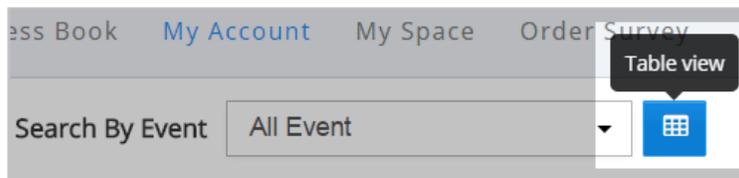
Preview of event log information



You can search certain events from your event log by fixing some search criteria by navigating to “Search by event” drop down at the right top corner of event log page just beside “Event log title”.



You can maintain your event log history in table format too. Click the icon beside “Search by event” dropdown to change the display format of event log.



EVENT DESCRIPTION	DATE
Delete: Survey Folder-* Deleted	Saturday 23 May, 2015 04:55:27 PM
Delete: Survey Folder-Sample list 2 Deleted	Saturday 23 May, 2015 04:55:25 PM
Delete: Survey Folder-Sample list 1 Deleted	Saturday 23 May, 2015 04:55:21 PM
Create:Survey Folder-Folder Name: Resorts	Saturday 23 May, 2015 04:55:11 PM
Create:New Address List-List Name : sample list	Friday 22 May, 2015 06:52:46 PM

Showing 1-5 of 128

« 1 2 3 4 5 6 7 8 9 10 »

5 Event

20. MY SPACE

Survey Face keeps a record of the entire download from your account. This can be very helpful to review your download later or to submit the download request again.

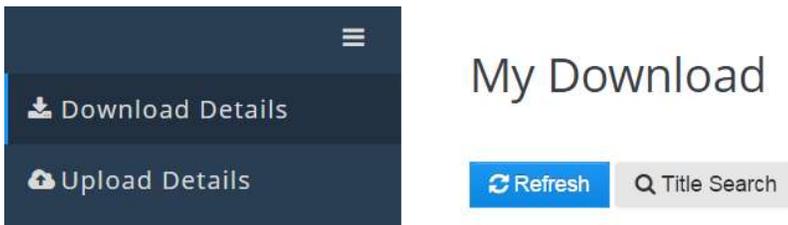
To access this functionality, click “My Space” given in the top menu just below Survey Face Logo.



20.1. Download details

This section helps you to find all the download details which you have done through your account.

“Download details” is the landing page in “My Space” area. “My download” page by default lists all prior download requests in your account.



If you have not yet downloaded anything from your account then you cannot find anything in your download list except warning message.

Survey Name	Date Requested	Section	Format	Size	⚙
Sorry! No Records Found.					
Showing 1-0 of 0				20 Downloads ▲	

To use this action or to find a particular entity makes use of “Title search” option found below “My download” title.

My Download

<input type="checkbox"/>	Survey Name	Date Requested	Section	Format	Size	<input type="button" value="Settings"/>
<input type="checkbox"/>	Sea view resort - custom...	23 May, 2015 03:35:04 P...	Survey	Summary Only (html)	43.63 KB	
<input type="checkbox"/>	Feedback analysis	14 Apr, 2015 11:06:03 AM	Question	Summary Only (excel)	526 b	
<input type="checkbox"/>	Feedback analysis	14 Apr, 2015 11:04:05 AM	Question	All response collecte...	105.19 KB	

Showing 1-3 of 3 20 Downloads ▲

Among your download list you can be able to download again or resubmit or delete download request for a respective entity which you have downloaded.

<input type="checkbox"/>	Survey Name	<input type="button" value="Download"/>	Date Requested	Section	Format	Size	<input type="button" value="Settings"/>
<input type="checkbox"/>	Sea view resort - custom...	<input type="button" value="Download"/> <input type="button" value="Resubmit"/> <input type="button" value="Delete"/>	23 May, 2015 03:35:04 P...	Survey	Summary Only (html)	43.63 KB	
<input type="checkbox"/>	Feedback analysis		14 Apr, 2015 11:06:03 AM	Question	Summary Only (excel)	526 b	
<input type="checkbox"/>	Feedback analysis		14 Apr, 2015 11:04:05 AM	Question	All response collecte...	105.19 KB	

Showing 1-3 of 3 20 Downloads ▲

<input type="checkbox"/>	Survey Name	<input type="button" value="Delete"/>	Date Requested	Section	Format	Size	<input type="button" value="Settings"/>
<input type="checkbox"/>	Sea view resort - custom...	<input type="button" value="Delete"/> <input type="button" value="Resubmit"/> <input type="button" value="Download"/>	23 May, 2015 03:35:04 P...	Survey	Summary Only (html)	43.63 KB	
<input type="checkbox"/>	Feedback analysis		14 Apr, 2015 11:06:03 AM	Question	Summary Only (excel)	526 b	
<input type="checkbox"/>	Feedback analysis		14 Apr, 2015 11:04:05 AM	Question	All response collecte...	105.19 KB	

Showing 1-3 of 3 20 Downloads ▲

Survey Name	Date Requested	Section	Format	Size
Sea view resort - custom...	23 May, 2015 03:35:04 P...	Survey	Summary Only (html)	43.63 KB
Feedback analysis	14 Apr, 2015 11:06:03 AM	Question	Summary Only (excel)	526 b
Feedback analysis	14 Apr, 2015 11:04:05 AM	Question	All response collecte...	105.19 KB

Showing 1-3 of 3

20 Downloads

Survey Face allows you to customize the table entities which display your download details. To use this function click the settings icon to modify the table as per your requirements.

Survey Name	Date Requested	Section	Format	Size
Sea view resort - custom...	23 May, 2015 03:35:04 P...	Survey	Summary Only	
Feedback analysis	14 Apr, 2015 11:06:03 AM	Question	Summary Only	
Feedback analysis	14 Apr, 2015 11:04:05 AM	Question	All response ce	

Showing 1-3 of 3

- Show/hide Checkbox
- Date Requested
- Section
- Format
- Size

20.2. Upload details

Created surveys can be made more worthy by adding certain images. Survey Face allows you to upload files into your survey in certain formats.

To make use of this function, navigate to “Upload details” option found in the “My space” section.

On clicking upload details you will be directed to “My download” page where you can find some conditions for uploading files.

Download Details
Upload Details

My Uploads

Follow these below instruction before proceeding to upload.

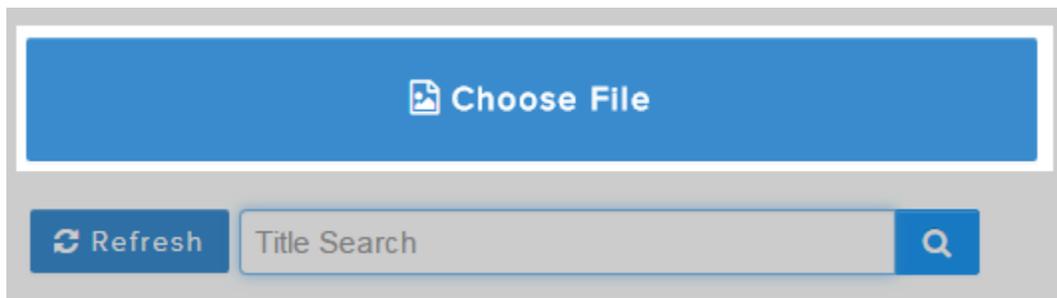
Maximum Size of each file should be 2MB or below.

Maximum number of files limit per upload should be 10 or below. Supported file formats jpg, gif, jpeg and png.

Your survey displaying un-approved images may receive warning messages until approved by Survey Face Admin Team.

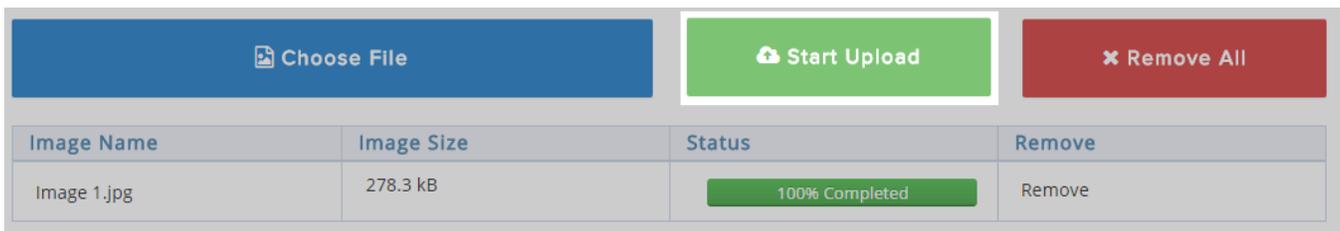
Note: While uploading files follow the conditions below,
Maximum size of each file should be 2MB or below.
Maximum number of files limit per upload should be 10 or below. Supported file formats are jpg, jpeg, gif and png.
Your survey displaying un-approved images may receive warning messages until approved by Survey Face admin team.

To upload a file, click “Choose a file” button before title search option in my upload page.



On clicking, you will be allowed to choose the required file from your device and pick the file which you need to upload.

When you have selected a file, it will be displayed in a table along with its properties such as its format, size etc and options to start upload and remove file. Click “Start upload” to begin upload action.



If your upload is complete you can see the status as completed or left blank when it's ongoing. If you wish to remove the uploaded files, just click "Remove all" button beside start upload.

Your upload details will be maintained in a table and newly updated entities will also be available in the upload list table.

<input type="checkbox"/>	Image	Image Name	Date of Upload	Format	Size	Status	
<input type="checkbox"/>		images.jpg	25 May, 2015 06:14:41 PM	jpg	4.44 KB	New	
<input type="checkbox"/>		images1.jpg	25 May, 2015 06:10:28 PM	jpg	8.96 KB	New	

Showing 1-2 of 2 20 Images

20.2.1. Modifying file name

Survey Face permits you to edit file name after upload completion also. Click edit icon beside image to modify file name in the displayed text field.

<input type="checkbox"/>	Image	Image Name	Date of Upload	Format	Size	Status	
<input type="checkbox"/>		images.jpg	25 May, 2015 06:14:41 PM	jpg	4.44 KB	New	
<input type="checkbox"/>		images1.jpg	25 May, 2015 06:10:28 PM	jpg	8.96 KB	New	

Showing 1-2 of 2 20 Images

<input type="checkbox"/>	Image	Image Name	Date of Upload	Format	Size	Status	
<input type="checkbox"/>		<input type="text" value="company name "/>	25 May, 2015 06:14:41 PM	jpg	4.44 KB	New	
<input type="checkbox"/>		images1.jpg	25 May, 2015 06:10:28 PM	jpg	8.96 KB	New	

Showing 1-2 of 2 20 Images

After the process of editing your file name, a message which shows the success of your action will be displayed.

Success! You updated the image name successfully.

20.2.2. Deleting a file

If you wish to remove a file from your survey or my space or both then you can click the “Delete icon” found beside file name.

<input type="checkbox"/>	Image	Image Name		Date of Upload	Format	Size	Status	⚙
<input type="checkbox"/>		images.jpg		25 May, 2015 06:14:41 PM	jpg	4.44 KB	New	
<input type="checkbox"/>		images1.jpg		25 May, 2015 06:10:28 PM	jpg	8.96 KB	New	

Showing 1-2 of 2

20 Images

When you click delete icon, you will be asked for confirmation to delete your image either from my space or my survey or both. Select the required option.

Do you wish to delete the selected file for sure ?

Image Details

Name	
companyname.jpg	Size
4.44 KB	Format
jpg	Date of Upload
25 May, 2015 06:14:41 PM	Image Used in Survey
0	Image Used in logo
0	Image Used in Collector(Social Share)

If you wish to customize the upload list table then click settings icon found near the last column of upload list table.

Image	Image Name	Date of Upload	Format	Size	Status
	companyname.jpg	25 May, 2015 06:14:41 PM	jpg		
	images1.jpg	25 May, 2015 06:10:28 PM	jpg		

Showing 1-2 of 2

Show Checkbox
 Date Requested
 Format
 Size
 Status

Notifications from Survey Face

To access this notification section, click icon found against Survey Face logo, beside user name.

A registered user of Survey Face will receive notifications periodically from our admin team. On clicking it, you can view all the notifications or else you can create filters based upon the view on notification messages.

CONCLUSION

Now that we have come to the final stage, we believe SurveyFace offers you all the features/tools in its quest to be the “One-Stop-Shop” for all your survey needs.

We earnestly solicit your feedback which would help us to improvise our services, thereby aiming at a mutually beneficial “Win-Win” relationship for both of us.

To offer your valuable feedback, Click “**Feedback**” button present in the home page under the help topic category. Enter your invaluable opinion in the “Feedback” page that opens in a new window.

You can select the issue which you had with our tool and can send information related to that through contact us page. Keep reporting and help us to grow better.

Looking forward for your continued support.....