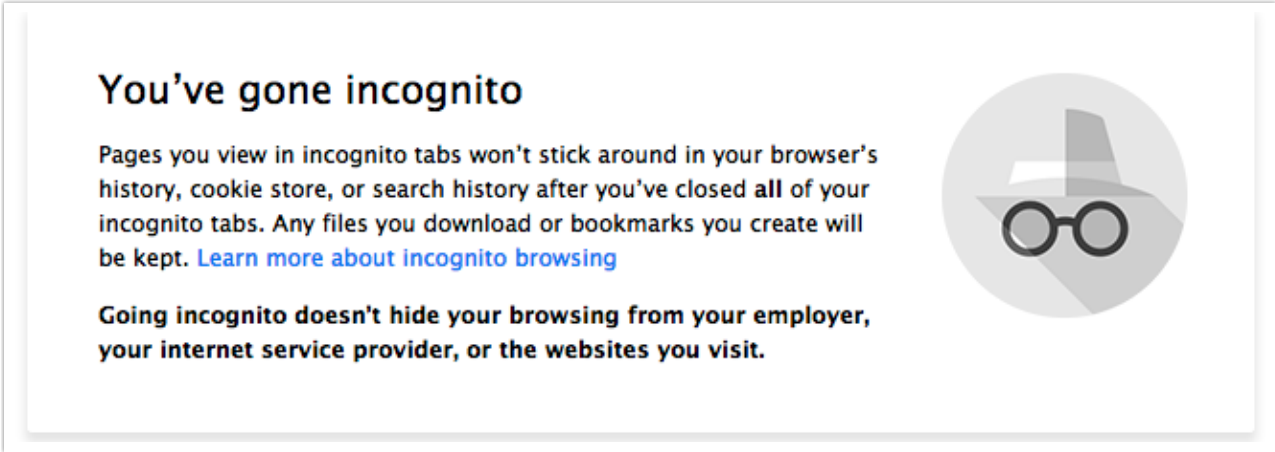
Private/Incognito or Safe Browsing

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

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

Chrome

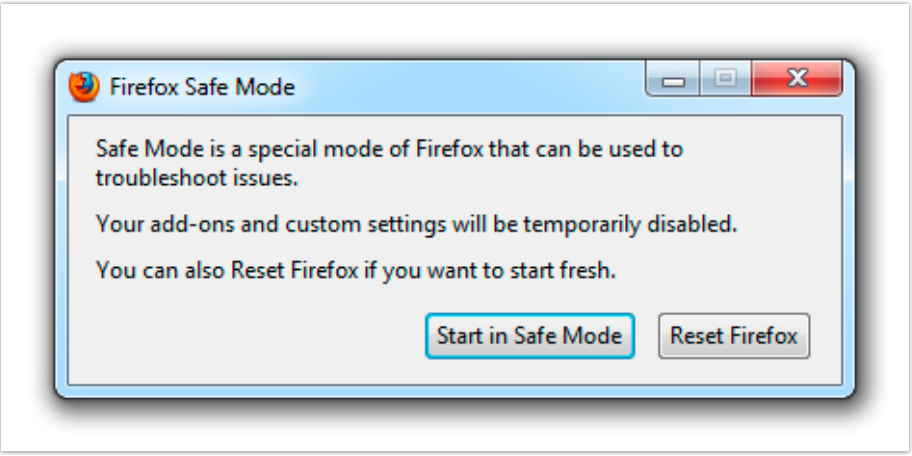
Click **File > New Incognito Window** . A new window will open with the following message:



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

Firefox

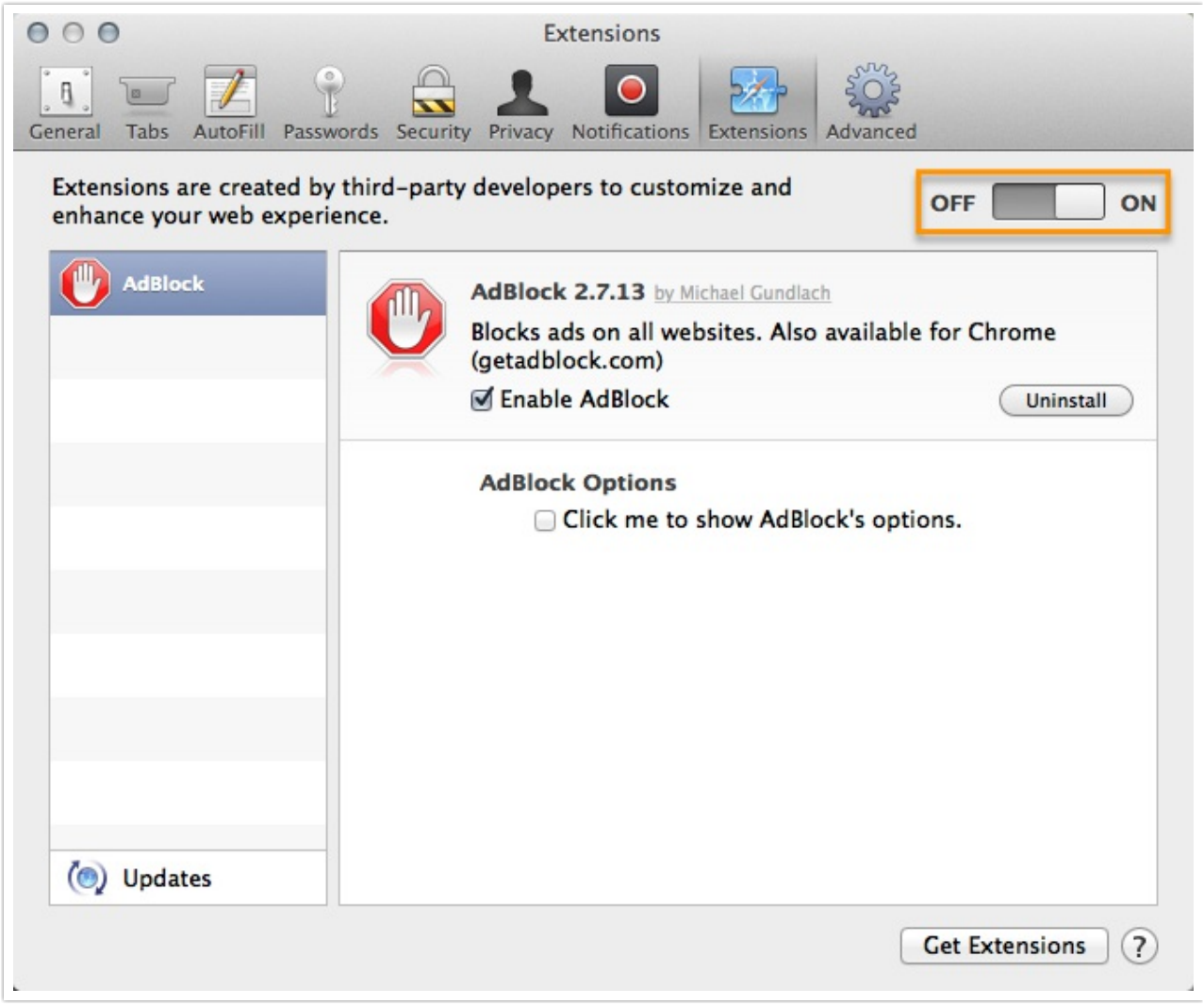
Click the Menu button, click help ? and Select **Restart with Add-ons Disabled** . Firefox will open a new browser window will open with the following message:



New windows will not open in Safe Mode.

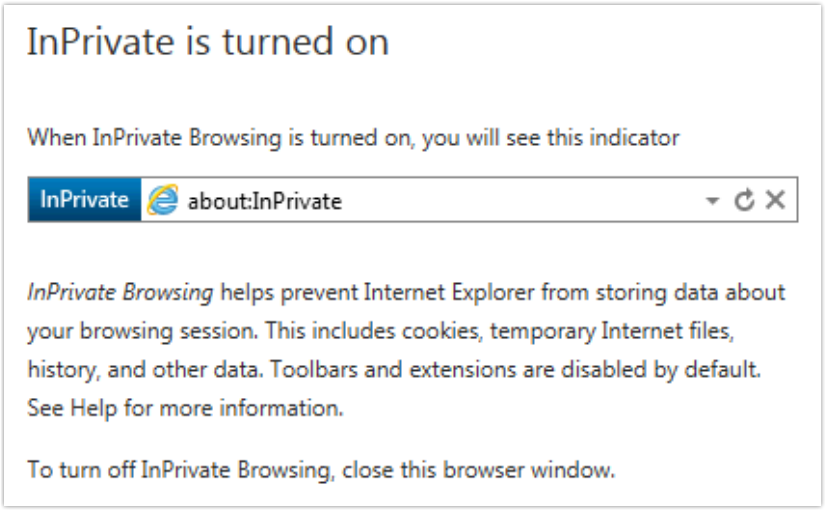
Safari

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



Internet Explorer

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



New windows will not open in InPrivate mode.

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