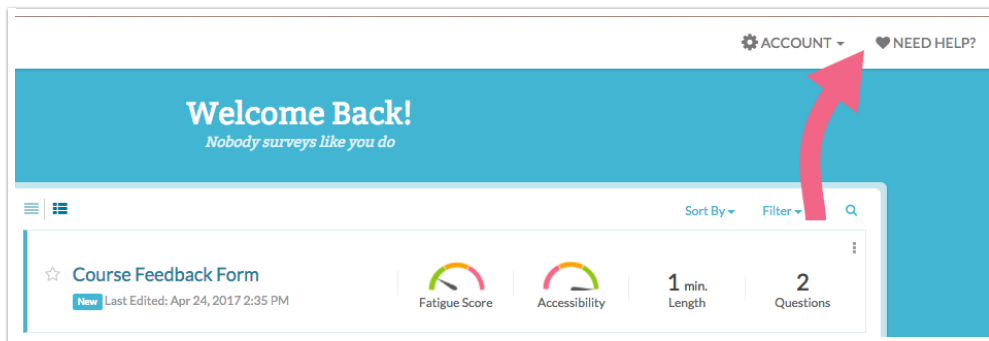


Using Help & Community

In this tutorial we will cover how to take advantage of SurveyGizmo's Need Help menu to get the answers you need, when you need them.

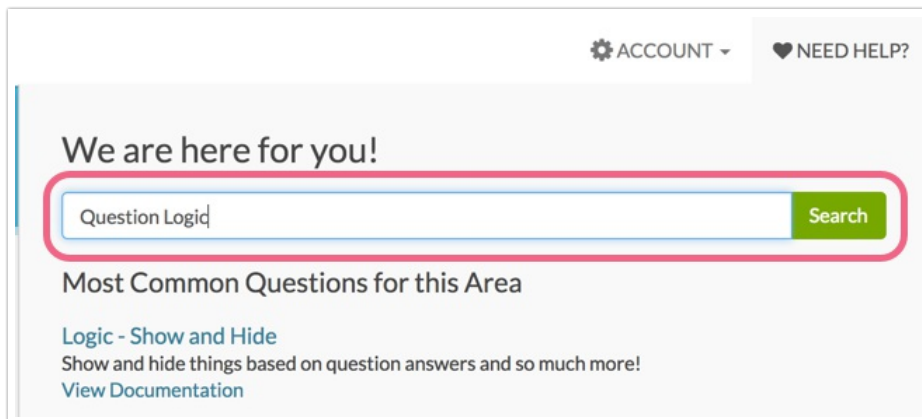
Wherever you are in the application, the **Need Help?** option will be available to you.



Searching the Help & Community Homepage

Clicking **Need Help?** will provide you with an option to search SurveyGizmo Help Documentation and Community resources.

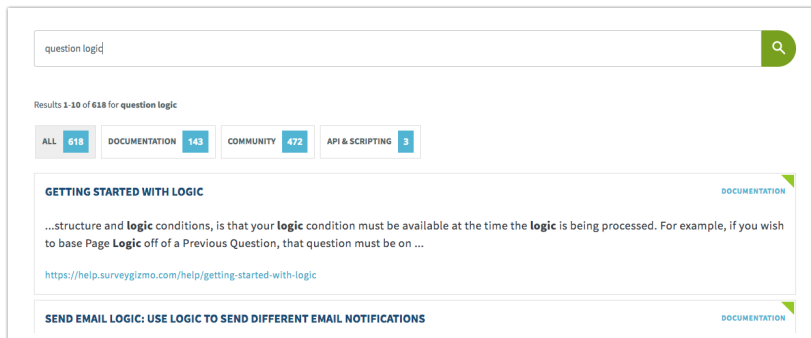
The **Search** bar will be readily available as soon as you click **Need Help**.



Type in your question or search term and click **Search** or press enter. You will be navigated to the search results.

Using the Help & Community Search

The search will return results from our **Community**, **Documentation** and our **API & Scripting** resources. Use the tabs at the top to narrow down the results to the resources you wish to reference.

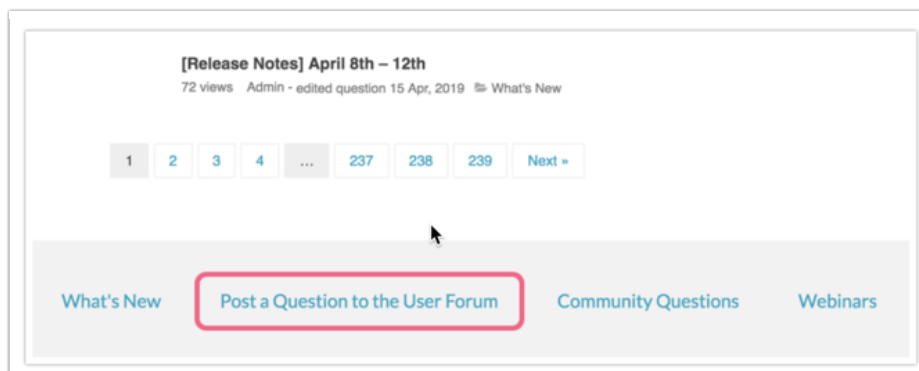


When you find a documentation article or community conversation that looks like it will answer your question, simply click it. It will open in a new tab or window (this depends on your browser's settings).

Asking a New Question in Community

If, after searching, you still haven't found what you are looking for, consider asking the community! Our users ask the best questions and are full of creative solutions; don't miss out! Get involved!

1. To ask a question in the community, navigate to the [Community Homepage](#).
2. Scroll to the bottom of the page and click the **Post a Question to the User Forum** link.



3. When you **Ask a Question**, you will be taken to the **Ask** form.
4. Enter a **Title** (this is ideally your question in one sentence), choose a **Category** where you think your question belongs, and enter your complete question and any additional details in the **Description** field. Before you post your question, be sure to review our **How to ask** tab for tips and guidelines for asking questions in the community. When you are all set, click **Post question**.

Ask

Write
How to ask
Toggle fullscreen

Title ?

Category ?

Build

Description ?

B *I* U ABC

Add image to editor upload or [add image from link](#)

Be sure to stay logged in or check back later for activity on your question. You'll receive notification alerts within the Help & Community site, as well as, email notifications when other users respond to your question.

When you have received a response that answers your question, be sure to click **Select** on the response that best answers your question; this will help out other users with the same question!

Using Documentation

Remember you also have the help documentation as a resource to answer your questions. To access the help documentation, click **Need Help**. You can use the available search bar to search Documentation and Community content or click on suggested documentation articles from the **Most Common Questions for this Area** section.

ACCOUNT ▾
NEED HELP?

We are here for you!

Most Common Questions for this Area

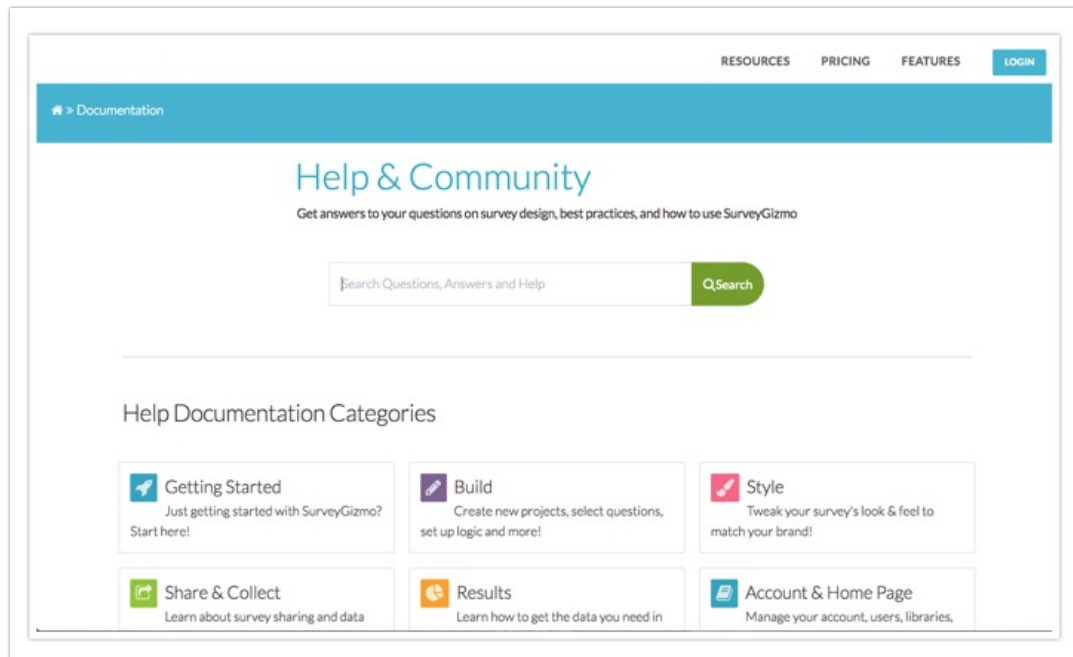
[First-time User Walkthrough](#)
 If this is your first time, this is the best place to start. Get your project off on the right foot! Learn about common survey terms and how the application works.
[View Documentation](#)

[How Do I Save My New Survey?](#)
 Learn how to save and return to your newly created survey.
[View Documentation](#)

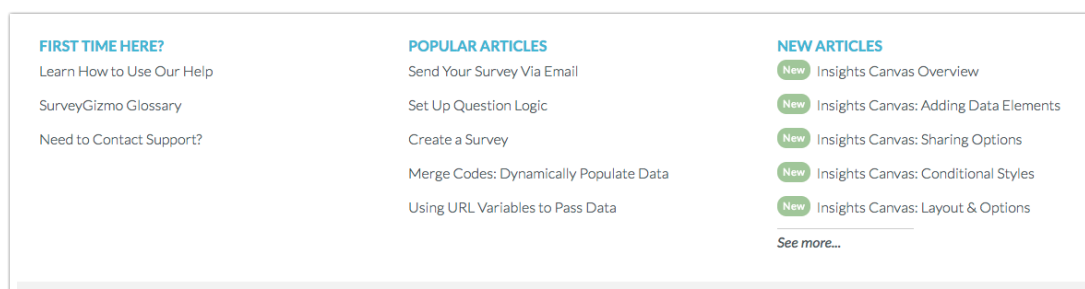
If you prefer to access the Documentation Homepage directly, click **No, show additional support options** in answer to the **Does this solve your problem** question within the **Need Help** menu.

You will then see your **Additional Help Options**. Click **Search Documentation** to navigate to the Documentation Homepage.

Having trouble finding the Documentation homepage? Here's the link:
<http://help.surveygizmo.com/>



Be sure to scroll to the bottom of the page to browse our most **popular articles** for your answer or check out our **new articles**. You will also see some new-user content via the **First Time Here** section.



Using Documentation Category Pages

Some help categories will have sub-categories. For example, there's a lot to do with building your survey, so the Build category is broken down into eleven sub-categories. The first 5 articles will be listed below the category and you can click the **See More** option to view a more comprehensive list.

Build

These tutorials will take you from the start of building a survey through the testing phase of your survey.

Create a New Project

- [Create a Survey](#)
- [Create a Poll](#)
- [Create a Form](#)
- [Create a Quiz](#)
- [Create a Payment Form](#)

[See More](#)

Question Types

- [Question Types Guide](#)
- [Radio Buttons Question Type](#)
- [Radio Button Grid Question Type](#)
- [Dropdown Menu Question Type](#)
- [Checkboxes Question Type](#)

[See More](#)

Question Settings

- [Require Question Settings](#)
- [Add an Other Textbox](#)
- [Add Other Row Headers to Grid Questions](#)
- [Add a Comment Field to Questions](#)
- [Change Comments Title](#)

[See More](#)

Add Text/Media

- [Embed Video in Your Survey](#)
- [Embed Audio in Your Survey](#)
- [Image Elements](#)
- [Text / Instruction Elements](#)
- [Page Titles and Page](#)

Logic, Piping/Repeating, & Randomization

- [Getting Started With Logic](#)
- [Tips for Building Efficient Survey Logic](#)
- [Setting Question Logic](#)

Survey Settings

- [Change Survey Title](#)
- [Close a Survey](#)
- [Close a Survey from the Homepage](#)
- [Schedule a Survey to Close](#)

First Time Here?

- [Learn how to use our help!](#)
- [SurveyGizmo Glossary](#)
- [Need to contact support?](#)

Popular Articles

- [Send Your Survey Via Email](#)
- [Set Up Question Logic](#)
- [Create a Survey](#)
- [Merge Codes: Dynamically Populate Data](#)
- [Using URL Variables to Pass Data](#)

New Articles

- [SurveyGizmo Security Overview](#)
- [How Can Respondents Save Their Progress?](#)
- [Transfer Surveys Across Accounts](#)
- [Block Survey Responses from Specific IP Addresses](#)
- [Login/Password Action: Save and Continue Password](#)

[See more...](#)

Click the sub-category header to view the full list of articles. Use the breadcrumb navigation links to return to where you came from.

» Documentation » Build

Question Settings

Learn how to set up various question settings including validation, require settings, logic, other text fields, etc.

Articles

[Require Question Settings](#)
Overall Require Setting This will require a response per question. A required asterisk will display at the end of each question title alerting survey respondents that the question is required. The behavior of the overall require setting varies for diff...

[Add an Other Textbox](#)

First Time Here?

- [Learn How To Use Our Help!!](#)
- [Check Out The Gizmo Glossary!](#)
- [Need To Contact Support?](#)

Popular Articles

- [How to Encode an Excel File to UTF-8 or UTF-16](#)
- [Using URL Variables to Pass Data](#)
- [Send Your Survey Via Email](#)
- [Merge Codes: Dynamically Pull Data](#)
- [Change Icons for Checkboxes and Radio Buttons](#)

[See more...](#)

Using Articles

Within a help article there are a number of different tools to help get you the answer you are looking for. The **In This Article** widget in the right-hand column is designed to help you orient yourself within the article. If you're looking for a quick answer we recommend scanning the sections of the article here. You can click these links to jump to a section.

In This Article
Survey Quotas: Set a Limit for the Number of Responses to Collect
SurveyGizmo Quota Types Defined
How Quotas Work
Set Up an Overall Response Quota
Set Up a Segmented Quota
Editing Quotas
Set Up Link-Based Quotas
Monitoring Your Quotas
Best Practice Tips: How to Avoid Going Over Quota
Compatibility With Other SurveyGizmo Features

The **Available on These Licenses** widget will list the licenses in which the feature is available. If you accessed the help from within the application, we'll display your license for reference.

Available on these Plans & Licenses

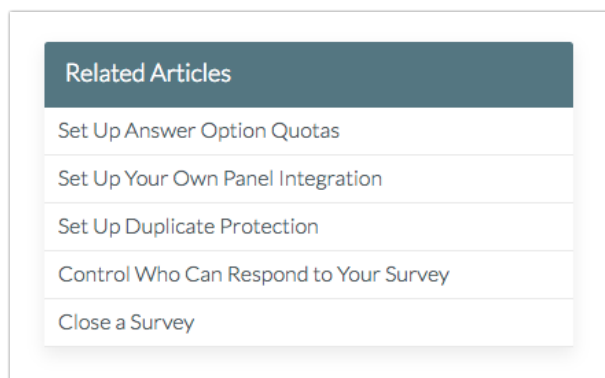
Collaborator
Professional
Full Access

Sometimes an article may highlight multiple features, in which case further detail is needed. In these cases, you will see a **See License Grid** link within the **Available on These Licenses** section. The link will take you to a grid that will further break-down the licenses/accounts needed to access the features described:

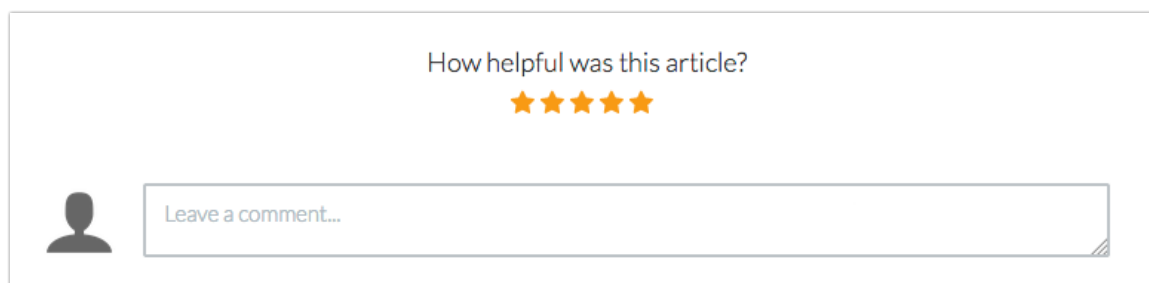
Feature	Included In
Choose a Theme	Professional Full Access
Style Your Survey	Collaborator Professional Full Access
Remove SurveyGizmo Branding	Everyone* *Excludes Stakeholder
HTML&CSS Editor	Collaborator Professional Full Access

At times you will see that a feature is included in a license i.e Standard, Market Research, or Full Access. Other times, you may see that something is included in **Individual** or **Team & Enterprise** accounts - meaning that all paid licenses types have access, regardless of account type.

If the article did not answer your exact question, check out the **Related Articles** at the bottom of the article as we often have multiple articles on a given feature.

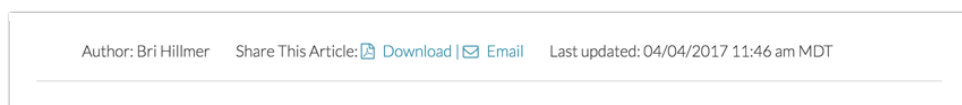


At the bottom of each article we have a quick five-star rating to collect your feedback. You can also leave a comment and we'll follow up just as soon as we can. Send us feedback! We're constantly working to improve our documentation; your feedback really helps!



The **Share This Article** widget has tools to either download (PDF) or email the article link to a friend or colleague.

Worried that the article is out of date? Check the **Last Updated** date and time.



Each of these awesome tools are brought to you by our friends at [KnowledgeOwl](#). KnowledgeOwl makes awesome [knowledge base software](#) for businesses big and small. A much deserved thanks to

KnowledgeOwl for helping us help you!

Contacting Support

Finally, if you've had no luck finding your answer, reach out to our Support Heroes via email or phone. Learn more about [contacting support](#).

Premium Support	Available to:
24/7 Phone Support & Priority Email	New Account Managed Account Administrators (additional Premium Support seats can be purchased)
Standard Support	Available to:
Community (Browse, Ask & Answer)	Everyone
Documentation	Everyone
Standard Email (24/7)	SurveyGizmo users with the following licenses: Collaborator Professional Full Access Legacy Accounts: Basic, Pro, Premier, Enterprise, Enterprise Plus & Dedicated
Standard Phone Support (8am - 4pm MT) Mon - Fri	SurveyGizmo users with the following licenses: Professional Full Access Legacy Accounts: Pro, Premier, Enterprise, Enterprise Plus & Dedicated

@plans @grid

Related Articles