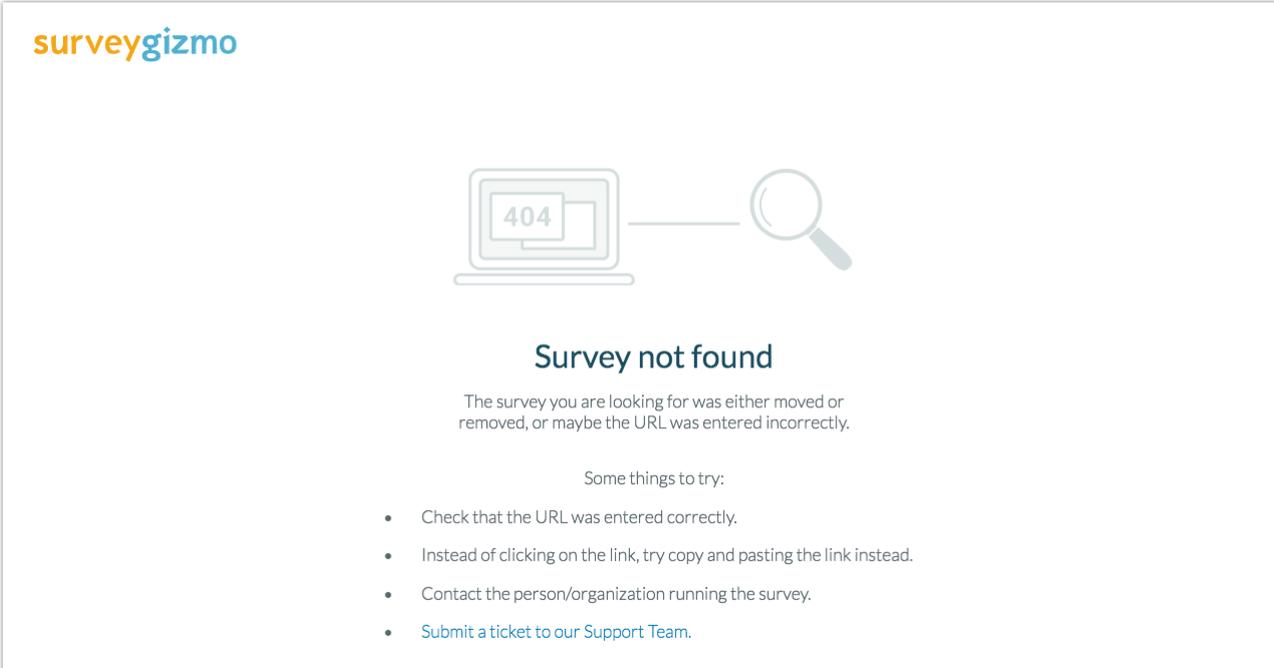


# Why Am I Getting a Survey-Not-Found Page?

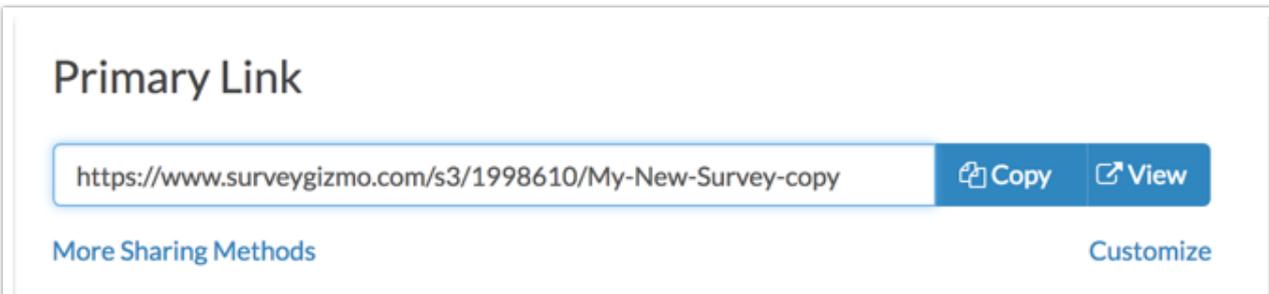
If you're seeing the below page it is likely because you made a change to your survey link and are still trying to access the old link.



The screenshot shows the SurveyGizmo logo in the top left corner. In the center, there is an illustration of a laptop displaying the number '404' and a magnifying glass icon. Below the illustration, the text reads: "Survey not found". Underneath, a message states: "The survey you are looking for was either moved or removed, or maybe the URL was entered incorrectly." Below this message, it says "Some things to try:" followed by a bulleted list of four suggestions: "Check that the URL was entered correctly.", "Instead of clicking on the link, try copy and pasting the link instead.", "Contact the person/organization running the survey.", and "Submit a ticket to our Support Team."

For example, when you copy a survey, it will create a share link with the word *copy* in it. If you edit the link to remove the word *copy* and then try to access the old link, you will be taken to the *survey not found* page.

## Original Auto-Created Link:



The screenshot shows the "Primary Link" section of a SurveyGizmo interface. It features a text input field containing the URL "https://www.surveygizmo.com/s3/1998610/My-New-Survey-copy". To the right of the input field are two buttons: "Copy" and "View". Below the input field, there are two links: "More Sharing Methods" on the left and "Customize" on the right.

## Edited Link:

### Primary Link

<https://www.surveygizmo.com/s3/1998610/My-New-Survey> Copy View

[More Sharing Methods](#) Customize

As you can see, this link works:

```
http://www.surveygizmo.com/s3/1998610/My-New-Survey
```

But this link goes to the survey not found page:

```
http://www.surveygizmo.com/s3/1998610/My-New-Survey-copy
```

The same can happen when customizing your link to use a [private domain](#) or branded [sub-domains](#). This is true for both web links and [email campaign links](#).



### Best Practice Tip

We recommend creating a new link and then applying customizations. This way you won't have to worry about sharing a link that no longer works.

To create a new link, simply click the **Create New Tracking Link** button towards the bottom of the **Share** tab. Give your new link a name, and click **Edit this link** to apply your customizations.

**Name**

**Link Status**  
 Open  Closed

**URL**  
  
[✎ Edit this link](#)

This will create a new link with your private domain. This way, if you shared your default link during testing it will continue to work along with your new private domain link.

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