

Why Are the Option Buttons Not Displaying in My Survey?

SurveyGizmo surveys use [custom icons](#) for radio button and checkboxes. These icons are more modern and easier to see and select than the default browser input icons. Unfortunately, respondents using Internet Explorer with high-security settings may not be able to see these custom icons. If you have concerns that your audience is in a highly-managed environment (hospitals are a good example) or if you are getting reports from survey respondents that they cannot answer your survey, set up your survey to use default icons.



1. What is your favorite color?

- ☐ Red
- ☐ Orange
- ☐ Yellow
- ☒ Green
- ☐ Blue
- ☐ Purple

Custom Icons

The image shows a survey question within a light gray rounded rectangle. The question is '1. What is your favorite color?'. Below it are six radio button options: Red, Orange, Yellow, Green, Blue, and Purple. The 'Green' option is selected, indicated by a black dot in the center of the radio button. The radio buttons are represented by a custom icon: a circle with a smaller circle inside, which has a dotted border. At the bottom of the gray box is a dark gray bar with the text 'Custom Icons' in white.

1. What is your favorite color?

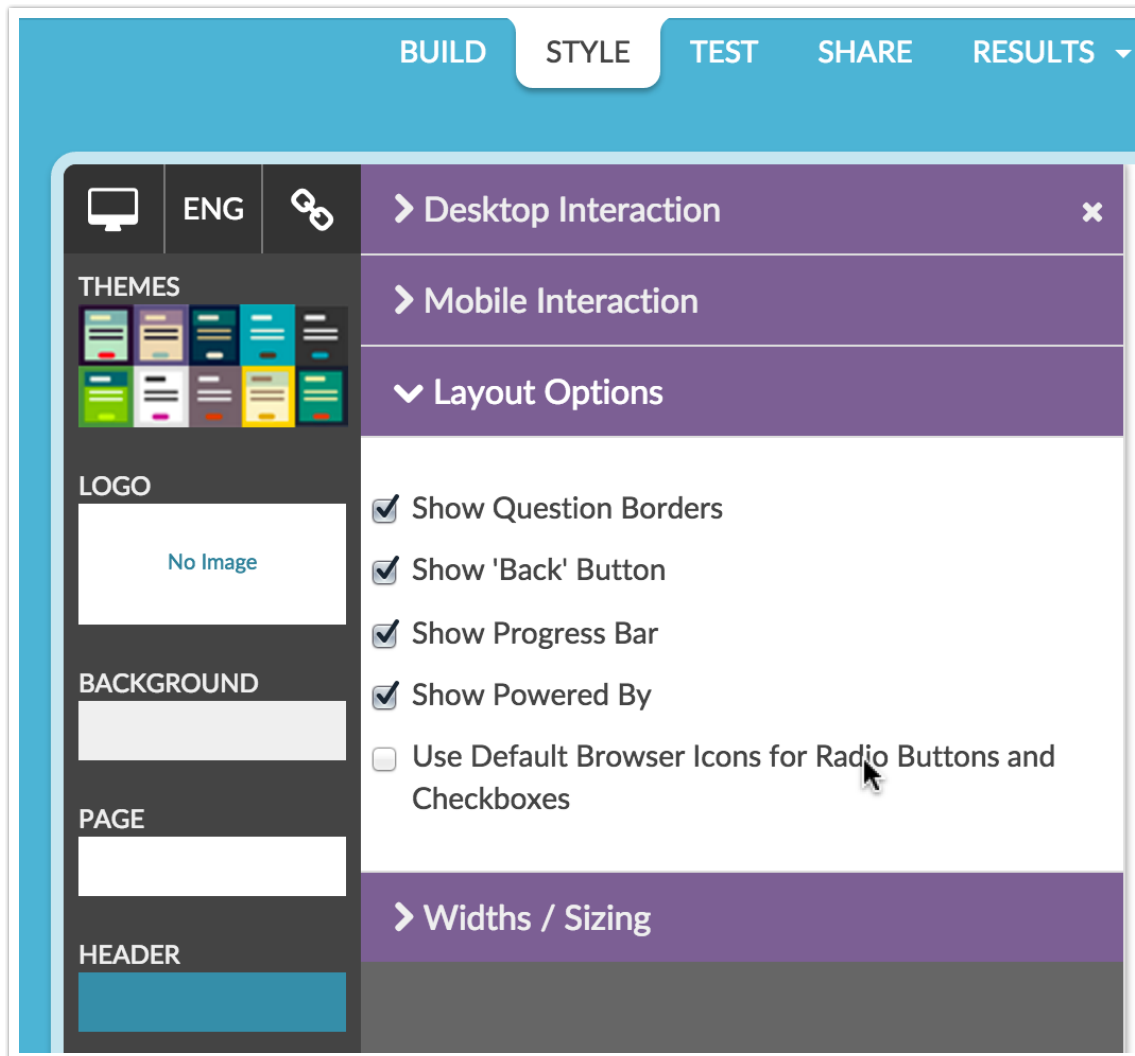
- ☐ Red
- ☐ Orange
- ☐ Yellow
- ☒ Green
- ☐ Blue
- ☐ Purple

Default Browser Icons

Use Default Browser Icons:

If you need to override our custom icons to use the browser defaults, you can do so under **Style > Layout > Layout Options**. Simply check the option to **Use Default Browser Icons for Radio Buttons and Checkboxes**.

If you do not have access to this option [contact support](#) for assistance!



Related Articles