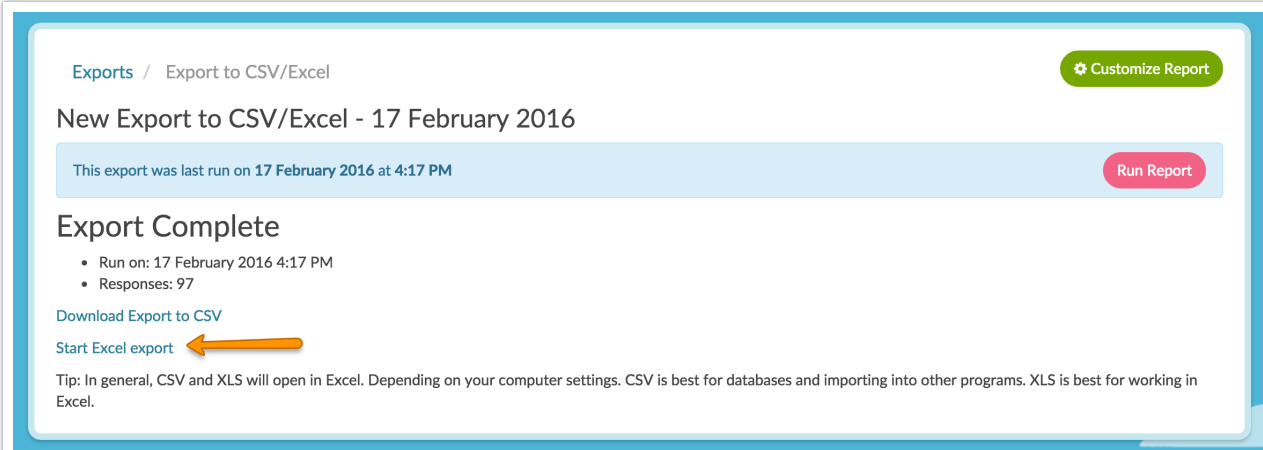


# Why are the characters in my export displaying incorrectly?

If your export of your survey's raw data has nonsense characters it's likely because your survey data is in a language that uses special characters like accents, tildes and such. Fortunately, it's easy to fix this!

By default, the export has the CSV or comma separated values file extension which does not support special characters. To get an export of your raw data with all of your special characters intact simply click the option to **Start Excel export**.



The screenshot shows a web interface for survey exports. At the top, there is a breadcrumb trail: "Exports / Export to CSV/Excel" and a green "Customize Report" button. Below this, the title is "New Export to CSV/Excel - 17 February 2016". A light blue bar indicates "This export was last run on 17 February 2016 at 4:17 PM" with a pink "Run Report" button. The main section is titled "Export Complete" and lists details: "Run on: 17 February 2016 4:17 PM" and "Responses: 97". There are two links: "Download Export to CSV" and "Start Excel export", with an orange arrow pointing to the latter. A tip at the bottom states: "Tip: In general, CSV and XLS will open in Excel. Depending on your computer settings, CSV is best for databases and importing into other programs. XLS is best for working in Excel."

This will give you an export with the XLSX file extension, which supports special characters. Easy peasy!

## Download Excel Export



Percent Complete 100%

[Click to download your Excel document](#)

Never Mind

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