

Survey Taking FAQs and Troubleshooting Tips

Survey taking, that is, the experience of responding to SurveyGizmo surveys is generally a pretty straightforward process. From time to time questions and issues arise. Get answers to all your survey-taking questions and issues in this FAQ.

- + [Troubleshooting with your survey respondents](#)
- + [What browsers are supported for survey taking?](#)
- + [Why do my respondents report timeouts?](#)
- + [Why can't my respondents see changes I made to my survey?](#)
- + [Why am I getting a survey-not-found page?](#)
- + [How can I track how many people abandon my survey?](#)
- + [Why isn't duplicate protection working in my survey?](#)
- + [How do I keep my survey questions from auto-advancing/disappearing after answer?](#)
- + [My progress bar percentages are wrong!](#)
- + [How do I prevent respondents from changing their answers?](#)
- + [Can I prevent survey respondents from using their browser's back button?](#)
- + [How do I prevent respondents from responding via a mobile device?](#)
- + [Why am I receiving a "We've detected JavaScript is not enabled error" in my survey?](#)
- + [Why is my survey remembering previous answers and how can I prevent this from happening?](#)
- + [Why can't my respondents in China access my survey?](#)
- + [Why does my survey take a long time to load for respondents in China?](#)
- + [When does SurveyGizmo capture respondent data?](#)
- + [How do I remove the survey title from displaying to my respondents?](#)
- + [Why are the option buttons not visible for my respondents?](#)
- + [How can I apply the desktop layout to tablets and phones?](#)

- ⊕ My grid questions are displaying one row at a time. How to display grids in their entirety?
- ⊕ Why is the font for some of my survey questions different?
- ⊕ Why are some of my question titles or answer options blank?
- ⊕ How do I keep my survey questions from auto-advancing/disappearing after answering?

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