

THE INDUSTRY STANDARD FOR EASE-OF-USE

The online survey software everyone can use.

If you need to collect data, analyze the results, and create professional reports – Key Survey is the easy-to-use survey software that let's you do it all.

With Key Survey, no technical skills are required. Online Live support is available **24/5** and is always free. You'll get the same high level of service from us, whether this is your first survey or you're already a power user. And we'll do whatever it takes to help your survey get launched, and make sure your results look professional.

The Key Survey TOP 20 HOW-TO's

1. How to delete questions that already have answers.

There are two ways:

- (a) Delete the results of those people who answered the questions and then delete the questions, or
- (b) Hide the answered questions and create the same new ones.

If you do not have responses to your questions you can easily delete them.

2. How to edit the survey after it's been created, published and generating responses (to add questions, for example).

You can add questions, hide old ones, edit questions and answer options texts once your survey is generating responses. However, you can only change the text content.

3. How to launch a survey to a list of addresses.

Create a [CSV] file containing e-mail addresses and then import it. After creating the file go to [E-MAIL TO LIST PAGE] (found in the upper-right corner dropdown menu) and choose [IMPORT E-MAIL LIST FOR BULK SURVEY DISTRIBUTION] option. Then click the BROWSE button, choose the file, and then click [IMPORT ADDRESS FILE]. After that you can send the survey to your respondents by clicking [SEND E-MAIL] button.

4. How to set the survey start and end dates.

Go to [LAUNCH] page where you can find the options for start and end dates and

[TIME OF YOUR SURVEY] and set the proper dates.


5. How to see the text responses in report.

Go to [REPORT >NEW >QUESTIONS] page and check [SHOW TEXT RESPONSES] box opposite to the questions with text responses. Then in the online report click the expand button near every question with text responses.

6. How to edit responses.

Use the [EDIT RESPONSES] option to edit records on your respondent's survey results. Click [EDIT] in the [VIEW BY RESPONDENT] mode and take the survey correcting the responses.

7. How to print your survey.

You can convert your survey to a [PDF] file, if this feature is included in your subscription. You can find a [PRINT ] icon next to the survey name on the home page in your account.

8. How to design a survey from an existing one.

To design a survey from an existing one go to [NEW SURVEY] page and check the [I WANT TO DESIGN A NEW SURVEY BY EDITING AN EXISTING SURVEY] checkbox. Then choose the desired survey and click the next button.

9. How to align the description text.

To align the description text you can use HTML tags, described in the Help file at this link: <http://www.keysurvey.co.uk/WebHelp/>

10. What does absolute rank mean?

The [ABSOLUTE RANK] checkbox is used in the [RATE DIFFERENT ITEMS ALONG THE SCALE OF YOUR CHOICE] question type and allows your respondents to rate items using each rating only once.

11. How to make a survey active or inactive.

To make your survey active or inactive go to [SURVEY LAUNCH] page where you will be able to set your survey start and end dates or response limit.

12. How to change the FROM field in the email invitation letter.

You should have the [ALIAS] feature in your subscription plan to be able to change the FROM field in the email invitation letter. Go to the [E-MAIL SURVEY] page and click the [EDIT E-MAIL] button. Make the proper changes and click [SAVE].

13. How to edit the body of the email.

Go to [E-MAIL SURVEY] page and hit [EDIT E-MAIL] button. Here you can edit the body of the email as you want. After all your changes click the [SAVE] button.

14. How to remind respondents who have not taken the survey.

Send e-mail reminders to those who have not completed your survey. On the [E-MAIL RESULTS] page, the [E-MAIL REMINDER] button will take you to the page where you can set up the reminder to be sent out. It will automatically be sent on a pre-set date.

15. How to include partial completed responses into report.

Go to the [REPORT > NEW > RULES] page. If you have any partially completed responses, you will find a special check box which allows you to include abandoned answers into the report. Note that partially completed responses to the surveys, that have not been distributed via our email system, can be saved and included into

a report if [IGNORE RESPONSE AND DO NOTHING] or [OVERRIDE WITH RESPONSE VALUES] rules have been set on the [SURVEY RULES] page.

16. How to hide questions in the report.

Go to the [REPORT>NEW>QUESTIONS] page and check HIDE checkboxes for the questions which you do not want to see in your report.

17. How to test a survey.

Before you launch a survey, you can test it. Go to [TEST SURVEY] page, click [TEST SURVEY] button and take your survey as respondents will take it. Response data will be saved in a test report.

18. How to add logo to a survey.

Go to the [EDIT SURVEY > SELECT LAYOUT] page and choose [ENABLE LOGO] option. Then click the BROWSE button to find your logo image file saved locally on your computer. Select that file and click [ATTACH LOGO] to upload it. You can preview the final design by hitting the [PREVIEW] button. Note that you can upload files with the extensions JPG, JPEG, BMP, or GIF.

19. How to create surveys in other languages.

The easiest way is to simply type your questions in the other language. Key Survey has a feature called [MULTILINGUAL SURVEY]. Use this feature to launch the same survey in different languages. While setting up a survey you can translate all parts of the survey including survey name, survey description, [THANK YOU NOTE], questions, and answers into several languages.

20. How to change survey colors, fonts, and alignment.

You can use [HTML] tags while creating a survey to change its colors, fonts, alignment, etc. Another user-friendly way to do it is to take advantage of our [BASIC LAYOUT] page where you can create a design with a few simple clicks.