Zoho Corporation

# **Offline Surveys**

The offline survey feature in Zoho Survey allows you to access your survey from a device when you don't have internet connectivity. For instance, if you want to collect survey responses from trade show participants in a remote location, you can administer an offline survey to the participants during the show and then upload the responses later when you connect to the internet.

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+	i≡ Cafe Customer Satisfacti ⊿	P EDITOR SETTINGS THEMES HUB LAUNCH	PREVIEW
E SUMMARY	Collector List Language All customers v Default (en) v		
BUILDER	Access	Survey link	
	Online	Use this link to distribute your survey	
REPORTS	Offline     QR code	https://survey.zohopublic.com/zs/h7CsxW ACCESS THIS SURVEY	
	Buy Responses	Share: f y in	
	Distribution Email Campaigns Facebook		
	Inline Email		
	Website Insert Pop-up Survey As Embed		
	Visibility		
	Restrictions		
	Password Protection		
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## To enable the offline feature in your survey:

- 1. Click the *Launch* tab.
- 2. Click **Offline** on the left pane and select **Get Started**.
- 3. Enter a password in the *Password* field. This is used to access the admin console, where you can view and upload your offline responses. You can choose to enable kiosk mode, where you can load the same survey multiple times on the same device for different people to answer.
- 4. Click the toggle button to enable kiosk mode.
- 5. Enter the survey exit and restart time.
- 6. Select the restart page.
- 7. Click Activate.

Collect responses securely at your conv connected to the internet	enience even when your respondents are no	t
Password	Enter offline password	
ou upload the responses	(min 6 characters)	
<b>Ciosk Mode</b> Display your survey in a stand-alone booth		
here there is no internet connectivity		
	Exit survey if no one interacts in	20 Seconds v
	Restart kiosk from the survey end page in	5 Seconds v
	On Restarting the kiosk, navigate to	Home page
		<ul> <li>Survey first page</li> </ul>
uto Upload		
he recorded responses will get uploaded utomatically when you connect to the iternet		

- 8. Click the toggle button to auto-upload your offline responses once you are connected to the internet.
- 9. Once you're done with the settings for your offline survey, click **Save**. A unique offline survey link will be generated.
  - To copy the link, click the URL in the box.
  - Paste the link into a new tab as a URL.
- 10. To start recording responses, click **Take Survey**. You will be taken to the survey, where you or a respondent can complete it.
- 11. If you've enabled the *Kiosk mode*, once the survey is completed, it will reload to a fresh survey. You can keep repeating this process multiple times.

### <mark>Note</mark>

Since the offline responses are stored in the browser cache, don't clear your cache before uploading your responses.

## To upload the offline responses:

- 1. If you've enabled the auto upload option, your offline responses will be uploaded automatically into your reports when your device is connected to the internet.
- 2. If you haven't enabled auto upload:
- 3. Go to the offline survey link.

4. Click **Admin Console** on the top-right corner of your page. If you try clicking *Admin Console* when you don't have an active internet connection, it will show an error that says, "Internet connectivity is not available". Click the Close button and try again when your internet connection is up and running.

$\leftarrow \rightarrow$ C https://survey.zohopublic.com/offline/p0Csrb		☆ 0 0 8
🥝 Survey	Customer Feedback Survey	Admin Console
	Your feedback is valuable to us!	
	TAKE SURVEY	



- 5. Enter the password you've put in while setting up your offline survey.
- 6. Click **Upload All Responses**.

customer satisfaction survey	â
Offline Responses (3) UPLOAD ALL RESPONSES	
Response #1         Completed on: 10/22/2019 3:07:20 PM         Image: Completed on: 10/22/2019 3:07:20 PM	
Response #2         Completed on: 10/22/2019 3:17:59 PM         Ø         Ø	
Response #3         Completed on: 10/22/2019 3:19:22 PM         Ø         Ø	

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7. Click the button to make changes to the responses submitted in offline mode before uploading them.

If you wish to delete any of the responses collected, you can click next to that particular response and

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delete it. You can also click to view the responses before you upload them.

8. Enter the same password again, then click **Submit**.

#### To enable auto upload:

- 1. Click the *Launch* tab.
- 2. Click **Offline** on the left pane and select **Get Started**.
- 3. Enable the **Auto Upload** toggle button at the bottom of the section to auto-upload your offline responses once you are connected to the internet.
- 4. Click Activate.

Collect responses securely at your conv connected to the internet	renience even when your respondents are not	
Password This password will be requested every time	Enter offline password	
you upload the responses	(min 6 characters)	
Kiosk Mode		
Display your survey in a stand-alone booth where there is no internet connectivity		
Auto Upload		
The recorded responses will get uploaded automatically when you connect to the internet		
	ACTIVATE	

## To change the password of your offline survey:

- 1. Click the *Edit* option under the offline survey link.
- 2. Enter the new password.
- 3. Click Save.

e this link to collect responses offline. You can upload the responses when you have a active internet connection.	
https://survey.zohopublic.com/offline/rpBUJf	ACCESS THIS SURVEY
Password	EDIT
****	
Kiosk Mode	
NO	
Auto Upload	
NO	

# To enable or disable kiosk mode in the offline survey:

- 1. Click **Offline** in the *Launch* tab and select **Get Started**.
- 2. Click the respective toggle button to either enable or disable the kiosk mode and auto-upload options.
- 3. Click **Save**.

Collect responses securely at your conv connected to the internet	enience even when your respondents are no	ot
Password	Enter offline password	
This password will be requested every time you upload the responses	(min 6 characters)	
Kiosk Mode Display your survey in a stand-alone booth		
	Exit survey if no one interacts in	20 Seconds v
	Restart kiosk from the survey end page in	5 Seconds 🗸
	On Restarting the kiosk, navigate to	<ul><li>Home page</li><li>Survey first page</li></ul>
Auto Upload The recorded responses will get uploaded automatically when you connect to the internet		
internet		

# To customize the end page:

The customized end page you have applied for your survey will also be applied to your offline survey. Learn more on our *Settings* page to <u>customize survey end page</u>.