



Response Restriction

Apply restrictions to limit your respondents from giving multiple responses to your surveys, and ensure you receive only one response per email, URL, IP address, or device. You can further choose to allow or deny the respondents from updating their responses too.

To prevent multiple responses:

1. Click **Response Restriction** in the *Restrictions* section on the left pane of the *Launch* tab.
2. Click **Enable**.
3. Select **One response per email** to restrict multiple responses from a single respondent by generating a unique URL for every email address.

Prevent multiple responses

Restrict multiple responses per respondent and choose when they can access and change their responses

☒ One response **per email**

☐ Do not allow survey URLs without the email parameter(s) - **zs_inviteid, zcrmemail, zcmpemail**

Restrict when respondents can access and change their response

- ☒ Respondents can't update their response
- ☐ Respondents can update their response until they complete the survey
- ☐ Respondents can update their response at anytime

☐ One response **per unique URL**

☐ One response **per IP address**

☐ One response **per device**

SAVE

- You can restrict when a respondent can update their responses:
 - **Respondents can't update their response:** The respondents will not be able to open the survey once they submit it.
 - **Respondents can update their response until they complete the survey.**
 - **Respondents can update their response at any time:** They can update the survey even after they've submitted it.

4. Select **One response per unique URL** to generate a unique URL for each respondent.

Prevent multiple responses

Restrict multiple responses per respondent and choose when they can access and change their responses

- ☐ One response **per email**
- ☒ One response **per unique URL**

Send URLs that contain the parameter name and a unique value to each respondent

Parameter name

☐ Do not allow URLs without the parameter

Restrict when respondents can access and change their response

- ☒ Respondents can't update their response
- ☐ Respondents can update their response until they complete the survey
- ☐ Respondents can update their response at anytime

- ☐ One response **per IP address**
- ☐ One response **per device**

- You can restrict when a respondent can update their responses:
 - **Parameter name:** Type the parameter name that will be appended to the URL.
 - **Do not allow URLs without the parameter:** Restrict responses that don't have a certain parameter. This will be added to the URL of the published survey.
 - **Respondents can't update their response:** The respondents will not be able to open the survey once they submit it.
 - **Respondents can update their response until they complete the survey:** They can update their responses until they submit it.
 - **Respondents can update their response at any time:** They can update the survey even after they've submitted it.

5. Select **One response per IP address** to restrict multiple responses from a single IP address. However, you'll need to enable the Collect IP address checkbox to use this feature.

Prevent multiple responses

Restrict multiple responses per respondent and choose when they can access and change their responses

- ☐ One response **per email**
- ☐ One response **per unique URL**
- ☒ One response **per IP address**

Restrict when respondents can access and change their response

- ☒ Respondents can't update their response
- ☐ Respondents can update their response in the same browser until they complete the survey
- ☐ Respondents can update their response in the same browser at anytime

Note: You will need to enable the 'Collect IP address' option to restrict one response per IP address

- ☐ One response **per device**

- You can restrict when a respondent can update their responses:
 - **Respondents can't update their response:** The respondents will not be able to open the survey once they submit it.

- **Respondents can update their response until they complete the survey.**
- **Respondents can't update their response at any time:** They can update the survey even after they've submitted it.

6. Select **One response per device** to restrict multiple responses from a single device by using browser cookies. As the survey's metadata is being stored through browser cookies, if the respondent clears their browser history and cookies, a fresh survey will be loaded. Any previously submitted survey response (partial/complete) will be considered a different response.

Prevent multiple responses

Restrict multiple responses per respondent and choose when they can access and change their responses

- ☐ One response **per email**
- ☐ One response **per unique URL**
- ☐ One response **per IP address**
- ☒ One response **per device**

Restrict when respondents can access and change their response

- ☒ Respondents can't update their response
- ☐ Respondents can update their response until they complete the survey
- ☐ Respondents can update their response at anytime

SAVE

- You can restrict when a respondent can update their responses:
 - **Respondents can't update their response:** The respondents will not be able to open the survey once they submit it.
 - **Respondents can update their response until they complete the survey.**
 - **Respondents can't update their response at any time:** They can update the survey even after they've submitted it.

7. Click **Save**.

To allow respondents to save and update their responses:

1. Click **Response Restriction** in the *Restrictions* section on the left pane of the *Launch* tab.
2. Select a restriction in the **Prevent multiple responses** section to restrict multiple responses from a single respondent.

Prevent multiple responses

Restrict multiple responses per respondent and choose when they can access and change their responses

- ☐ One response **per email**
- ☐ One response **per unique URL**
- ☐ One response **per IP address**
- ☒ One response **per device**

Restrict when respondents can access and change their response

- ☒ Respondents can't update their response
- ☐ Respondents can update their response until they complete the survey
- ☐ Respondents can update their response at anytime

SAVE

3. Select the following to restrict when a respondent can update their responses:

- **Respondents can't update their response:** The respondent will not be able to open the survey once they submit it.
- **Respondents can update their response until they complete the survey:** Allow respondents to update their responses till they submit them.
- **Respondents can update their response at anytime:** Allow respondents to update their survey responses any time—even after they've submitted them.

4. Click **Save**.