Continuing an Incomplete Survey

SurveyPocket users have the ability to finish an incomplete survey while in the field. This process allows a data collector to exit out of a survey and complete it at a later time, even if another survey is conducted in the meantime. Although we do not recommend doing this on a regular basis, this is a feature available with SurveyPocket version 5.9 or higher.

To continue working on an incomplete survey follow these steps:

**First, some set up in a web browser:**

1. Log on to SurveyAnalytics.com using your web browser

2. Select the Device tab

3. Select the device you wish to alter

4. Confirm that “Disable Settings” is unchecked

5. Select “Save Device Key” at the bottom of the page scrolling the page down
Then on the mobile device:

6. Confirm that the device is on an active Wi-Fi network
7. Open the SurveyPocket app
8. Synch the device, by selecting the circular arrows symbol at the bottom right of the SurveyPocket App screen
9. Select the “ ” icon at the top right of the screen
10. From the menu select “Settings”
11. On the settings page turn on “Enable Admin Functions”
12. Select the check mark at the top right

NOTE: The above mentioned steps MUST be completed on each device

To complete an interrupted survey in SurveyPocket:

1. Select the menu Icon from the Survey Launch page
2. Select “Response Viewer” from menu
3. Select the survey to be completed
4. Select “Complete Survey” from the bottom of the page

Keep the following things in mind:

- Only incomplete surveys will be available for editing. A completed survey cannot be edited on the SurveyPocket app
- Will only work if the administrative steps are taken
- MUST BE COMPLETED PRIOR TO SYNCH
- Should only be used as a last resort – not regularly