

Getting Started with Your First Survey





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About this Manual

Once your Constant Contact account is established, this manual will guide you through an overview to creating a survey. Although Constant Contact has many features, this manual discusses **creating a survey**.

The Navigation Tabs

Upon logging in to your Constant Contact account, you will see the navigation tabs along the top of the page. These tabs include the:

- Home tab
- Email Marketing tab
- Online Survey tab
- Contacts tab
- Library tab
- My Settings tab

Note

This manual only discusses the **Online Survey** tab.

The Online Survey Tab

The Online Survey tab is where you will create and manage your surveys and polls. Here you can create new surveys and polls, check the status, and quickly view how many responses have been received.

Survey Name and Template

With Online Survey, you'll make better decisions because you'll have feedback from more of your customers – instead of just the most vocal ones. You'll get ideas for new products and services – along with a deeper understanding of what it takes to satisfy and keep your valued customers.

Creating surveys is easy. The survey creation wizard will guide you through the following steps:

1. Name the survey
2. Select a survey template (provide a business reason for the survey and Constant Contact will suggest survey templates for you)
3. Customize the layout of the survey with your logo and fonts and colors for the background, title and questions
4. Create a greeting page
5. Create a closing page
6. Publish your survey and distribute the link

The My Surveys Page

In order to create surveys, navigate to the **My Surveys page** of your Constant Contact account. Access your **My Surveys** page by:

1. Clicking the **Online Survey** tab from the navigation bar

Click the **Create New Survey** link under the tabs on the navigation bar to start a new survey.

Note

You can also begin to create a new survey by clicking the **Create a Survey** link on the Home tab.

Surveys: Name & Title

In this screen, you will name your survey, and select how you want to create it.

- The **Survey Name** is how you will identify your survey within your Constant Contact account – it is not seen by your recipients

You may elect to create your survey using a template that will help you get started, based on the type of survey you are creating. You may also elect to start without the aid of a template, by starting with a blank survey.

To give your survey a name:

1. Type a survey name in the **Survey Name** text field

Select a Template

Like email templates, survey templates offer a basic structure to work from when you are creating your surveys.

Survey templates include text blocks with relevant text to help you get started quickly. In many cases, you will only have to change a few words within each question – customizing it for your particular needs.

If you want to browse all templates, make the selection to start with a template and click the **Next** button to continue. If you want to start with a blank survey and add all of your own questions, make the selection and click the **Next** button to continue.

If you need help getting started, click the link in the highlighted box. The new screen will allow you to choose a business reason for the survey, such as learning about your audience. When you select a reason and click **Find Templates** you will be shown a list of suggested templates. If none of the suggested templates appeal to you, you can go back and choose a different business reason, you can browse the most popular templates, or you can click the link to browse all templates.

Select a survey template by following these steps:

1. Choose a **Survey Template Category** by clicking one of the category links
2. Choose a survey template by clicking in the radio button next to the template name
3. Click the **Next** button to continue

General Layout

Once you set your survey name and choose a template, you are ready to create your survey.

This section describes the general layout of the *Survey Layout* page.

Getting Help

No matter where you are within your survey, you can quickly get help the way you need it:

- Click the **Help** link in the upper right-hand corner to open the **Resource Center**
- Click the question-mark icon (?) for context-specific help
- Click the more information icon (i) to open a topic-specific help window
- Click the tutorial icon to view (?) an interactive tutorial on a specific feature

The Exit, Save and Save & Continue Buttons

The **Exit** button will allow you exit from creating your survey. If you choose this button, you will be prompted to save your work first.

Both the **Save** and **Save & Continue** buttons allow you to save your work.

The **Save** button will save your work and allow you to continue working on the survey, or to exit using the **Exit** button described above.

The **Save & Continue** button will save your work, and will take you to the next step in creating your survey.

The Preview and Spellcheck Buttons

- The **Preview** button allows you to take your survey without publishing the survey, and without skewing your data. Previewing your survey is a good way to gauge the order of the questions, the flow of skip logic, and so on.
- The **Spellcheck** button lets you check for spelling errors on your survey.


Add/Edit Skip Logic link

The **Add/Edit Skip Logic** link will allow you to apply Skip Logic to your survey. It is important to note that applying Skip Logic should not be done until after you have entered and formatted all of your questions. Once Skip Logic is applied to your survey, you will have limited editing ability; being limited to editing question text and answer option text only.

The Properties and Global Colors and Fonts Links

Located under the **Add/Edit Skip Logic** link are two links: **Properties** and **Global Colors & Fonts**.

The **Properties** section allows you to turn question-numbering on or off. If you have used skip logic in your survey, numbering will be automatically turned off. This is a requirement for skip logic.

You can also format the question separator bar () by making a selection from the drop-down box. You may leave the default, choose a 1 pixel thin line, or choose no line at all.

The **Global Colors & Fonts** link lets you customize your survey to match your own look and feel. You may change the background color of the survey as well as the font style, size and color for the survey title, questions and answer options text.

Survey Header and Title

The survey header will display at the top of each page on your survey. If you have designated an organization logo in the “My Settings” tab, that logo will automatically display here. You can change the logo if you like, or delete it by using the **Change image** or **Delete image** links above the logo. Deleting the logo here will only delete it from this survey, and not from your account.

The title text of the survey will default to the name of your organization and the word “Survey.” You can change the text by clicking the **Edit title** link, making your change, and clicking **Save**.

Questions and Layout

You may wish to add additional questions in your survey; adding questions is accomplished by clicking the **Question** button next to the words “Add here.”

Inserting **Text** allows you to enter a block of text that can serve as additional instructions or clarification for the page,

question type, and so on.

Page breaks limit the number of questions a respondent can see on each page of your survey by creating a new page. To add a page break, click the **Page Break** button above the question block where you'd like the break to appear.

Question Types

Question types are available in the following question formats:

- Single-Select, Multiple Choice
- Multi-Select, Multiple Choice
- Open-Ended Text
- Rate Items on a Scale
- Rate One Item on a Scale
- Rank Items Numerically
- Collect Personal Information

When choosing question types, consider what type of information you need (one answer, many answers, open-ended, ratings, or personal information). If you've already written your survey questions and answers, you may want to rephrase them into a more appropriate question format.

Inserting Questions


Insert additional questions by following the steps below:

1. Click the **Question** button followed by the words Add here
2. Choose the question type by clicking the question-type link
3. Type your questions and answers (if applicable)
4. Click the **Save** button

Editing Questions

Editing questions is a way for you to edit the question and possible responses, as well as change the question from one type to another.

To edit a question, follow these steps:

1. Click the **Edit** icon () for the question you wish to edit
2. Highlight the text in the *Question Text* text field
3. Type new text in the *Question Text* text field
4. Select the *Number of answer options* drop-down box* and select the number of possible responses
5. Highlight the responses in the *Answers* to be selected text fields*
6. Type new text in the *Answers* to be selected text fields
7. Click the **Add an image** link, if you wish to add a graphic image next to the response*
8. Click the **Save** button

Note

*Depends on question type...not all questions types will have this option.

The Question Formatting Toolbar

Notice the formatting tool bar at the top of the question text box:



These tools allow you to format the question text. You can make a word or phrase stand out by making it bold, italic or underlined. You can change the font style, size and color for the entire question or specific words within the question. You can insert images in a question from your image library or by referencing a URL. And you can insert a link within your question. You can also resize the question text box by holding your cursor over the lower right corner to get the double arrow, then click and drag to expand the box.

If you choose to insert an image, place your cursor where you want the image to appear in the question, then click the image icon and select an image from your library or reference a URL. You can drag and drop the image within the question to move it around, and you can resize the image in this screen. When you click on the image, you'll see handles that allow you to stretch or shrink the image. Just move your mouse over the handle until you see the double arrow, then click and drag to increase or decrease the size of the image.


You may want to include a link in your survey question to direct respondents to a webpage while they are taking the survey. To create the link, highlight the question text that will become the link and click the link icon on the toolbar. A window will open allowing you to enter the URL and title. Text entered in the title field will be visible to respondents when they hold their mouse over the link.

Inserting Images in Answer Options

Some question types allow you to include images next to your answer options. This is especially helpful for questions where describing an answer might not be clear.

For example, if a dance teacher wanted to find out which costume is the most popular among respondents, a picture will allow the respondents to quickly and accurately make their decision.


To insert an image:

1. Click the **Edit** icon () for the question you wish to add the image to
2. Click the **Add your logo or an image** link below the answer option
3. Select an image from the library or reference an image URL
4. Resize the image if necessary
5. Click the **Insert Image** button to insert the image

Changing Question Type

When you choose a question type, you have the option to later go back and change the question type, without losing your previously-entered text.

To change the question type:

1. Click the **Edit** icon () for the question you wish to edit
2. Click the **Change Question Type** link at the top of the box
3. Select the new question type by clicking the question-type link – or – to keep the question type as-is, click the **Continue editing / No change** link

4. Click the **Save** button to save changes to question and close the question type box

Single-Select, Multiple Choice

The Single-Select, Multiple Choice question type allows you to create an “either/or” question – meaning, your respondents can only select one option from your list of possible responses.

“Yes/No” questions are an example of the Single-Select, Multiple Choice question type.

This question type gives you the following additional options:

- *Include “Other” as a possible answer, so respondents can enter their own text.* Clicking this check box will include an option called “Other”, with a text field where respondents can enter their comments.
- *Allow respondents to add a comment.* Checking this check box adds a text field where respondents can add additional comments.
- *This question is required for the respondent.* Clicking this option makes this question required in order for the respondent to continue with the survey. Required questions are annotated by a red asterisk next to the question.

Multi-Select, Multiple Choice

The Multi-Select, Multiple Choice question type allows you to create a question where respondents can select one or more options from your list of possible answers.

This question type gives you the following additional options:

- *Include “Other” as a possible answer.*
- *Allow respondents to add a comment.*
- *This question is required for the respondent.*

Open-Ended Text

The Open-Ended Text question type allows you to create a question where no answer options are provided and respondents can enter their own text for the answer.

- *Answers are limited to:*

One line of text with 50 characters

Seven lines of text with 350 characters

Twenty lines of text with 1000 characters

This question type gives you the following additional option:

- *This question is required for the respondent.*

Rate Items on a Scale

The Rate Items on a Scale question type allows you to create a question where respondents can rate items based on a scale you create.

For example, if you use the question: *How do we rate on the following attributes?* You could define the attributes, then define a scale from *Well Below Average* to *Well Above Average* and respondents could rate each attribute.

This question type gives you the following additional options:

- *Allow respondents to add a comment.*
- *This question is required for the respondent.*

Rate One Item on a Scale

Similar to the *Rate Items on a Scale* question type, the Rate One Item on a Scale allows you to create a question where respondents can rate one item based on a scale you create.

For example, if you use the question: *How likely are you to use our services in the future?* You could define the scale from *Least Likely to Most Definitely* and respondents could make the appropriate choice.

This question type gives you the following additional options:

- *Allow respondents to add a comment.*
- *This question is required for the respondent.*

Rank Items Numerically

The *Rank Items Numerically* question type allows you to create a question where respondents can rank from 2-10 items on a numeric scale.

For example, if you use the question: *Please rank the following resorts in your order of preference.* You could then define the Ranking scale so that *1= Least*, and respondents could rank the resorts according to their preference.

This question type gives you the following additional options:

- *Allow respondents to add a comment.*
- *This question is required for the respondent.*

Collect Personal Information

This question type allows you to gather information about respondents, and is limited to one occurrence per survey. You can use this information for later follow-up, or to mail out rewards for survey participation. This question type is also a great way to help build and maintain your contact list. If you choose to make the results data available for importing into your contacts, the following text will be included on the survey:

"By entering my personal information, I consent to receive email communications from the survey author's organization based on the information collected."

If you choose to make the question required, then you may not declare that you will import the contact information to your account, as it is not recommended to require survey respondents to join your contact list. If the question is marked required, the respondent will need to complete all of the fields you selected, in order to submit the survey.

You may choose the following fields to include in this question type:

First Name	Address 1
Middle Name	Address 2
Last Name	Address 3

Job Title	City
Company Name	State/Province
Work Phone	Postal Code
Home Phone	Country

See page 13 for information about importing the results for this question into your contacts.

Greeting Page

Create a Greeting Page

This is where you can choose whether or not to include a greeting page. If included, the greeting page is the first page that respondents will see when they take your survey. If you plan on placing the survey link on your website, you may want to create a greeting page explaining what the survey is about.

If you wish to include a greeting page you will have the option of adding an image and using the same background color and font selections used in your survey. You may also edit or replace the text in the text field. If a logo displays when you choose the option to include a greeting page, it is the image that you set as your organization logo in the “My Settings” tab. You can change the image, or delete it by using the links above the image.

Closing Page

Create a Closing Page, include View Survey Results link

You have the choice of directing respondents who complete your survey to a URL of your choice, such as a page on your web site, or creating a custom page thanking respondents for their participation.

If you wish to include a closing page you will have the option of adding an image and using the same background color and font selections used in your survey. As with the greeting page, you may change or delete the image from the closing page. You may also edit or replace the text in the text field.

You can choose to include a link to survey results on the closing page by clicking in the check box. When you click in the check box, an additional field displays where the text for the link can be edited.

Please note that survey results can be delayed up to one hour. When a respondent completes a survey and clicks the link to view survey results, their own answers will not be included in the results shown.

Survey Details

Edit Pages And Properties

When you reach the *Survey Details* page, your survey has been successfully created and has been saved in *draft* status.

Notice the highlighted area that provides helpful information on what you can do next. To hide this information, click the **Hide** link on the right. If you want to see the information again, click the link labeled **Show Help**.

While the survey is in draft status, you can make changes to the greeting page, edit the questions and layout or preview the survey, and make changes to the closing page. You can also change the internal name for the survey and whether or not you want to allow multiple responses from the same computer .

The default is set to “yes” to allow multiple responses. If you choose to allow multiple responses from the same computer, this will allow a respondent to take the survey over and over from the same computer. This is a good option if you are at an expo, and have your survey set up in a kiosk.

If you choose not to allow multiple responses from the same computer, this would prevent the respondent from taking the survey over and over again from the same computer. If this is a one-time survey, you might want to select this option. But if this is a survey that you plan to send out each time someone makes a purchase from you, then you would not want to select this option.

Once the survey is created it's best to give it a test to see exactly what your respondents will see. As long as the survey is in draft status, you can test it by clicking the **Test Survey** button. This will provide a URL that can be copied and pasted into a browser window, so that you can see how your respondents will experience the survey. You can also send this URL to others to test the survey. And remember, this URL is for test purposes only and responses will not be saved. Once you Publish the survey, a new URL will be provided.

When you're ready to distribute your survey, click **Publish**. You'll get a reminder An important note is that once the survey is published, you will have limited editing ability. You will only be able to edit question and answer option text. You won't be able to rearrange questions or change question types after the survey has been published. When you're ready, click **OK, publish my survey pages**.

When you publish a survey, the information for editing pages and properties is collapsed. You can expand the information by clicking on the blue bar. And hide it by clicking on the blue bar again.

When the survey is in *published* status, a new highlighted section will provide helpful information about what you can do next. If you want to hide this information, click the **Hide** link on the right.

Distribute And Track

Now that the survey is published and ready to be taken, it can be distributed in three ways; you can create a survey invitation and email it to your contacts, which will give you full details on respondents, you can copy and paste the URL to a webpage, or you can tweet the survey URL. When respondents access the survey from the URL on a webpage, or from a tweet, their responses will show as anonymous on the survey reports.

When respondents have taken the survey, you'll see the number of responses on the right side of the screen. In the tracking section, you'll see the number of responses so far, with a breakdown showing how many were from your contacts and how many were anonymous.

You can click the linked count, or the overall link under “View results” to see a graphic display that includes the number of responses for each question on the survey.

And the Individual link will allow you to see how each respondent answered questions on the survey, along with their email address. Respondents who accessed the survey via a URL link on a website will show as anonymous.

In the Survey Details screen, you have the option to schedule your survey to close when certain conditions are met such as a certain number of responses and/or a specific date and time. Or you can click the **Close Now** button to close the survey now. A closed survey will no longer be available for respondents to take.

If your survey is in *published* status, the URL link for the survey will be shown in this screen. This link can be placed on a web site or distributed via email to collect feedback anonymously. Remember, when you distribute the link using email such as Microsoft Outlook or Yahoo! for example, the responses will show as anonymous in the Individual Results screen. The only way to view personal data about your respondents is to distribute the survey using a Constant Contact invitation email.

Create an Invitation Email


You can create an invitation email by clicking the link on the Survey Details page labeled **Create a survey invitation**.

To create your invitation email:

1. Enter a name for your invitation email. This is for your use and will not be seen by your respondents.
2. Click **Next**.
3. Enter Email Message Settings such as the Subject Line, From Name, From Email Address and Reply Email Address.
4. Click **Next**.
5. Edit and format the layout of your invitation email; including logo, organization name, introduction and closing.

Hint

Use the *Add Blocks* and *Global Colors & Fonts* links to customize the layout of your invitation email.

6. Preview the invitation and send a test to yourself (optional).
 - Click the **Preview** button.
 - Enter up to five email addresses in the "Email Addresses" field.
 - Add a personal note if you like, letting the recipient know that this is a test email and any survey results will not be saved.
 - Click **Send**.
7. Click **Save and Continue**.
8. Choose the list(s) you would like to send the survey invitation to. Contacts that exist in more than one list will only receive one email.
9. Click **Next**.
10. Select a status for your email invitation.
 - Choose Draft if you are not ready to send or schedule the invitation at this time.
 - Choose Send Now if you are ready to send the email invitation now.
 - Click the calendar icon () if you wish to schedule the invitation to be sent on a specific date.
11. Click **Finish**.

The **Survey Invitations** link on the Survey Details page will indicate how many invitations have been created. At any time, you can check the progress of your invitations by clicking this link. You can create a new invitation email for the survey; you can create a copy of this invitation email, and you can see statistics about the invitation such as opens and clicks.

Resending an Invitation Email

You may want to send survey invitation reminder emails to those who have not yet taken your survey. To resend an invitation email:

1. Access the Survey Details page for the appropriate survey.

- If the **Survey Invitations** link is collapsed, click it to expand and see the invitations.
2. Click on the appropriate invitation name to access the summary page for this email.
 3. Click the **Resend Options** button.
 4. Select how you want to resend the email:
 - Enter email addresses directly into your Constant Contact account
 - Send only to new contacts that have been added to the list since the original email was sent
 - Send to contacts who originally received the email invitation but have not yet responded to the survey
 5. Click **Next**
 6. Depending on which resend option you selected, you will either enter email addresses into the field provided, or decide whether to send the email now, or schedule for a specific date and time.
 7. Click **Finish**

Response Notification

If you want to be notified when respondents take your survey, click the **Response Notification** link in the upper part of the screen. Here, you can choose to receive an email notification daily or weekly on the day of your choice. Make the choice in the **Select Schedule** dropdown, then select a verified email address for the report to be sent to. If you want to verify an additional email address, you can do that here as well. Once you've made your selections, click the button labeled **Save notification settings**. Now, you will receive an email notification when respondents have taken your surveys, without having to login to your account. The email will include a summary of your published surveys. To stop receiving response notifications, return to this screen and select "No Report" in the **Select Schedule** dropdown. Then click the button **Save notification settings**.

Reporting and Survey Results

It's easy to see the results for any survey.

In order to view the reports, locate the survey on the **My Surveys** tab and click on the name of the survey you wish to view results for. This will bring you to the **Survey Details** page.

On the right side of the screen, you will see two different types of reporting in Survey, the **Overall Results** which is a graphic report of all the Survey Data, and **Individual Results** which shows how each individual answered questions.

The **Overall Results** screen shows the total number of responses and the response ratio for each question. These results can be exported to a Microsoft Excel file, a .pdf file, or a comma separated value (.csv) file. If you export to Excel or .pdf the resulting document will show each question with the total number of responses and the response ratio; the report will not show any comments or text answers from the survey. If you export to a .csv file, you will have the raw data including how each respondent answered the questions as well as any comments and text answers.

The **Share results** field is where you can decide to share the results of your survey with respondents after they have completed it. A choice of "Yes" in this field will generate a URL link that can be placed on a web site or within the closing page of your survey. To include the link on the closing page, click the **closing page** link and check the box.

Note

Recently submitted results will be delayed up to one hour after the respondent completes the survey before they are included on this page.

The **Individual Results** screen shows a list of respondents that includes email addresses for contacts that

responded to the survey, as well as anonymous respondents that accessed the survey from a link on a web site, or in an external email client such as Microsoft Outlook. You may click the link *Survey Responses* to see how a specific respondent answered questions on the survey. You also have the option to delete survey responses in this screen, however, deleted responses will still count toward the total number of responses for your billing plan. The Individual Results can be exported to .csv format, which will include how each respondent answered questions, as well as any comments or text answers on the survey.

Survey Invitation Results

If you distributed your survey using an Invitation Email, the **Sent Email Summary** screen will show statistics about the email including:

- number sent
- bounces
- spam reports
- opens
- clicks
- forwards

Access the full invitation results by clicking on the linked name of an invitation email.

Importing results from “Collect Personal Information” question type

To individually import results into your contact list, view the results in the **Individual Results** screen and click on the *Survey Responses* link. Choose the responses you want to add to your contact list by clicking the *Add to Contacts* link for that response. You will be prompted to select which list you would like to add the contact information to, or, you can click the link to *create a new list*. In the next screen, you will be prompted to check off the items on the Permission Confirmation Checklist, indicating that you have permission to add the contact's information. You will see a message letting you know that the respondents are being added to your contacts. Click the *Activity* link to view the status of the imported file. When the screen shows the status as “Complete” you will be able to see the contact information in your contact list.

To import all of the results from this question into your contacts, view the results in the **Overall Results** screen and click either the *View the Answers*, or, *View Answers* link. In the next screen, click the *Add these responses to my contacts* link and select which list you would like to add the contact information to, or create a new list. Check off the items on the Permission Confirmation Checklist to begin the process.

Click the *Activity* link to view the status of the imported file. When the screen shows the status as “Complete” you will be able to see the contact information in your contact list.

Note

Contacts are identified by email address in Constant Contact. If a survey respondent updates their profile information, such as name and address, but leaves a field blank, such as the phone number, the blank field will not override existing information for that contact. In this scenario, the contact's name and address would be updated, but their phone number would stay intact.

Create a Poll

Create a Poll

To begin, click the link **Create Poll** on the *Online Surveys* tab.

1. In the field labeled *Poll Name*, type a name for your poll. This name is for your internal use and will not be seen by poll takers.
2. You can modify the body background color and the font style, size and color for your question and answer options by clicking in the *Fonts and Colors* section. Make modifications to the poll, so that the colors match the web page where the poll will be displayed.
3. Enter your poll question in the space provided.
4. Choose how many answer options you wish to include; 2-5, by clicking in the drop-down box.
5. Enter your answer options in the spaces provided.
6. Click **Update Preview** to see how the poll will look to voters.
7. Click **Save and Finish** if you are ready to publish your poll.

When you click **Save and Finish**, the Poll Details page will display. Here, you can test the poll by choosing an answer option and clicking **Vote**. You may test the poll again by clicking **Test Again**.

The percentages shown when testing the poll are simulated data to see how the results will look when viewers submit their vote, and will not be included in your actual poll result numbers when the poll has been published.

8. Click **Save** if you wish to save your poll, but are not ready to publish.

Publish the Poll

Access the *Poll Details* page and click **Publish Now**.

You will see a confirmation message, letting you know that the poll has been successfully published.

You will also see the HTML code for the poll in the field labeled **Poll HTML**. You can copy and paste the code to a page in your web site, or tweet the poll link, so that visitors can begin voting.

The URL link for the poll is also provided in this screen, which can be inserted into an email, blog, or social networking site.

Once your poll is published, you will see the Twitter icon with the text "Tweet this Poll" and an "Allow" link. When you click the link, a new window will open so you can create a connection to your Twitter account. If you aren't logged in to Twitter, you'll be prompted to enter your user name and password. If you're already logged in to Twitter, you'll be prompted to allow access to Constant Contact. When you click the "Allow" button, the connection will be created and the window will close. Note that you only have to allow access the first time you tweet a poll. Also, if you have created a previous connection between your Twitter account and Constant Contact, you will not need to create the connection again.

When the connection has been made between Twitter and Constant Contact, you will see a text box with the name of your poll, followed by the shortened URL. You may modify or add to the text in this box. The number of available characters will be shown in the lower right.

When you click the “Tweet” button, you will see a message letting you know that the poll has been successfully tweeted. Your followers will see the tweet and be able to click the link to cast their vote.

You may also edit the question and answer options from this page by clicking on the *Edit Questions/Answers link*. However, once the poll has been published, you will not be able to add or delete answer options. You will only be able to edit the text when the poll is in *published* status.

Note

The maximum number of Published polls you may have in Constant Contact is ten.

View Poll Results

From the *My Surveys/Polls* page, click the name of the poll for which you wish to view results.

On the *Poll Details* page, you will be able to see how many responses there are for the poll.

Click the link labeled *Poll Results* to see the number of responses and percentage ratios for the answer options.

Note

Once a poll has received 10,000 responses, it will no longer accept votes. Visitors to your site will see the results of the poll, but will not be able to cast a vote.

Close a Poll

From the *My Surveys/Polls* page, click the name of the poll for which you wish to close.

On the *Poll Details* page, click the **Close Poll** button.

A closed poll will no longer accept votes from visitors to your web site. Visitors will see the results of the poll, but will not be able to vote. The poll will stay on your web page until you remove the HTML code.

If you delete a poll from your Constant Contact account without removing the code from your web page, only the *Constant Contact* poll banner will display on your site.

Getting Help

No matter where you are within your survey, you can quickly get help the way you need it:

- Click the **Help** link in the upper right-hand corner to open the *Resource Center*
- Click the question-mark icon (?) for context-specific help
- Click the more information icon (i) to open a topic-specific help window
- Click the tutorial icon to view (?) an interactive tutorial on a specific feature