Federaal Kenniscentrum voor de Gezondheidszorg
Centre Fédéral d'Expertise des Soins de Santé
Belgian Health Care Knowledge Centre

Limesurvey V3.15 manual

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2020

www.kce.fgov.be

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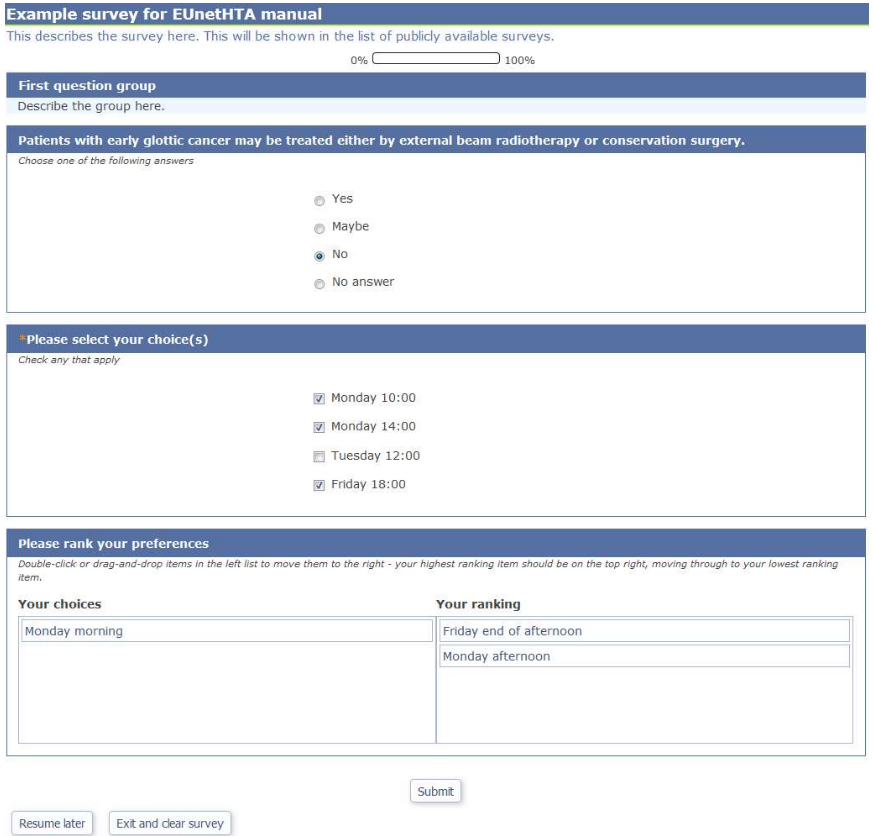
1. INTRODUCTION

LimeSurvey (http://www.limesurvey.org/) is an open source web-based software to create online surveys. Here is an example:

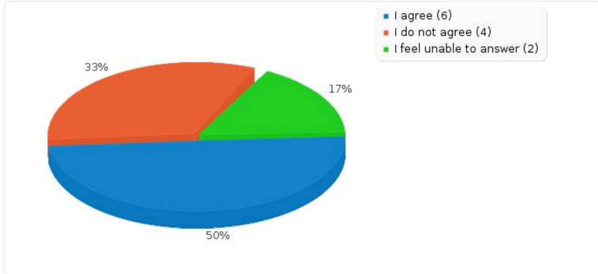


LimeSurvey also has basic tools to analyse the responses:

Field summary for RC 5

Based on an evidence based approach, there is insufficient scientific evidence to recommend augmentative and alternative communication techniques such as PECS, TAU or RPMT for speech and language problems in children with autism.

Answer	Count	Percentage
I agree (L001)	6	50.00%
I do not agree (L002)	4	33.33%
I feel unable to answer (L000)	2	16.67%
No answer	0	0.00%
Not displayed	0	0.00%



For advanced data analysis, it is better to export the results to a specific software like R, SPSS, SAS or a spreadsheet software (e.g. LibreOffice or MS Excel).

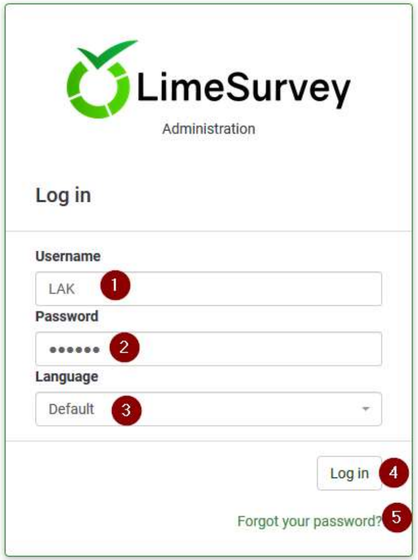
This manual explains the basics to create and manage a survey. The official online documentation is available at http://manual.limesurvey.org/.

2. LIMESURVEY BASICS

2.1. Login

As a LimeSurvey user, you need as login and a password to access the interface. Any browser should fit, but as some users had problems while pasting some text from MS Word, we recommend using Firefox.

Go to [https://survey.kce.be/ admin](https://survey.kce.be/admin)(for KCE) you should get the following screen:

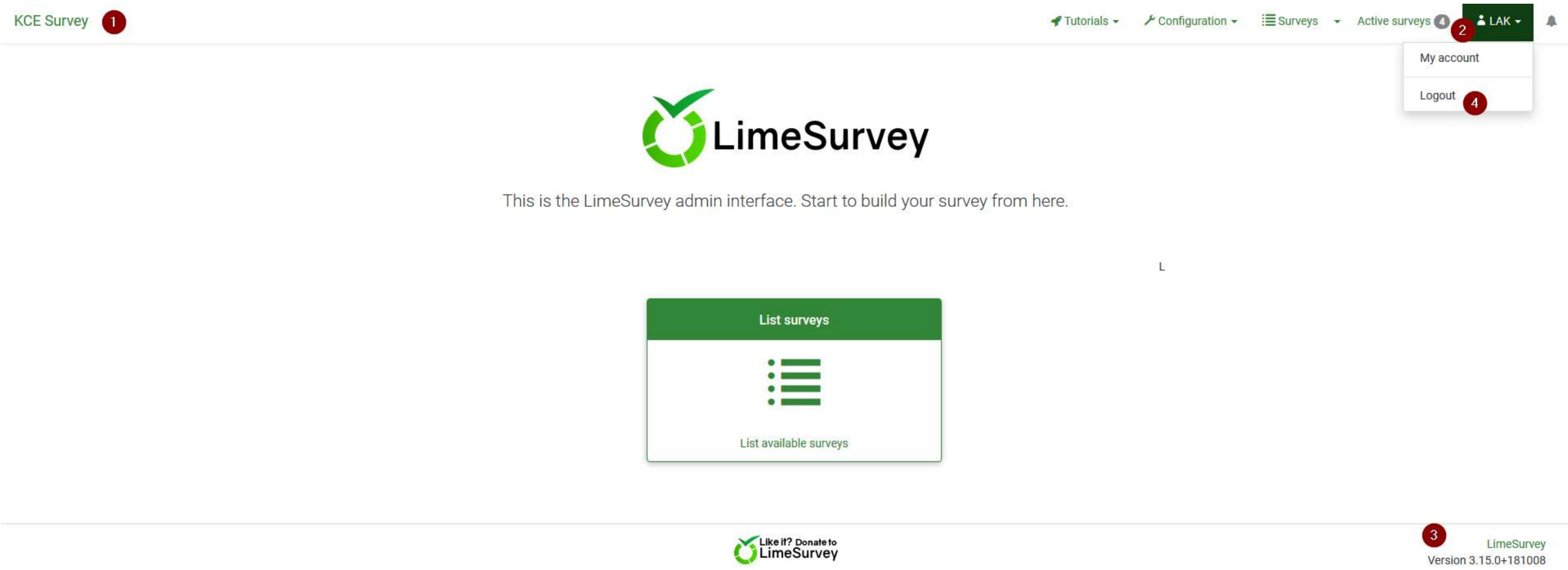


1. Enter you username
2. Enter your password
3. If you wish, choose you language (the Default language is English)
4. Click on the “Login” button

If you forgot your password:

5. Click on the “Forgot your password?” link
6. (not shown) Fill in the form with your username and email address and click on the “Check data” button; you will receive a new password by email. In case of problem, please contact CAD or PAC.

Once you are logged in, here is what you should see:



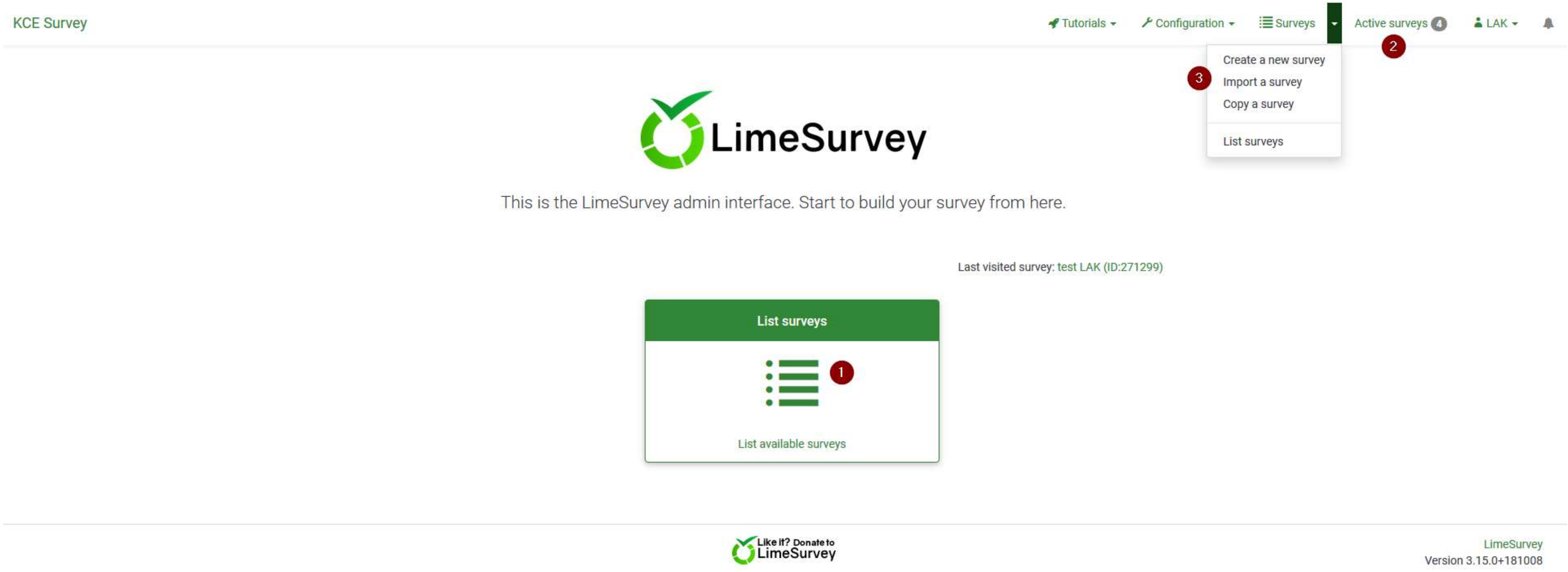
1. The server you are on (it could be KCE or your local LimeSurvey if you have one)
2. your ID with a link to edit your preferences
3. LimeSurvey version (if you encounter a problem and need external help, it is a good idea to mention the version)
4. Logout button to close your LimeSurvey session
5. (Not shown) Default administration page ("home")

Workflow

Here are the steps to get a survey running and analyse the results:

- Create a survey
- Add question groups
- Add questions in the question groups
- Test your survey
  Yourself / Then with a test group
- Update your survey according to collected feedback
- Activate your survey
- Invite respondents to participate
- Optional: send reminder(s)
- Close your survey
- Basic results analysis with LimeSurvey
- Export your results
- Thorough analysis with another software

3. CREATE OR IMPORT/COPY SURVEYS



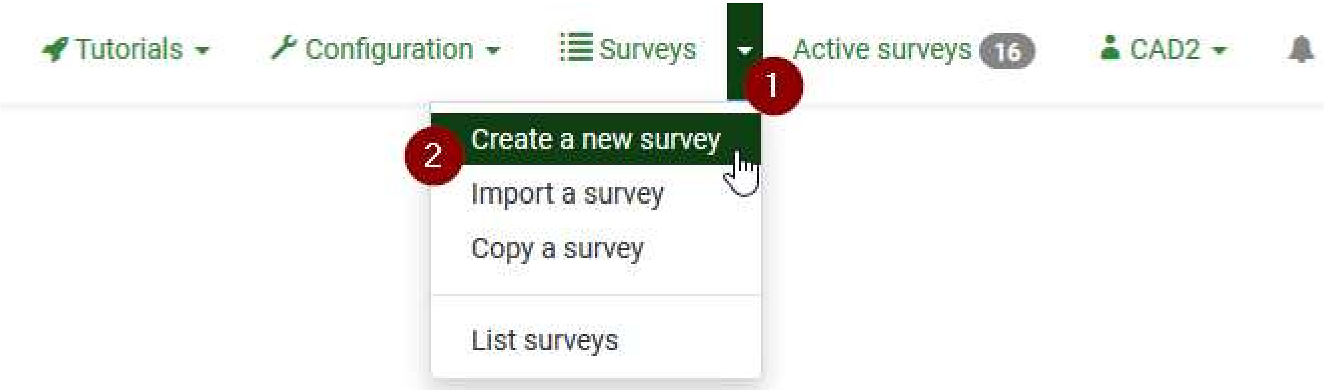
1. Choose an existing survey -
2. See a list of active surveys
3. Create a new survey

Each survey has a status:

- inactive : the survey is not yet open (design phase)
- active: the survey is open, respondents can fill in the survey
- expired: the survey is closed, responses have been collected

You can create a new survey, import or copy an existing survey.

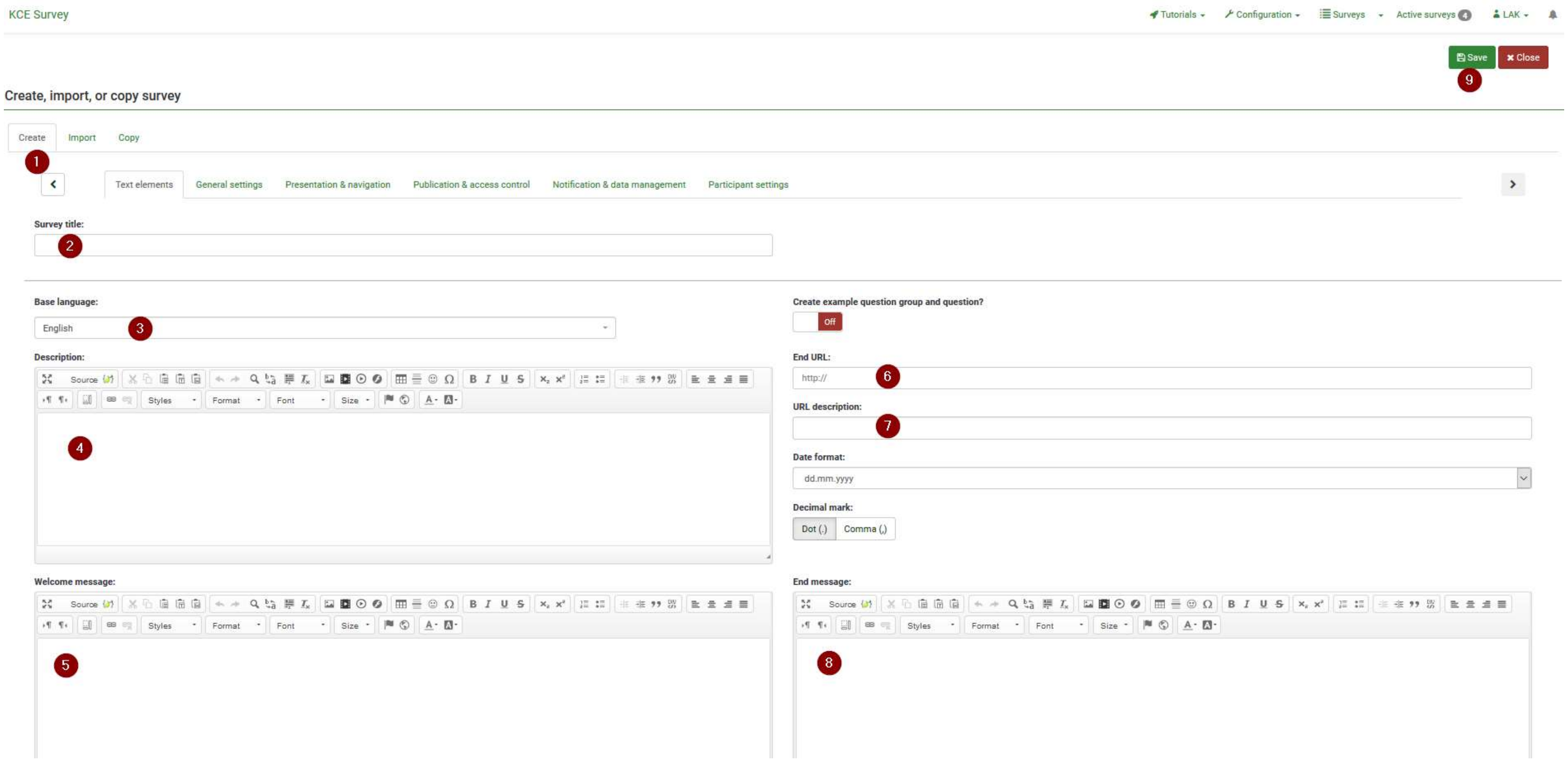
3.1. Create a survey



1. Click on the menu arrow in menu bar at the top of the screen
2. Click on “Create a new survey”

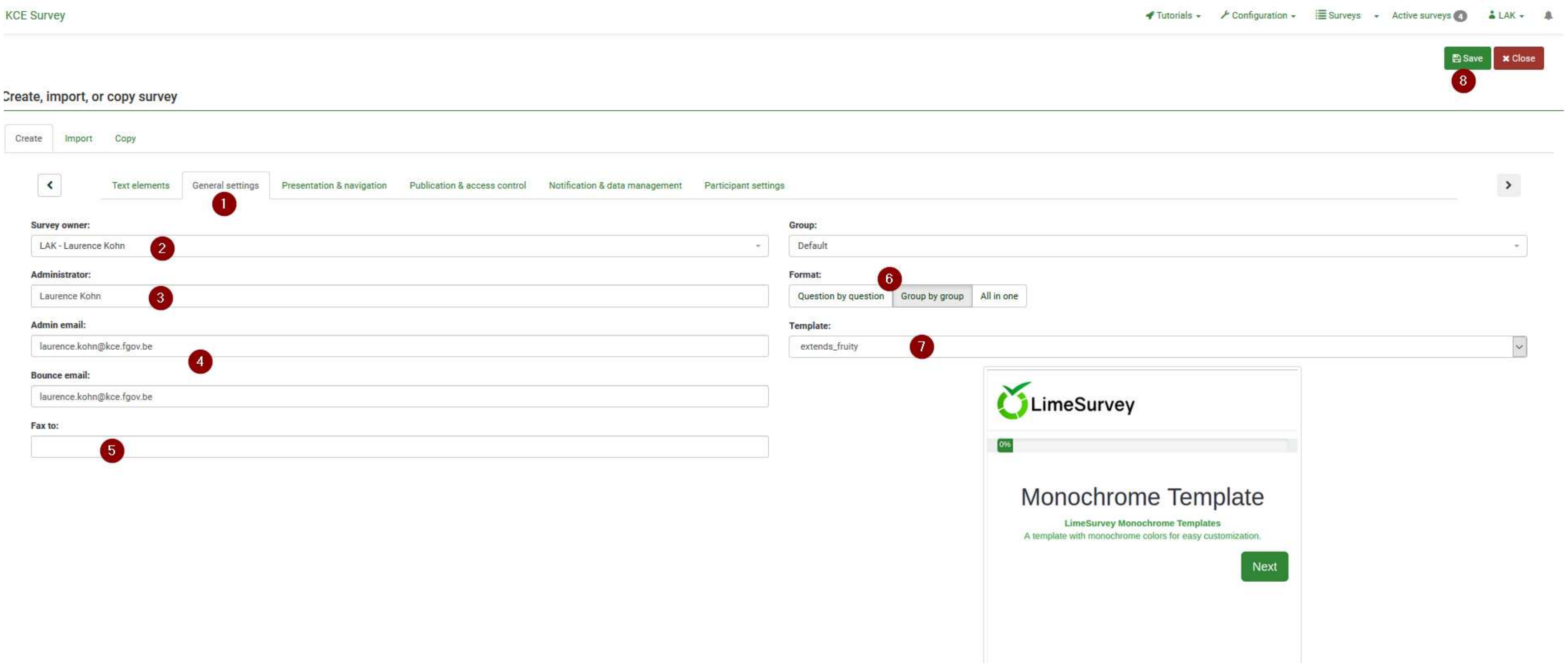
3.1.1. Text elements

1. You are on the “Text elements” tab of the “Create” tab to add a new survey



2. Choose a title (in the base language)
3. Choose the main language (you can add extra languages afterwards)
4. Type a short description of the survey (this will appear in the list of public surveys available)
5. Write the welcome message for the respondents
6. If you want to propose a link at the end of the survey, enter the URL
7. If you want to propose a link at the end of the survey, enter the text of the link
8. Type an end message
9. Optional: if you don't want to check/modify the other settings, click on the “Save” button

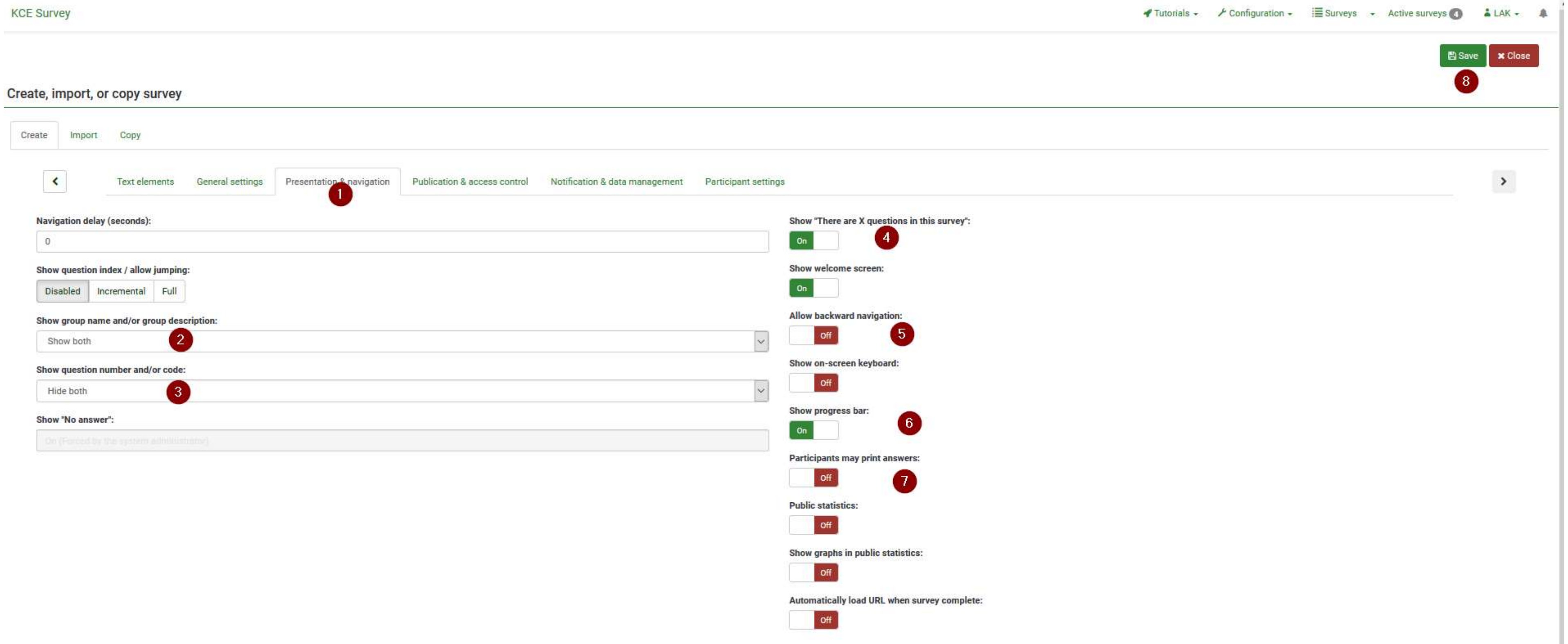
3.1.2. General settings



1. Click on the “General settings” tab
2. You are identified as owner of the survey
3. Enter the name of the contact person for the survey (in case of problem)
4. Enter the email address for the contact person and for the bounce email (if invitations are sent by LimeSurvey and some invitations don’t go through, notice will be sent to the bounce email address, so that this person can correct or remove the email addresses that bounce). If you do not want to use your personal KCE email, please contact CAD to use the kce_enquete@kce.fgov.be mailbox.
5. Fill in the fax number (this is only useful for printed surveys, so they get the fax number to send the filled in paper survey)
6. Chose how questions will be displayed: you can choose to have all your questions on one page, one page per question or one page per group (the default)
7. Choose the template of the survey – For KCE logo use “fruity”
8. Optional: if you don’t want to check/modify the other settings, click on the “Save” button

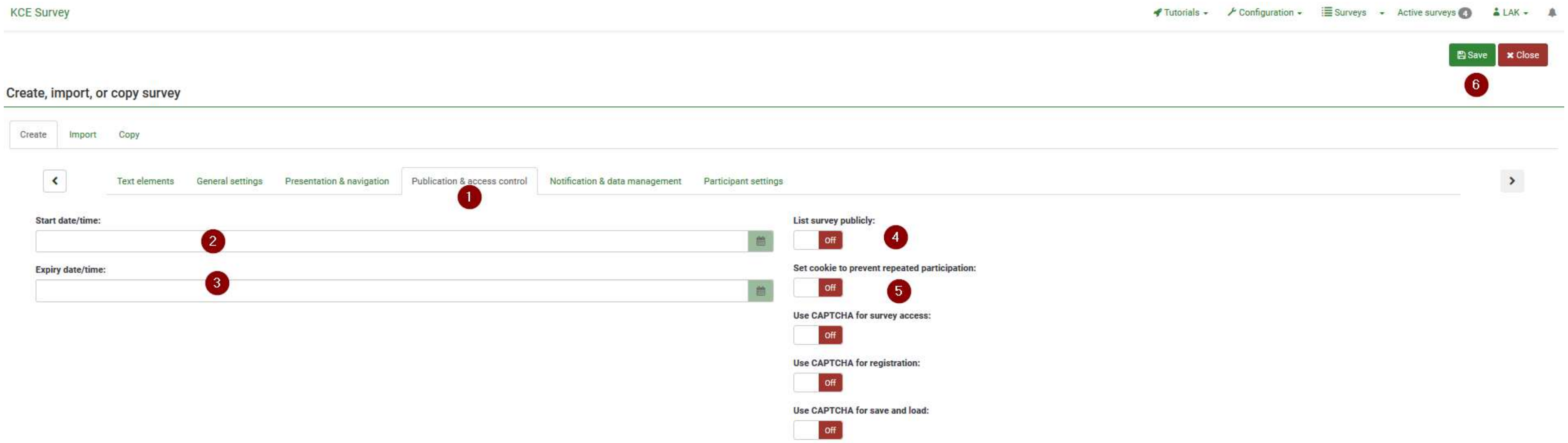
3.1.3. *Presentation and navigation*

Here are the main options for these settings:



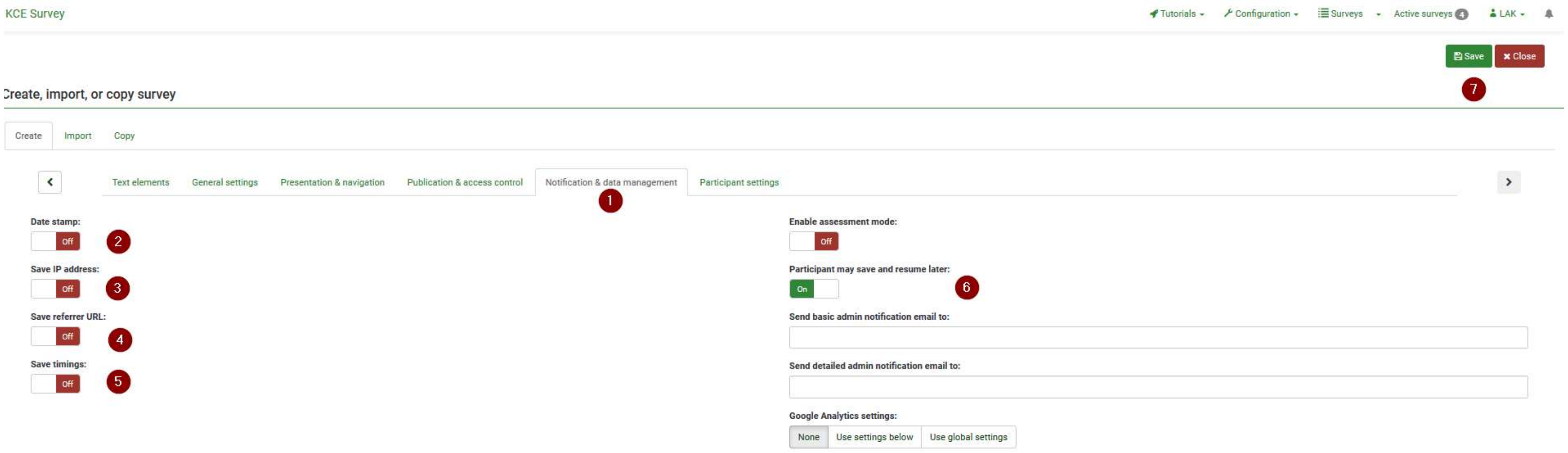
1. Click on the “Presentation & navigation” tab
2. You can show or hide the group name and description
3. Do the question number and question code have to be displayed to the respondent?
4. At the beginning of the survey, do you want the respondent to know how many questions s/he has to answer?
5. “Show [< < Prev] button” allows the respondent to go back to the previous question to change his/her answer?
6. Do you want the respondent to see his/her progression in the survey?
7. Do you allow participant to print the questionnaire once it is submitted?
8. Optional: if you don’t want to check/modify the other settings, click on the “Save” button

3.1.4. Publication & access control



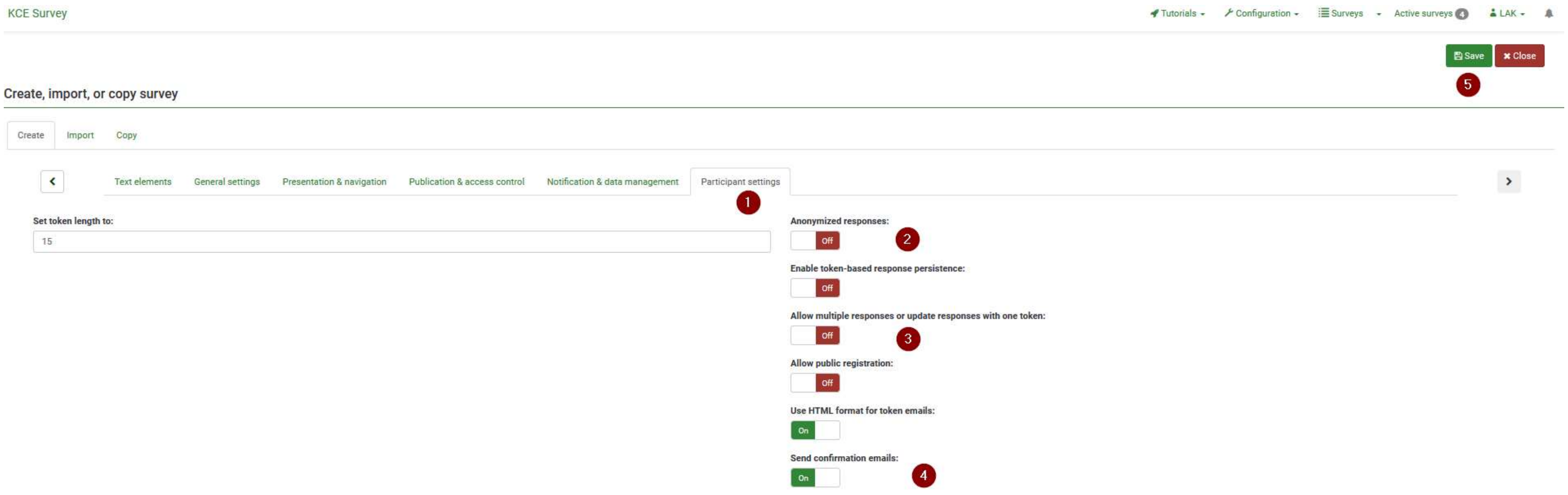
1. Click on the “Publication & access control” tab
2. Start date
3. Expiry date: by setting the expiry date, you choose one way to close the survey
4. Do you want the survey to appear on the public survey list (e.g. http://www.eunethta.be/limesurvey/) so that anybody can complete the survey?
5. Set cookie will prevent a respondent to answer an anonymous survey (no access code has to be provided to answer) multiple times with the same browser
6. Optional: if you don’t want to check/modify the other settings, click on the “Save” button

3.1.5. *Notification & data management*



1. Click on the “Notification & data management” tab
2. Date stamp: record the date and time when the respondent submits the survey
3. Save IP address: record the IP address (computer network address)
4. Save referrer URL: record the page from where the link was clicked to go to the survey
5. Save timings: record how long it took for the respondent to answer for each question; this can be useful if you test your survey with some colleagues to make sure it does not take too long to complete (if your survey takes too long to complete, you might have a lot of uncompleted responses as people drop out)
6. Participant may resume later: for long surveys, the user might be allowed to stop and get a code by email to resume later (you don’t need to activate this if you use tokens)
7. Optional: if you don’t want to check/modify the other settings, click on the “Save” button

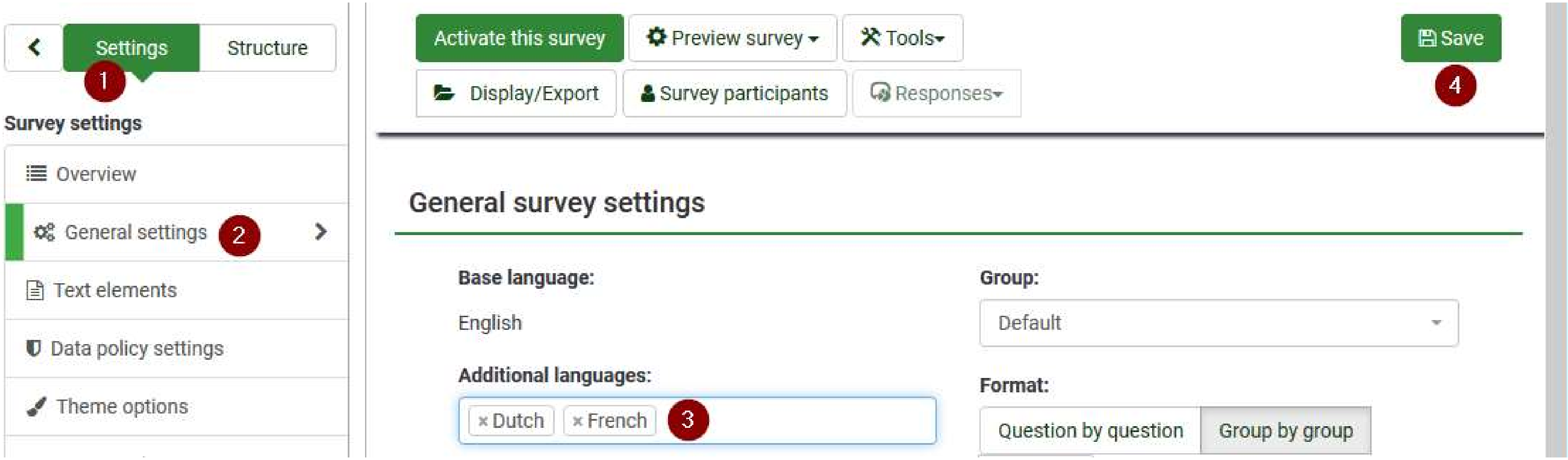
3.1.6. Participants' settings



1. Click on the "Participant settings" tag
2. Choose whether you want anonymized responses (default = off) and whether you want to enable token-based response persistence (to avoid a respondent to answer twice to the survey as long as he-she doesn't delete the cookies or uses another browser, default = off)
3. Allow multiple responses or update responses with one token (default = off) and allow public registration (if you allow new respondents which do not appear in the token table, default = off)
4. Use HTML format for token emails (default = yes) and send a confirmation email when the survey has been completed (default = yes)
5. Save the settings (if you have not done it yet, you must do it now).

3.1.7. Additional languages

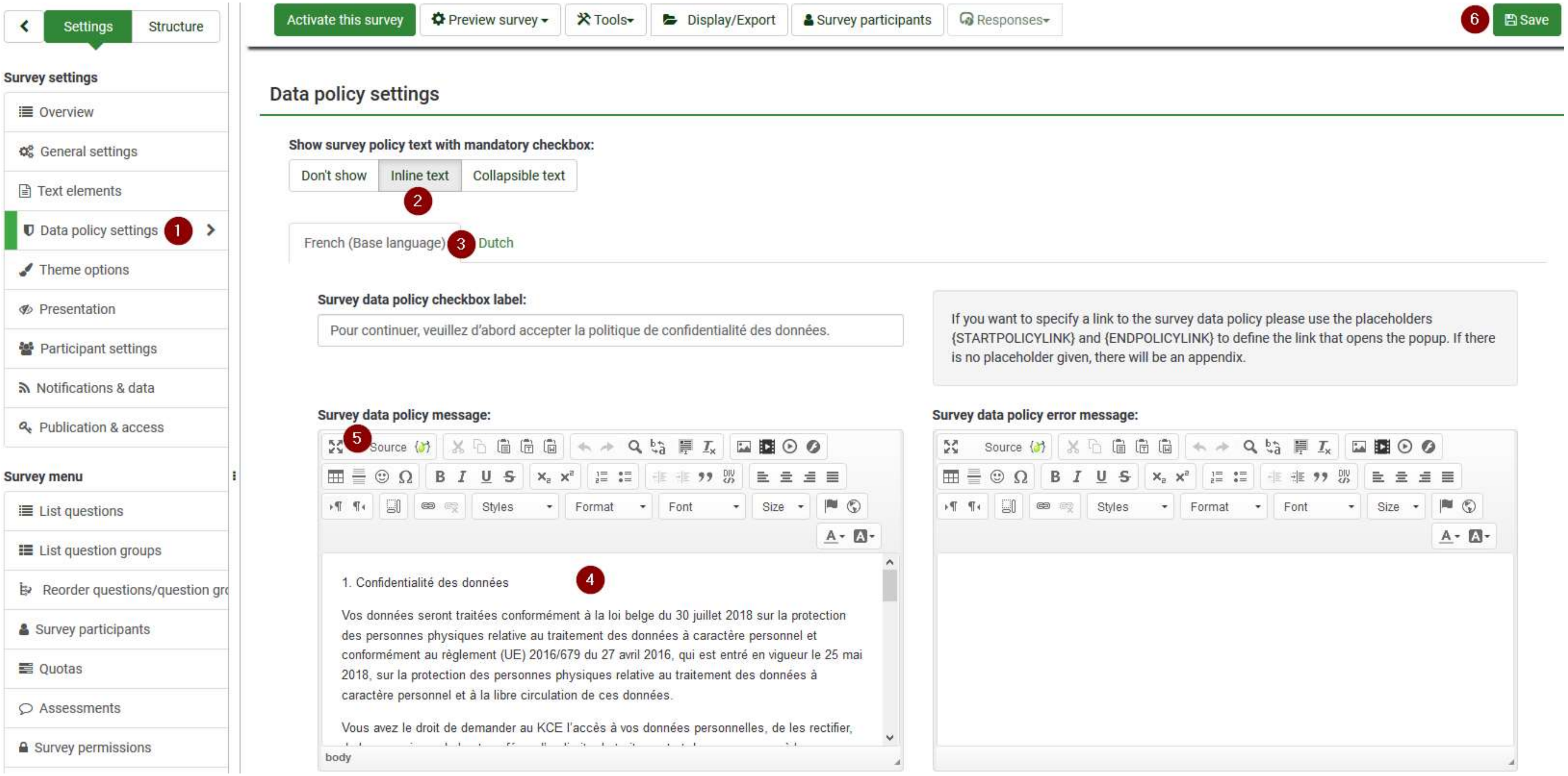
Once you have saved your survey, you can add additional languages in the General settings:



1. Click on “Settings”
2. Click on “General settings”
3. Select the language(s) you want to add
4. Click on the “Save” button

3.1.8. Data policy settings

Since the GDPR is enforced, it is strongly recommended to add a data policy text if your survey is filled in by external persons.



1. In the survey settings, click on “Data policy settings”
2. Click on “Inline text” to make sure that the text is read by the respondent before starting the survey
3. Select the language (you need to add text for each language
4. Add the text
5. Alternatively, you can click on “Source” to paste the HTML code for the text
6. When done, click on the “Save” button

3.1.8.1. French policy text

Survey data policy checkbox label:

“Pour continuer, veuillez d’abord accepter la politique de confidentialité des données.”

Survey data policy message:

« 1. Confidentialité des données

Vos données seront traitées conformément à la loi belge du 30 juillet 2018 sur la protection des personnes physiques relative au traitement des données à caractère personnel et conformément au règlement (UE) 2016/679 du 27 avril 2016, qui est entré en vigueur le 25 mai 2018, sur la protection des personnes physiques relative au traitement des données à caractère personnel et à la libre circulation de ces données.

Vous avez le droit de demander au KCE l’accès à vos données personnelles, de les rectifier, de les supprimer, de les transférer, d’en limiter le traitement et de vous opposer à leur traitement. Pour cela, il vous suffit de contacter le KCE, responsable de leur traitement, par mail *ou par voie postale à l’adresse Boulevard du Jardin Botanique 55, 1000 Bruxelles. Si vous avez des questions ou des commentaires sur le traitement de vos données, vous pouvez contacter* par mail *le responsable de la protection des données du KCE. Il pourra, si nécessaire, vous fournir davantage d'informations sur la protection de vos données personnelles.*

Si cela ne semble pas suffisant, vous pouvez adresser une réclamation concernant le traitement de vos données à l'autorité belge de surveillance chargée de l'application de la législation en matière de protection des données (APD)*, Rue de la Presse 35, 1000 Bruxelles, ou* par mail.

2. Période de conservation

Les données sont sauvegardées pendant une période de deux ans après la publication du rapport.

3. Finalité du traitement

Cette enquête vise à XXXXX.

4. Déclaration de consentement

Je déclare par la présente avoir été informé par écrit de la nature, de la méthode et du but de cette étude, de manière compréhensible pour moi.

J'accepte de participer à des recherches scientifiques.

Je comprends que je peux me retirer à tout moment de ce projet jusqu'au moment où les données seront stockées dans la base de données, et ce sans avoir à faire de déclaration et sans que cela ait de conséquences pour moi.

Je comprends que mes données sont collectées et enregistrées de manière confidentielle et que l'enquêteur principal garantit leur confidentialité. »

In HTML format :

<p>1. Confidentialité des données</p>

<p>Vos données seront traitées conformément à la loi belge du 30 juillet 2018 sur la protection des personnes physiques relative au traitement des données à caractère personnel et conformément au règlement (UE) 2016/679 du 27 avril 2016, qui est entré en vigueur le 25 mai 2018, sur la protection des personnes physiques relative au traitement des données à caractère personnel et à la libre circulation de ces données.</p>

<p>Vous avez le droit de demander au KCE l'accès à vos données personnelles, de les rectifier, de les supprimer, de les transférer, d'en limiter le traitement et de vous opposer à leur traitement. Pour cela, il vous suffit de contacter le KCE, responsable de leur traitement, par mail ou par voie postale à l'adresse Boulevard du Jardin Botanique 55, 1000 Bruxelles. Si vous avez des questions ou des commentaires sur le traitement de vos données, vous pouvez contacter par mail le responsable de la protection des données du KCE. Il pourra, si nécessaire, vous fournir davantage d'informations sur la protection de vos données personnelles.</p>

<p>Si cela ne semble pas suffisant, vous pouvez adresser une réclamation concernant le traitement de vos données à l'autorité belge de surveillance chargée de l'application de la législation en matière de protection des données (APD), Rue de la Presse 35, 1000 Bruxelles, ou par mail.</p>

<p>2. Période de conservation</p>

<p>Les données sont sauvegardées pendant une période de deux ans après la publication du rapport.</p>

<p>3. Finalité du traitement </p>

<p>Cette enquête vise à XXX</p>

<p>4. Déclaration de consentement </p>

Je déclare par la présente avoir été informé par écrit de la nature, de la méthode et du but de cette étude, de manière compréhensible pour moi.

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<p>Je comprends que mes données sont collectées et enregistrées de manière confidentielle et que l'enquêteur principal garantit leur confidentialité.</p>

3.1.8.2. Dutch policy text

Survey data policy checkbox label:

"Gelieve akkoord te gaan met het privcacybeleid inzake gegevens om verder te gaan."

Survey data policy message:

"1. Vertrouwelijkheid van de gegevens

Uw gegevens worden verwerkt in overeenstemming met de Belgische wet van 30 juli 2018 betreffende de bescherming van natuurlijke personen met betrekking tot de verwerking van persoonsgegevens en de Verordening (EU) 2016/679 van 27 april 2016, die op 25 mei 2018 in werking trad, betreffende de bescherming van natuurlijke personen in verband met de verwerking van persoonsgegevens en betreffende het vrije verkeer van die gegevens.

U hebt het recht het KCE te verzoeken uw persoonsgegevens in te zien, te rectificeren, te verwijderen, over te dragen, de verwerking te beperken en tegen de verwerking bezwaar te maken. Hiervoor kan u eenvoudig contact opnemen met het KCE als verwerkingsverantwoordelijke via e-mail of via brief naar KCE, Kruidtuinlaan 55, 1000 Brussel.

Mocht u vragen of opmerkingen hebben over de verwerking van uw gegevens, kan u steeds contact met ons opnemen. De KCE Gegevensbeschermingsfunctionaris kan u desgewenst meer informatie verschaffen over de bescherming van uw persoonsgegevens. U kan hem contacteren via e-mail.

Als dit niet voldoende zou blijken kan u een klacht indienen over hoe uw informatie wordt behandeld, bij de Belgische toezichthoudende instantie die verantwoordelijk is voor het handhaven van de wetgeving inzake gegevensbescherming: Gegevensbeschermingsautoriteit (GBA), Drukpersstraat 35, 1000 Brussel, of via e-mail.

2. Bewaartermijn

De gegevens worden twee jaar na publicatie van het rapport bewaard.

3. Verwerkingsdoel

Deze bevraging wil inzicht krijgen in XXXX.

4. Toestemmingsverklaring

- *Ik verklaar hierbij op een voor mij begrijpelijke wijze schriftelijk te zijn ingelicht over de aard, de methode en het doel van deze studie.*
- *Ik stem erin toe deel te nemen aan het wetenschappelijk onderzoek.*
- *Ik begrijp dat ik mij op elk moment kan terugtrekken tot op het ogenblik dat de gegevens in de database worden bewaard zonder hiervoor een verklaring te hoeven afleggen en zonder dat dit op enigerlei wijze gevolg zal hebben voor mij.*

Ik begrijp dat mijn gegevens vertrouwelijk worden ingezameld en geregistreerd, en dat de hoofdonderzoeker hun vertrouwelijkheid garandeert.”

In HTML:

<p>1. Vertrouwelijkheid van de gegevens</p>

<p>Uw gegevens worden verwerkt in overeenstemming met de Belgische wet van 30 juli 2018 betreffende de bescherming van natuurlijke personen met betrekking tot de verwerking van persoonsgegevens en de Verordening (EU) 2016/679 van 27 april 2016, die op 25 mei 2018 in werking trad, betreffende de bescherming van natuurlijke personen in verband met de verwerking van persoonsgegevens en betreffende het vrije verkeer van die gegevens.</p>

<p>U hebt het recht het KCE te verzoeken uw persoonsgegevens in te zien, te rectificeren, te verwijderen, over te dragen, de verwerking te beperken en tegen de verwerking bezwaar te maken. Hiervoor kan u eenvoudig contact opnemen met het KCE als verwerkingsverantwoordelijke via e-mail of via brief naar KCE, Kruidtuinlaan 55, 1000 Brussel.</p>

<p>Mocht u vragen of opmerkingen hebben over de verwerking van uw gegevens, kan u steeds contact met ons opnemen. De KCE Gegevensbeschermingsfunctionaris kan u desgewenst meer informatie verschaffen over de bescherming van uw persoonsgegevens. U kan hem contacteren via e-mail.</p>

<p>Als dit niet voldoende zou blijken kan u een klacht indienen over hoe uw informatie wordt behandeld, bij de Belgische toezichthoudende instantie die verantwoordelijk is voor het handhaven van de wetgeving inzake gegevensbescherming: Gegevensbeschermingsautoriteit (GBA), Drukpersstraat 35, 1000 Brussel, of via e-mail.</p>

<p>2. Bewaartermijn</p>

<p>De gegevens worden twee jaar na publicatie van het rapport bewaard.</p>

<p>3. Verwerkingsdoel</p>

<p>Deze bevraging wil inzicht krijgen in XXXX.</p>

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Ik verklaar hierbij op een voor mij begrijpelijke wijze schriftelijk te zijn ingelicht over de aard, de methode en het doel van deze studie.

Ik stem erin toe deel te nemen aan het wetenschappelijk onderzoek.

Ik begrijp dat ik mij op elk moment kan terugtrekken tot op het ogenblik dat de gegevens in de database worden bewaard zonder hiervoor een verklaring te hoeven afleggen en zonder dat dit op enigerlei wijze gevolg zal hebben voor mij.

<p>Ik begrijp dat mijn gegevens vertrouwelijk worden ingezameld en geregistreerd, en dat de hoofdonderzoeker hun vertrouwelijkheid garandeert.</p>

3.1.8.3. English policy tekst

Survey data policy checkbox label:

"Please accept and agree to the data privacy policy in order to proceed."

Survey data policy message:

"1. Data confidentiality

Your data will be processed in compliance with the Belgian Law of 30 July 2018 on the protection of natural persons in relation to the processing of personal data and Regulation (EU) 2016/679 of 27 April 2016, which entered into force on 25 May 2018, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

You have the right to request the KCE to access, rectify, erase and transfer your personal data and to restrict and object to the processing of your data. To do so, please contact the KCE as the Data Controller responsible for the processing of your personal data by e-mail or by letter to be sent to KCE, Kruidtuinlaan 55, 1000 Brussels.

Please do not hesitate to contact us with any questions or comments you may have about the processing of your data. If you so wish, the KCE Data Protection Officer is available to provide you with further details regarding the protection of your personal data. He can be contacted by e-mail.

If this proves to be insufficient, you are free to lodge a complaint about the way your data are being treated with the Belgian supervisory authority responsible for enforcement of the data protection legislation: [Data Protection Authority (DPA)]() at Drukpersstraat 35, 1000 Brussels, or by [e-mail]().

2. Data retention period

The data are kept on record for two years after the reports are published.

3. Processing purposes

The aim of this survey is XXXX.

4. Consent statement

- *I hereby affirm that I have been informed in writing, in a way that is understandable to me, of the nature, method and purpose of this study.*
- *I hereby accept and agree to take part in the scientific research.*
- *I understand that I am free to withdraw at any time until such time that the data are recorded and stored in the database without having to state any grounds for doing so and without this having any kind of consequences for me.*

I understand that my data are collected and recorded on a confidential basis, and that the Principal Investigator guarantees their confidentiality."

In HTML:

<p>1. Data confidentiality</p>

<p>Your data will be processed in compliance with the Belgian Law of 30 July 2018 on the protection of natural persons in relation to the processing of personal data and Regulation (EU) 2016/679 of 27 April 2016, which entered into force on 25 May 2018, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.</p>

<p>You have the right to request the KCE to access, rectify, erase and transfer your personal data and to restrict and object to the processing of your data. To do so, please contact the KCE as the Data Controller responsible for the processing of your personal data by e-mail or by letter to be sent to KCE, Kruidtuinlaan 55, 1000 Brussels.</p>

<p>Please do not hesitate to contact us with any questions or comments you may have about the processing of your data. If you so wish, the KCE Data Protection Officer is available to provide you with further details regarding the protection of your personal data. He can be contacted by e-mail </p>

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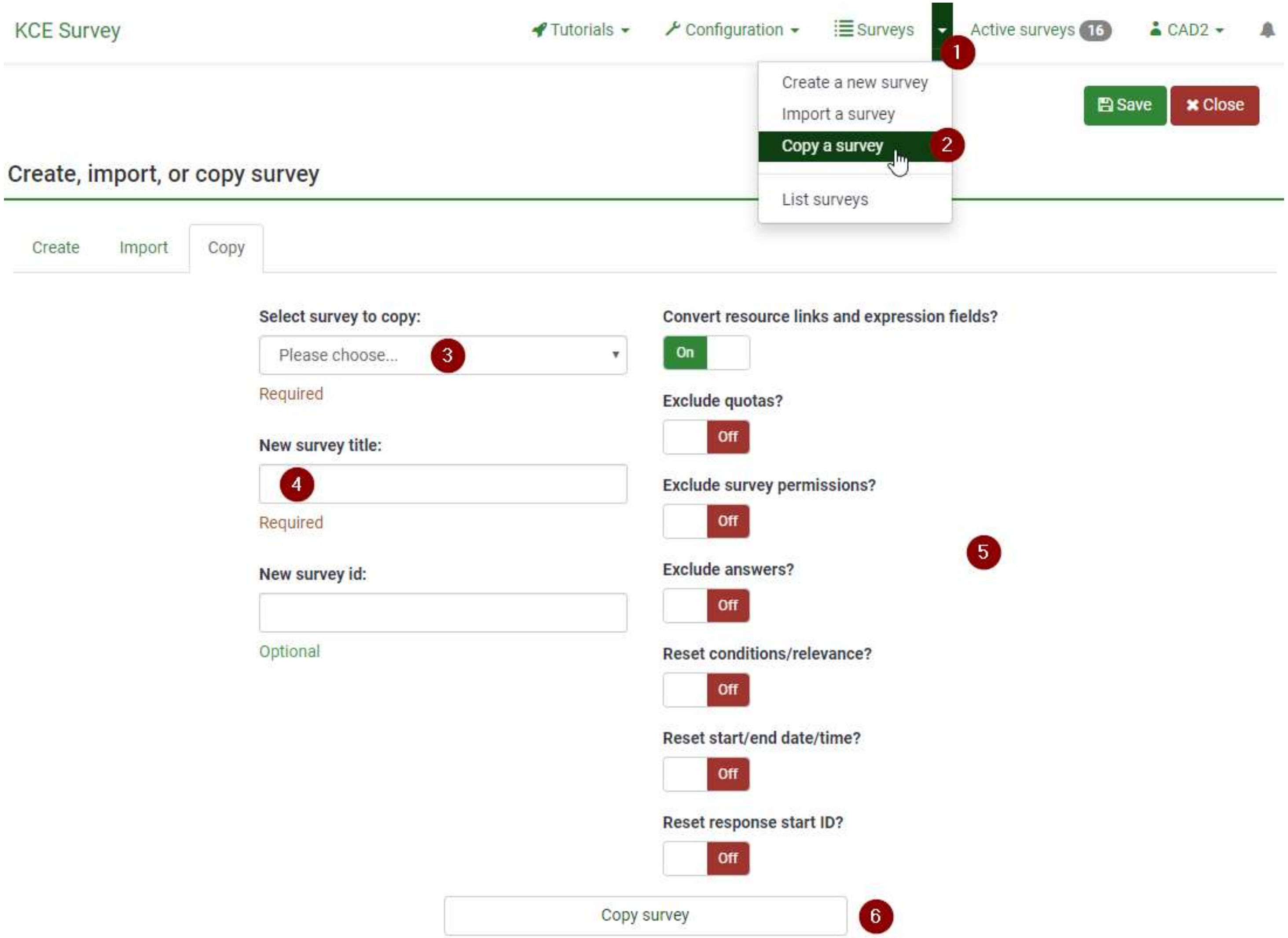
I understand that I am free to withdraw at any time until such time that the data are recorded and stored in the database without having to state any grounds for doing so and without this having any kind of consequences for me.

<p>I understand that my data are collected and recorded on a confidential basis, and that the Principal Investigator guarantees their confidentiality.</p>

3.2. Copy a survey

It is also possible to copy a survey (e.g. a template for GCP surveys):

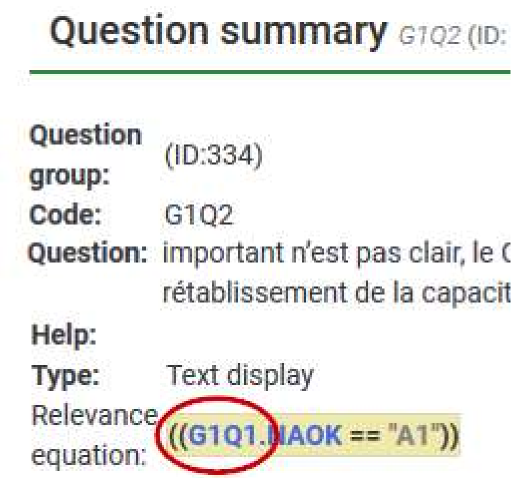


1. Click on the arrow next to the “Surveys” item in the menu bar at the top of the page
2. Click on “Copy a survey”
3. Select the survey you want to copy
4. Add a title to your new survey
5. If needed change the options when copying (e.g. “Reset start/end date/time”)
6. click on the “Copy survey” button

You can then modify your survey by adding or deleting questions or question groups. When deleting a question, you can get a warning telling you that this question is a condition (in the relevance equation, see the “Conditions” section below) for another question:

You first need to delete that question or remove to reference to the initial question in the conditions. For example, if you want to get rid of the first question in the following group:

Question G1Q2 depends on the answer of G1Q1:

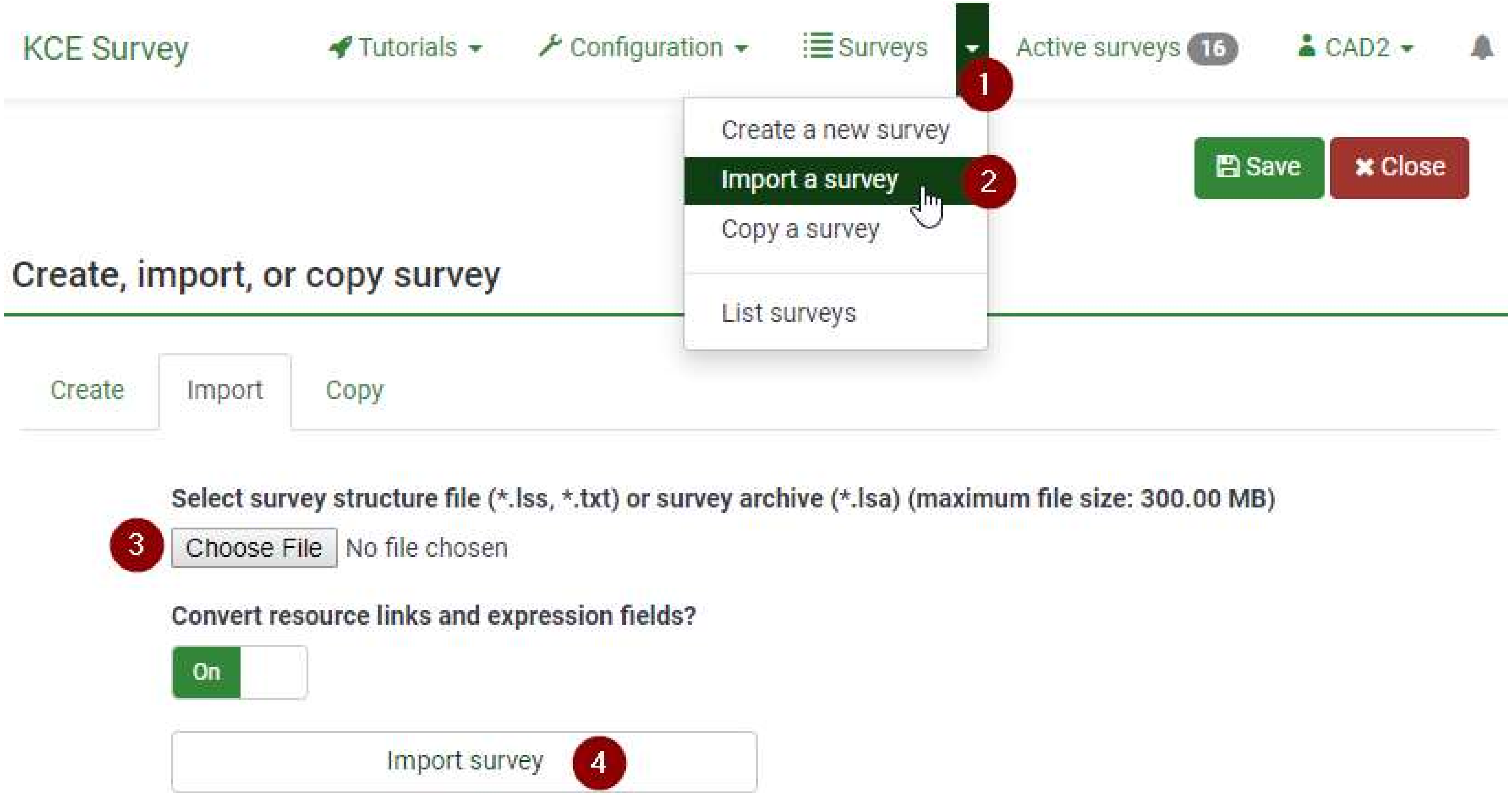


If you want to remove this question, you have to start from the bottom (G1Q2 and all other questions depending on G1Q1) because the last questions do not appear in other's questions relevance equation (or you can modify the relevance equation so that G1Q1 does not appear in the equation anymore).

3.3. Import a survey

You might want to import a survey for several reasons:

- An old survey that you want to look at: it contains the questionnaire + responses = .lsa file (LimeSurvey archive)
- A survey you backed up and after a wrong manipulation, you want to start over from the backup: only the questions (no responses) = .lss (LimeSurvey structure)
- A survey created on another server (local or remote) and that you want to use on this server

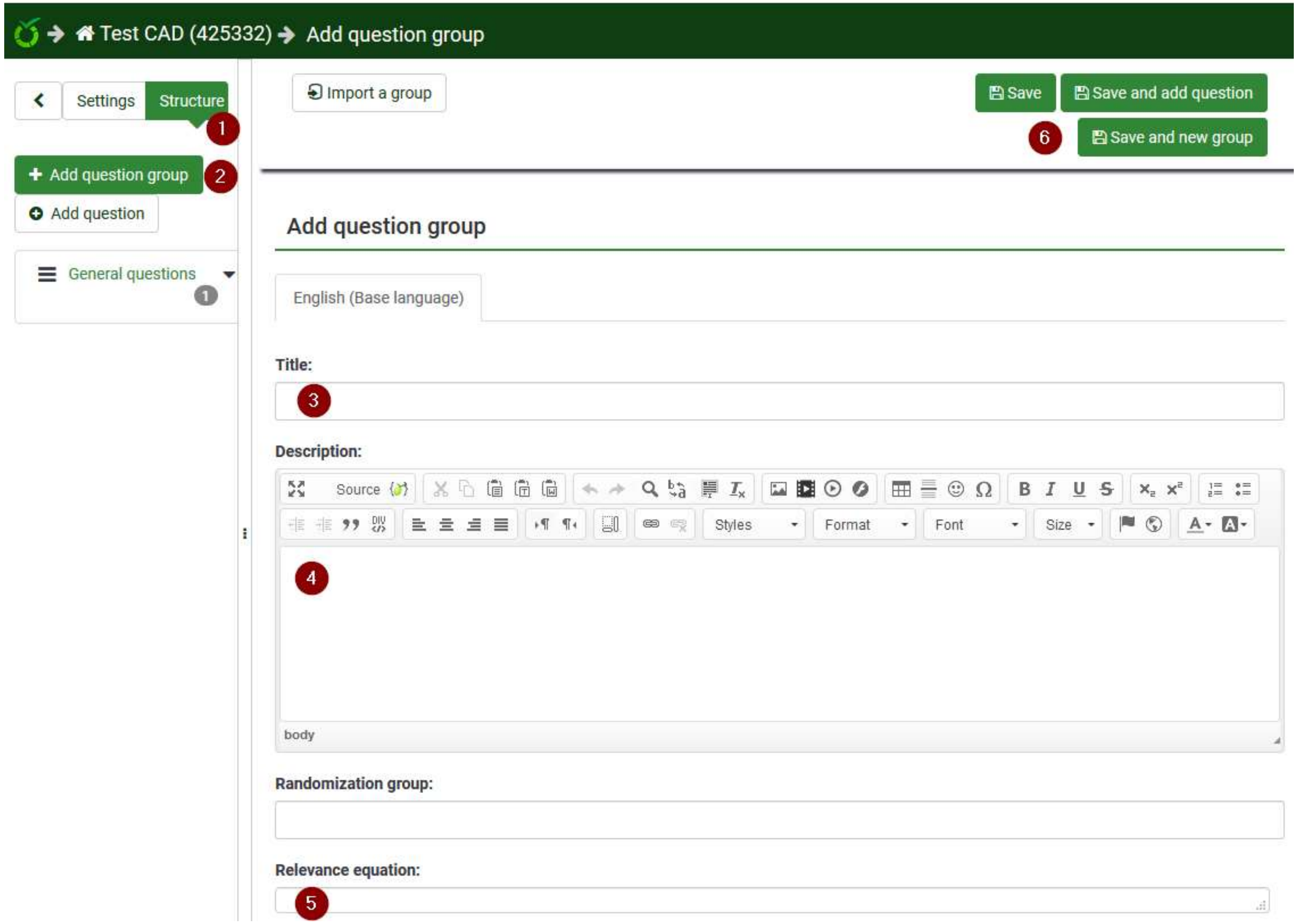


1. Click on the arrow to the “Surveys” item in the menu bar at the top of the page
2. Click on the “Import a survey” sub-menu
3. Click on the “Choose File” button and select the .lsa (archive) or .lss (structure) file to import
4. Click on the “Import survey” button

4. ADD QUESTION GROUPS

Questions must be created in a question group. Put all questions you want on a single page in the same group.

4.1. Create a group:

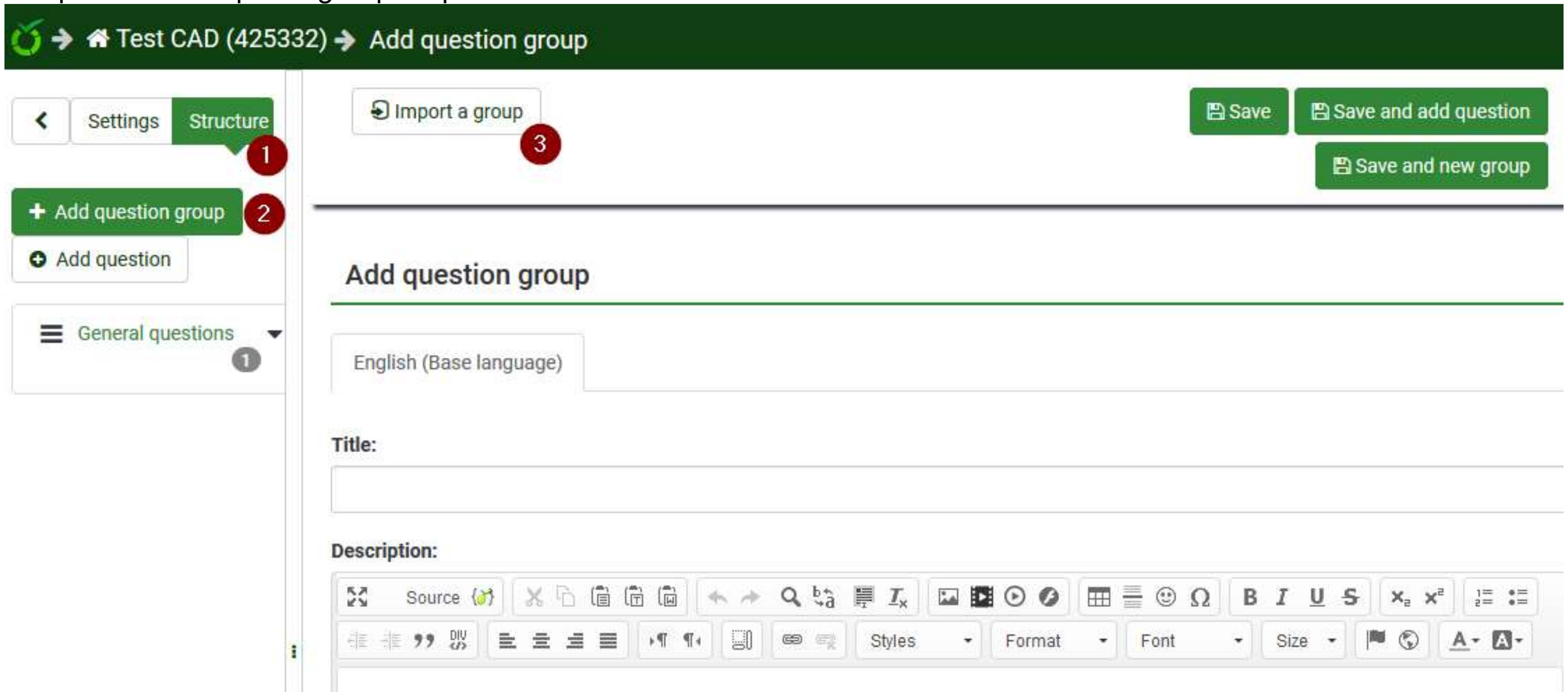


1. Make sure you are in the structure mode in your survey
2. Click on the “+ Add question group”
3. Add a title to the group of questions (you can choose later if you want the respondent to see it or not)
4. (optional) Describe the group of questions
5. (optional) Add a relevance equation if the group must not be seen for each respondent
6. Save the question group by clicking on one of the following buttons: “Save”, “Save and add question” (if you want to populate the group with questions), “Save and new group” (if you want to create another group after saving)

Below you will find some frequent group manipulations.

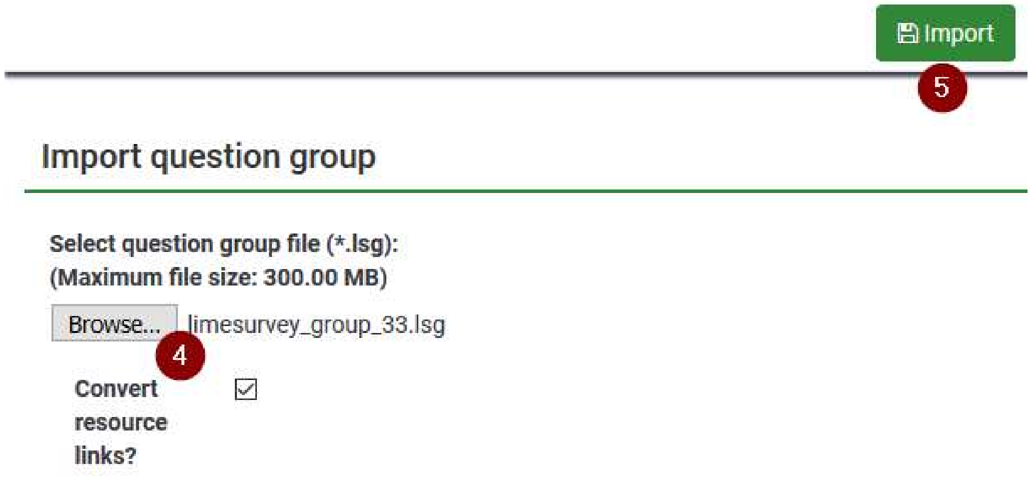
4.2. Add a group of questions from another survey (import)

It is possible to import a group of questions:

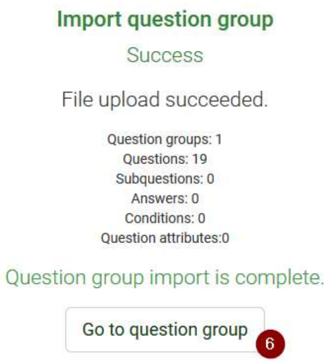


1. Make sure you are in the structure mode in your survey

2. Click on the “+ Add question group”
3. Click on the “Import a group” button

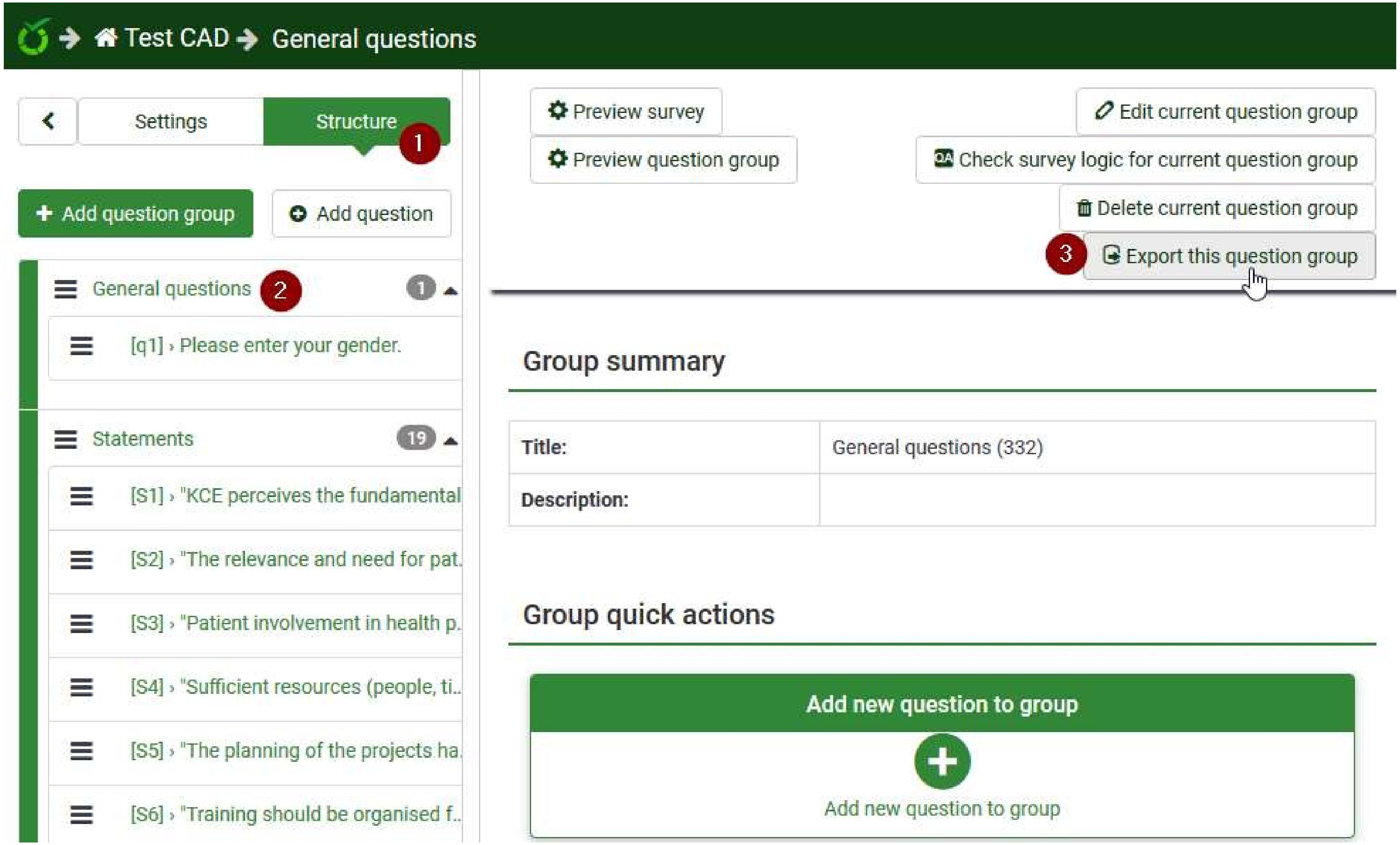


4. Click on the “Browse…” button to select a .lsg file from your computer (leave “Convert resource links” checked)
5. Click on the “Import” button



6. Click on the “Go to question group” button

4.3. Export a question group



1. Make sure you are in the structure mode in your survey
2. Select the question group you want to export
3. Click on the “Export this question group”
4. Save the file on your computer (not illustrated) or look for it in the “Downloads” folder on your computer (with a .lsg extension)

4.4. Copy a group of questions

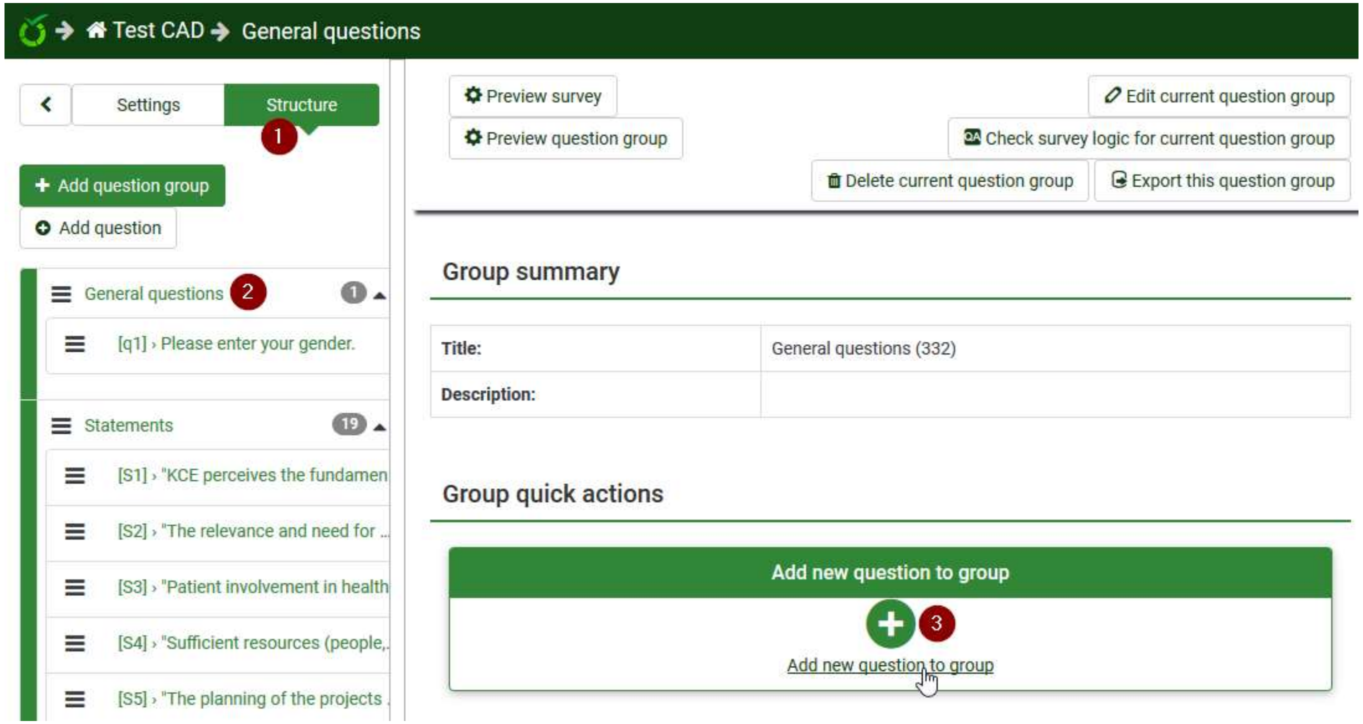
If several question groups in the survey are quite similar, you can spare some time by copying a question group, then modify the copy. There is no possibility to copy a group of question, but there is an alternative way to do it:

1. export the group you want to copy (see section 4.3)
2. import the group you just copied (see section 4.2)

5. ADD QUESTIONS

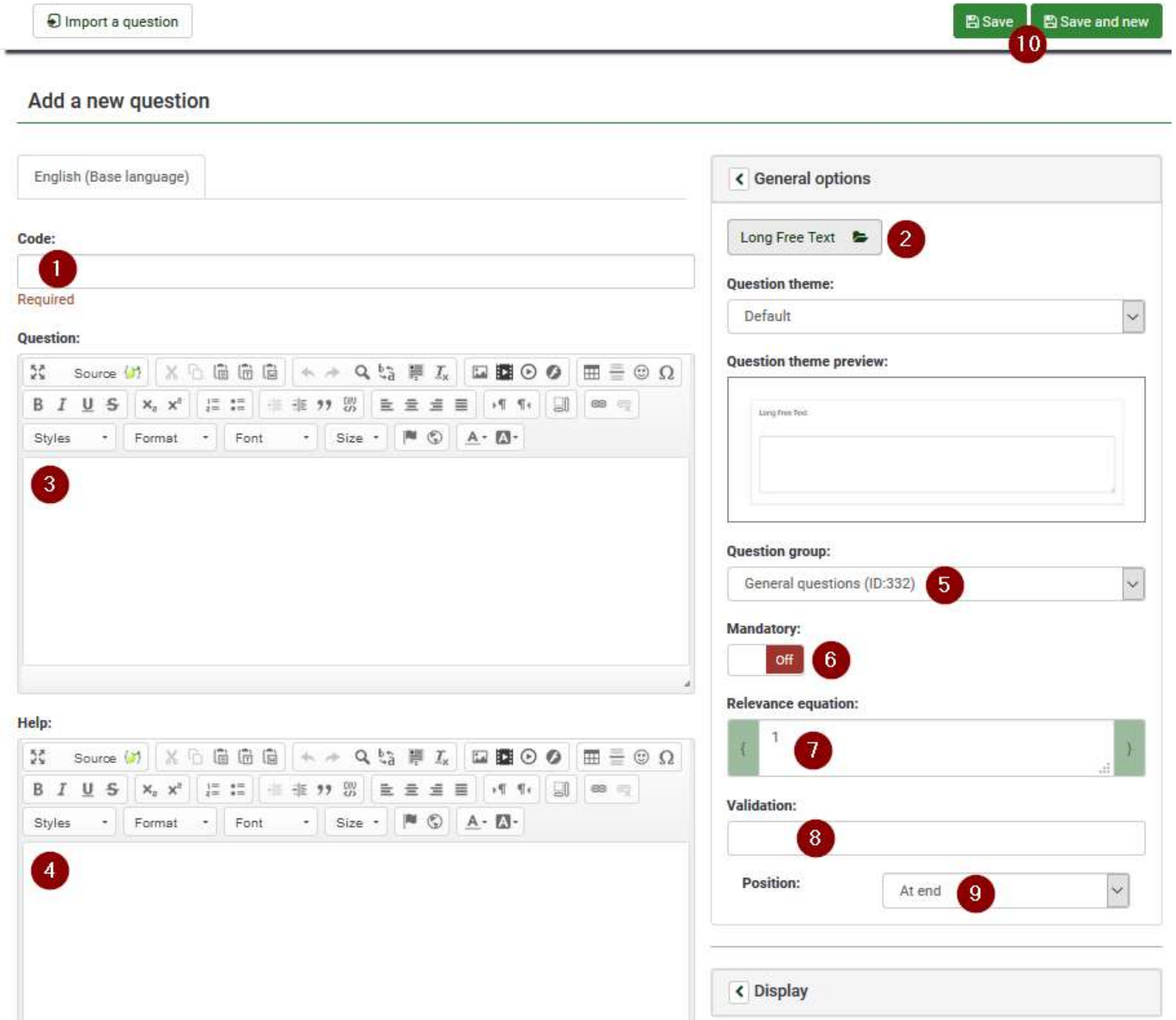
Note: LimeSurvey does not manage versions, so when you modify (edit) a question, if another user modifies the same question at the same time, only the version which is last saved will be kept, losing the changes from the other user. **Please make sure that multiple users do not work on the same question at the same time** (e.g. make sure that other users do not work on the same question group as you do).

5.1. Create a question



1. Click on “Structure” in the survey
2. Select the question group where you want to add the question
3. Click on “Add new question to group”

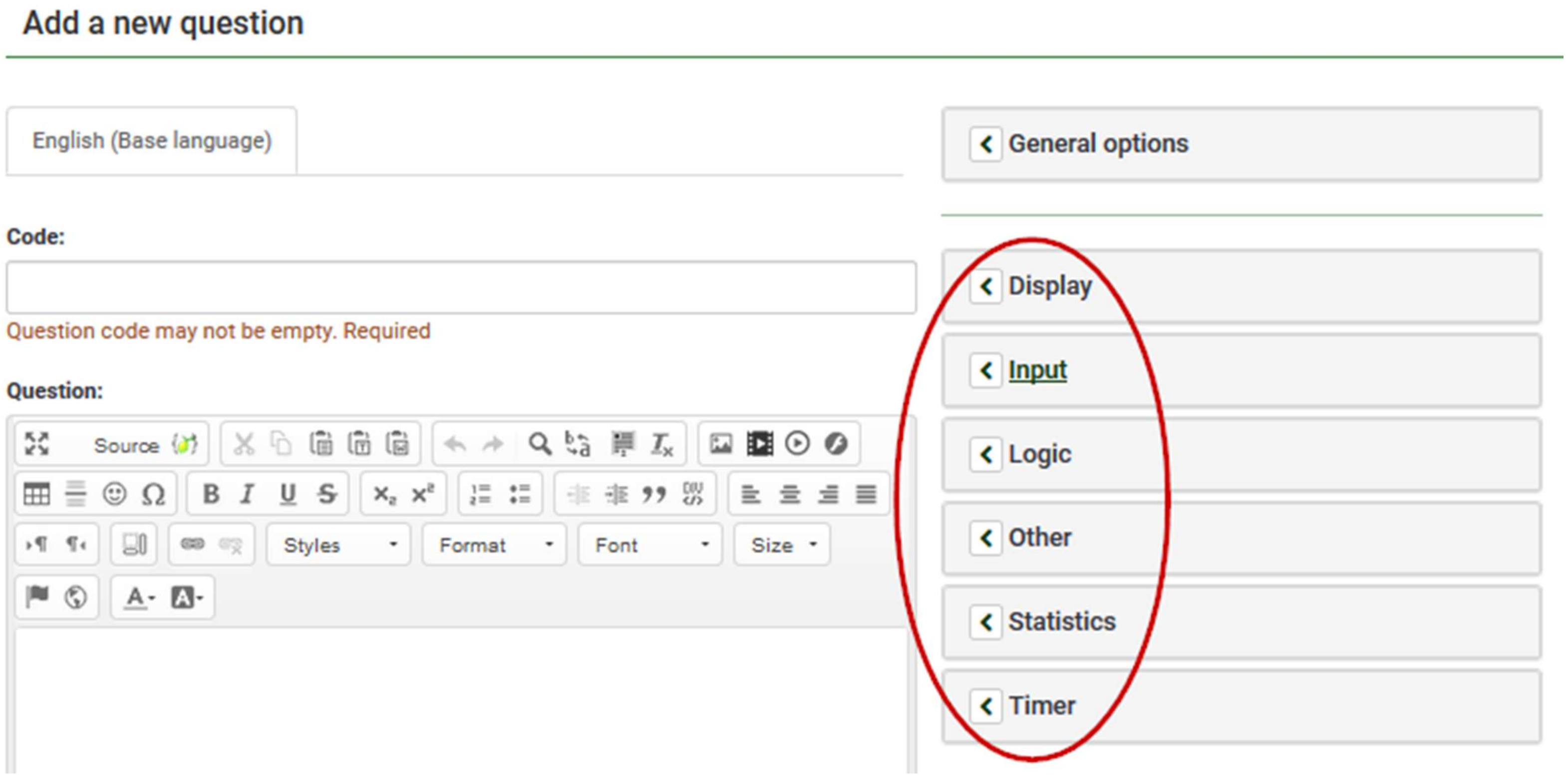
You then enter the question screen:



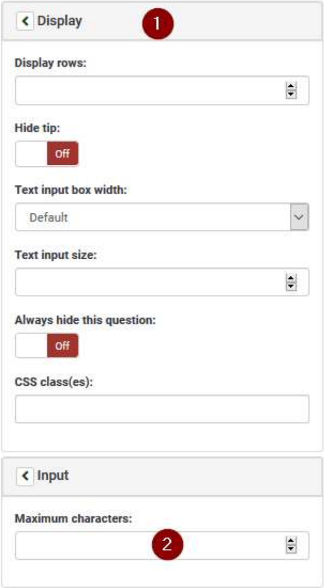
1. Provide a code for the question (e.g. “q1”): choose any code without spaces you like (starting with a letter), it is just to be able to refer to it later; the question code can be hidden to the respondent
2. Choose the type of question (see section 5.4)
3. Type the question

4. (optional) type a text that could help the respondent to answer the question
5. If needed, change the question group
6. If this question is mandatory, set it to “on” (N.B.: if a mandatory question is hidden e.g. because it is shown only in certain conditions), it is fine: the question is not answered)
7. Relevance equation: set ton 1 means that the question will always appear in this question group; for conditional appearance, see section **Error! Reference source not found.**
8. Validation: check that the answer has the right format (e.g. if an email must be provided, check that it is xxx@yyy.zzz, or that a phone number has only digits)
9. Position: before/after which question must the new question be placed?
10. Click on “Save” or if you wish to add another question afterwards, click on “Save and new”

Other options are available on the right-side of the screen:

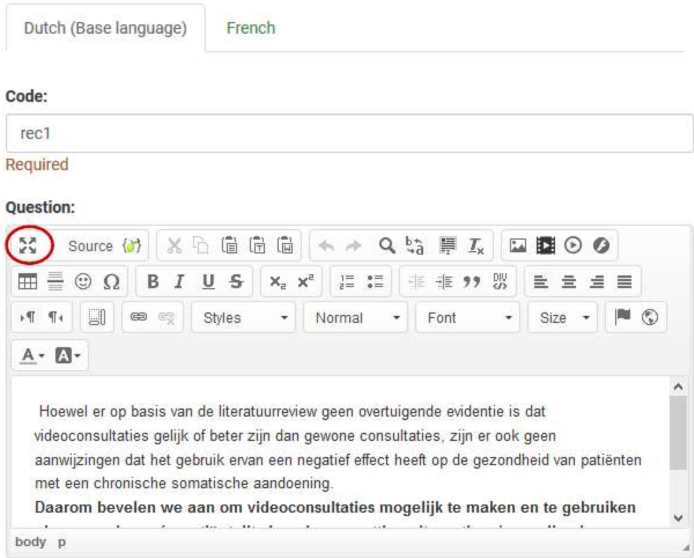


These settings may vary depending on the question type; below some information about the first two for a long free text question.

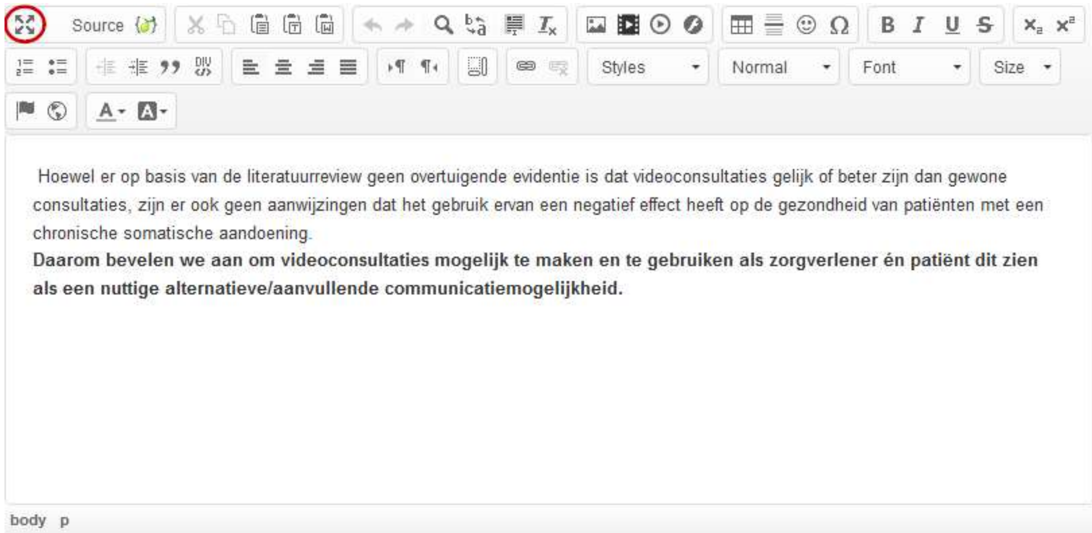


1. Display: modify what is displayed (e.g. you can hide the default tip shown, the size of the text box)
2. Input: set the maximum characters that can be entered to answer (to avoid too long answers)

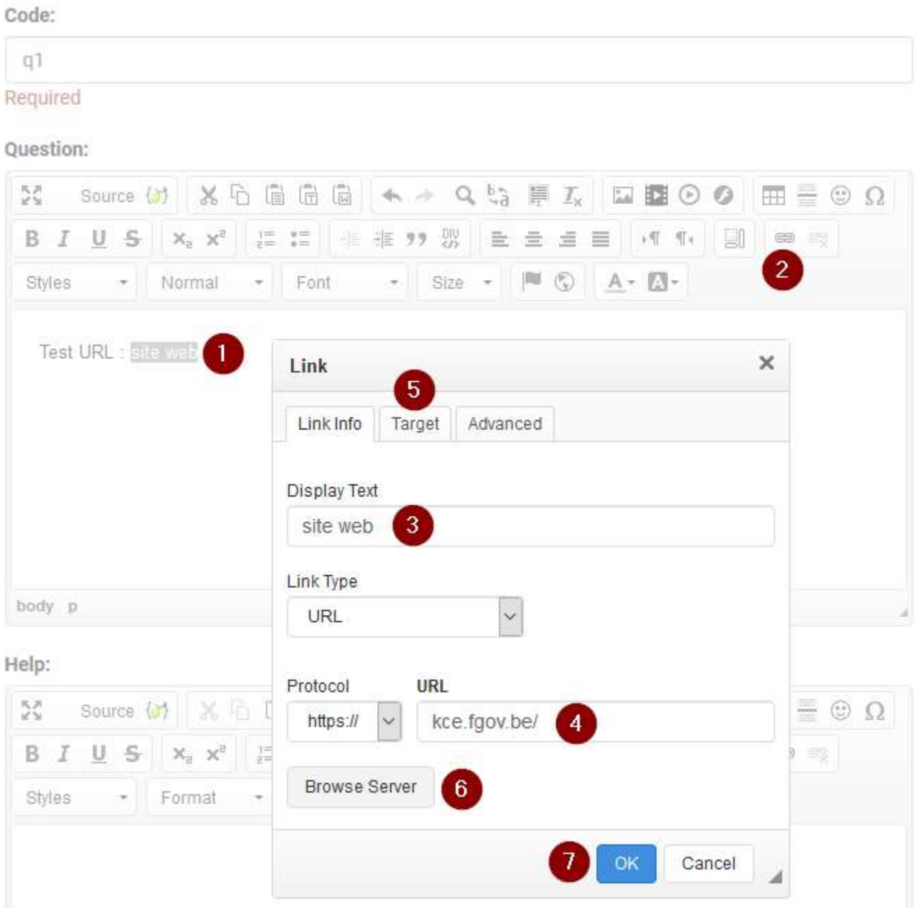
Note: if your text is quite long, you can maximise the textbox this way: click on the 4-arrows icon at the top-left of the menu bar



The window will then only show the textbox and the menu bar; to quit this maximised view, click on the same 4-arrows icon:

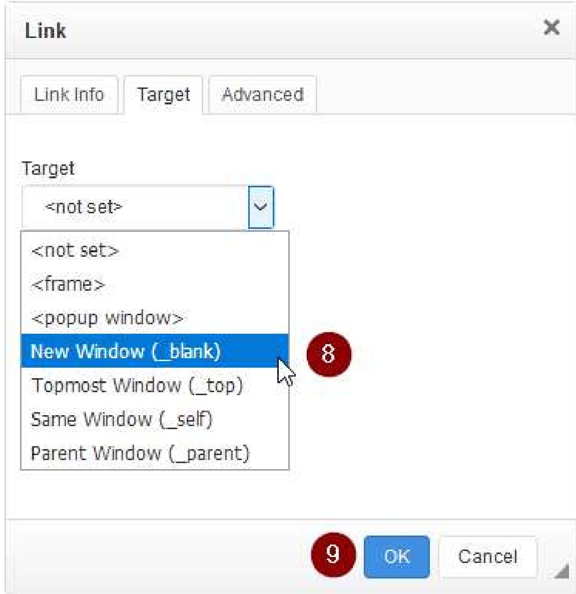


5.2. Add a link in the text of your question



1. Select the text you want to transform into a link
2. Click on the “Link” icon to display the contextual menu
3. If you want to change the text to be displayed, you can do it here
4. Paste the URL (web address) of the page you want to link to
5. If you want the link to be opened in another window (or a popup window), click on the “Target” tab (and see below)

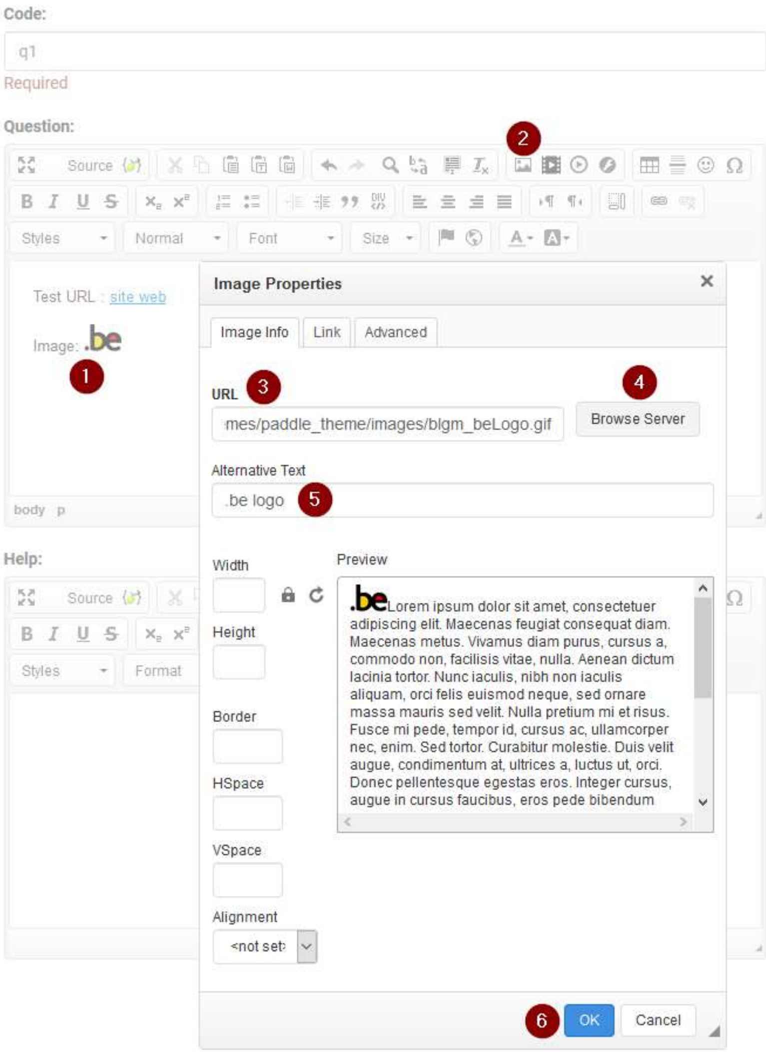
6. If you want to link to a file that is hosted on (or that you would upload from your computer to) the server, click on the “Browse Server” button and follow the instructions explained in the “Add an image in the text of your question” section (points 8 & 9) below (it is the same interface for images and files hosted on the server)
   If you clicked on the “Target” tab (see 4.):
7. Click on the “OK” button when you are done



8. Select the type of target you want (the most used are “popup window” and “new window”)
9. Click on the “OK” button

5.3. Add an image in the text of your question

You need to have a copy of the image on your computer or the online address (URL) for it.



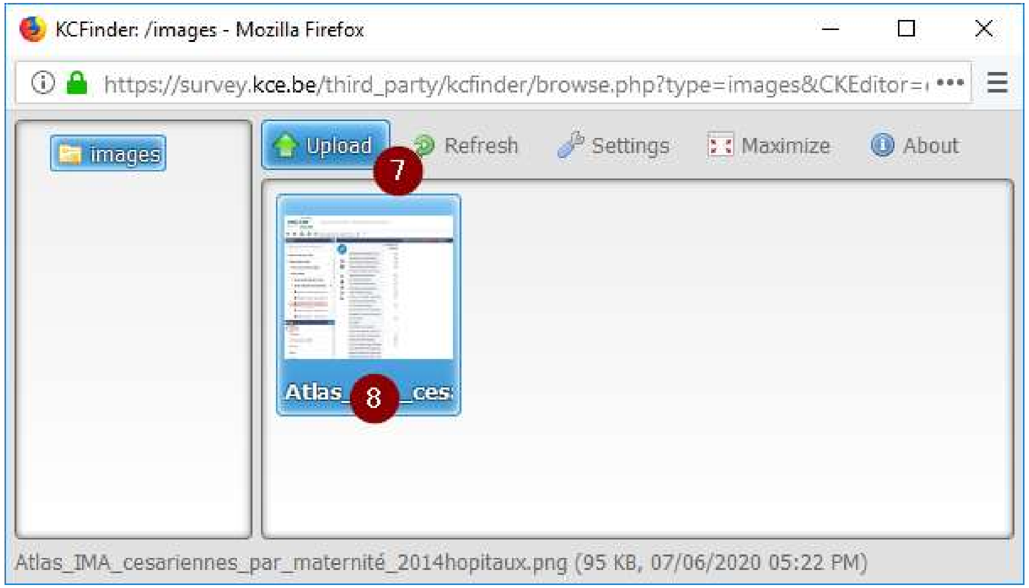
1. Edit your question: in the textbox, click where you would like to insert the image
2. In the toolbar, click on the “Image” icon to display the contextual menu

   <u>If you want to add an online image</u>:

3. Paste the URL of the image or
4. Click on the “Browse Server” button if the image is on your computer (to upload it on the server) or already on the server (see 7. to 9. below)
5. Write a description of the image (in case the image cannot be displayed)
6. Click on the “OK” button

   <u>if you want to add an image from your computer or that is already on the server</u>:

If you clicked on the “Browse Server” button, a new window appears:

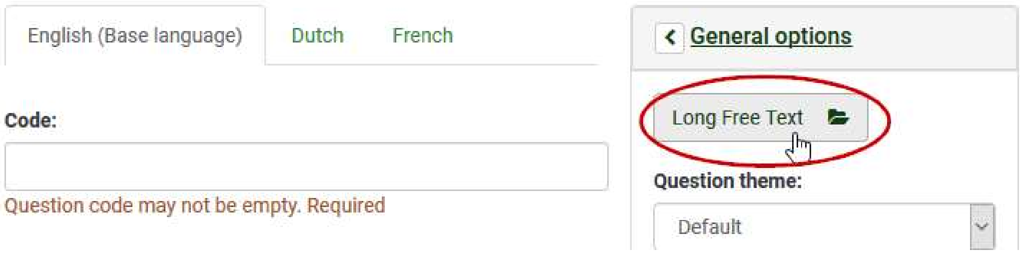


7. If the image is on your computer, click on the “Upload” button to put the image on the server
8. Select the image you want to add by double-clicking on it

5.4. Questions types

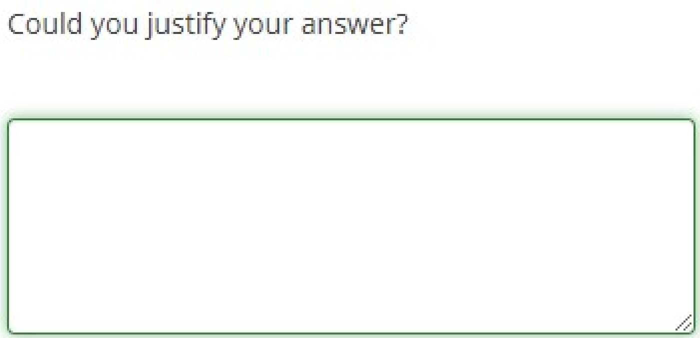
In this section, some of the most used question types are presented. If you cannot find the appropriate question type for your question, please have a look at the online documentation (http://manual.limesurvey.org/Question_types).

To select the question type, edit or create a question, then click on the question type in “General options”:



5.4.1. Long free text

This is the default question type, the respondent can type text on several lines. Here is an example:



Other free text question types are: short free text, huge free text, and multiple short text. For the latter, you need to fill in subquestions:

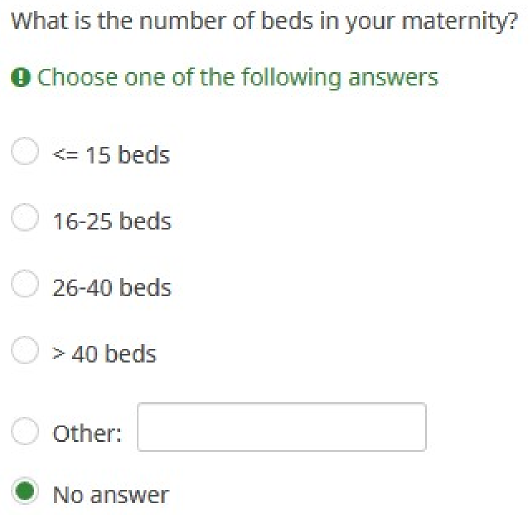
5.4.2. Single choice questions

These question types are for closed-ended answers. There are several types, here are the most useful:

5.4.2.1. List (radio) and List (dropdown)

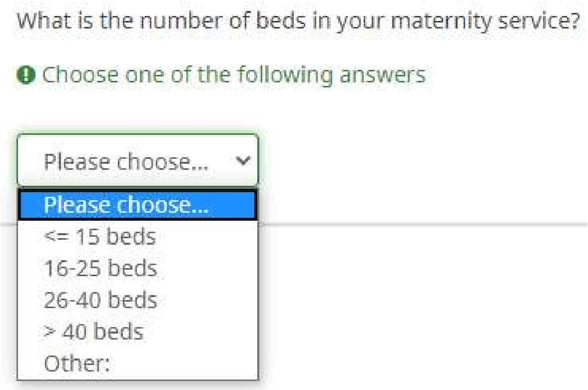
You can decide how many options the respondent can choose from. The difference is the way they are displayed: use list radio (which shows all options) rather than dropdown (which shows only the selected option) unless you need to gain room on your page.

List (radio) example:

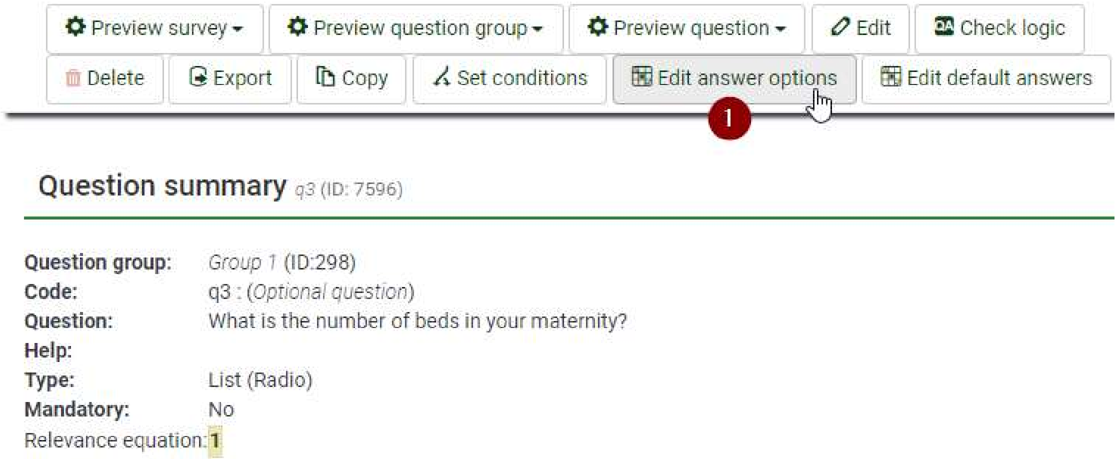


The ‘no answer’ option can be dropped by making the question mandatory and ‘Other’ can be dropped by setting option ‘Other’ to ‘Off’.

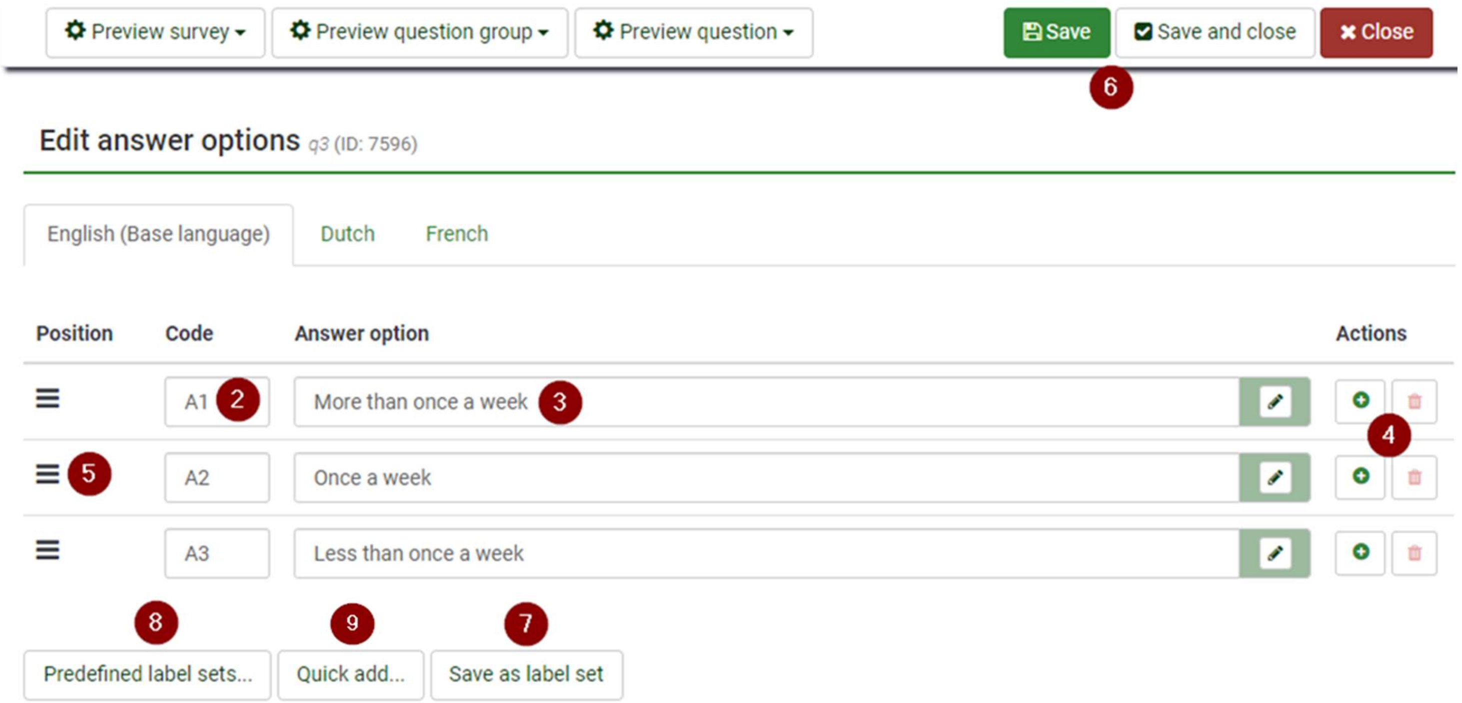
List (dropdown) example:



Once you have chosen one of these two question types, you then need to provide the answers:



1. Click on the “Edit answer options” button



2. Change the answer code if needed
3. Type the answer option
4. You can add a new answer option by clicking on the "+" icon; the pencil icon is to customize your test in HTML and the trash to delete the answer option
5. To change the position of an answer click the icon and keep the mouse button pressed, move it at the right place, then release the mouse button
6. When you have entered all the answer options, click on the "Save changes" or the "Save and close" button
7. If these answers will be used in several questions, you can save them by clicking on the "Save as label set" button, give the label set a name and confirm
8. Click on "Predefined sets…" to retrieve a previously saved label set
9. Click on "Quick add" to use a list of answer options: a window will open and you can copy/paste a list from a text file or type directly the answers (one per line) (see 5.4.4)

5.4.3. Multiple choice questions

There are several options, the simplest is the checkbox (called multiple choice):

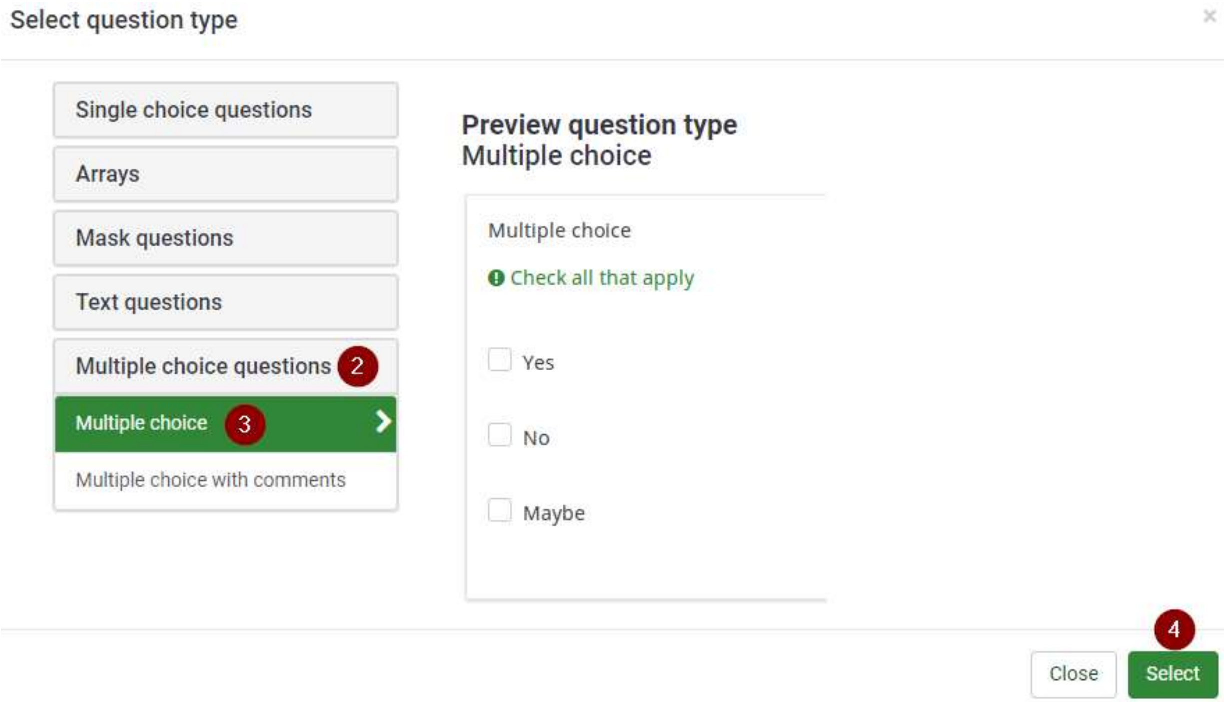
What are the available beds indexes in your maternity service?

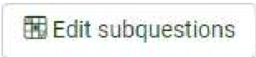
Check all that apply

- [ ] M/MIC beds
- [ ] N* beds
- [ ] NIC beds
- [ ] Other: ____________

To choose this question type, after having typed your question, do the following:

1. Click on the question type (not shown)

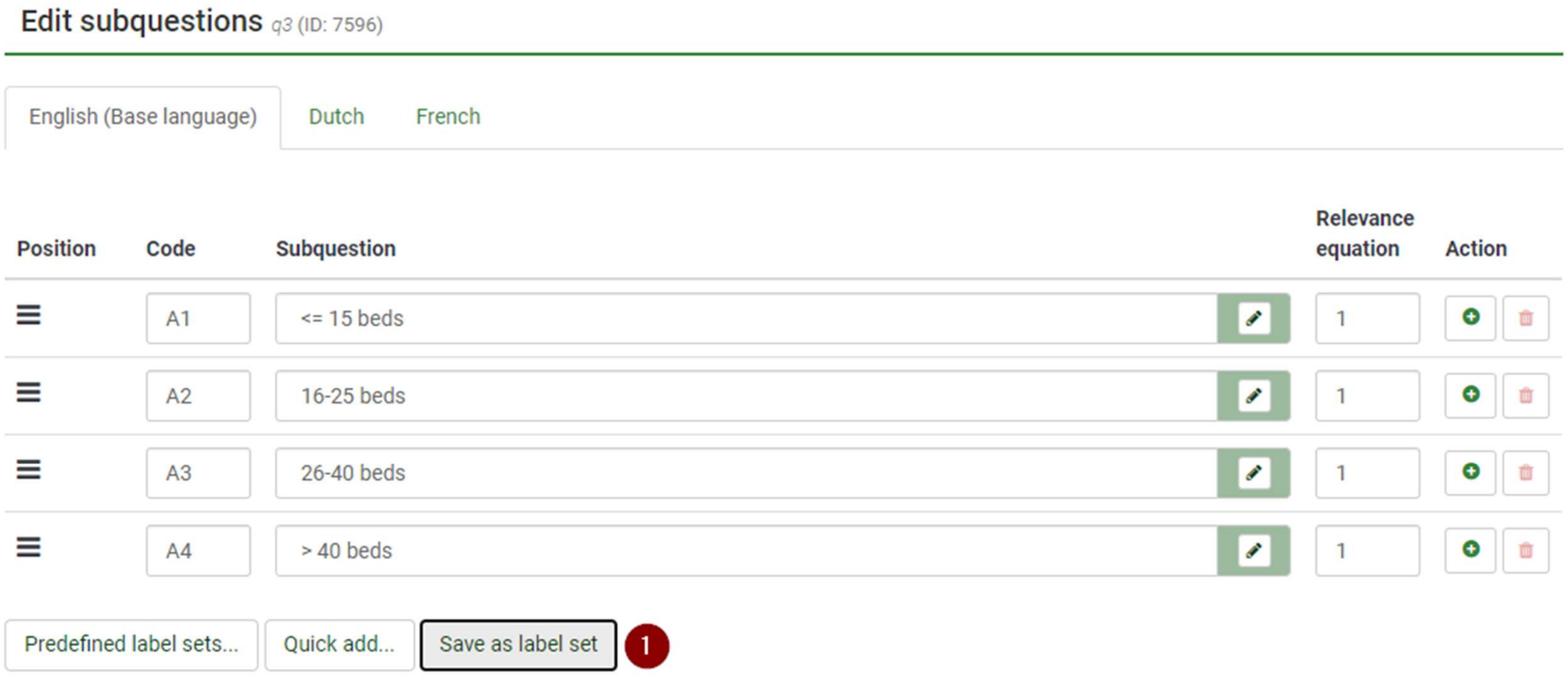


2. Select “multiple choice questions”
3. Click on “multiple choice”
4. Click on the “Select” button
5. Click on the 

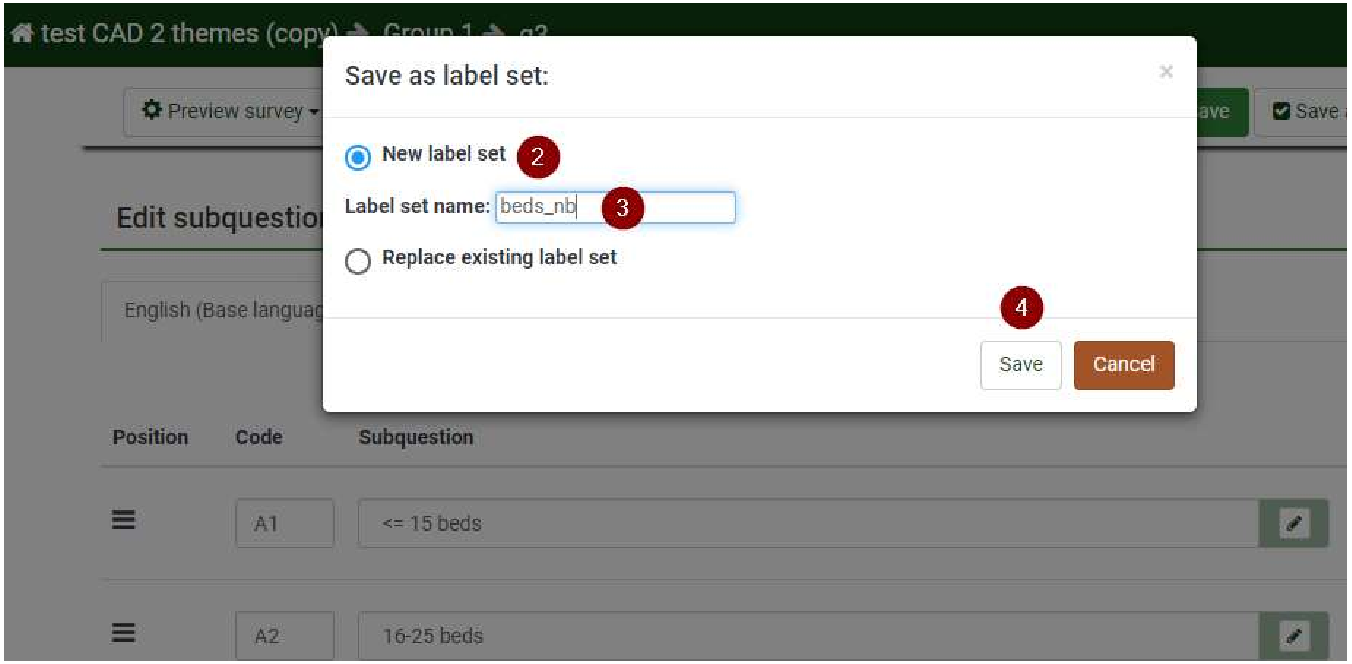
button to add the answer options to fill in: see the List (radio) and List (dropdown) section

5.4.4. Labels sets for closed questions

Create a new label set for a closed question (list or multiple choice):

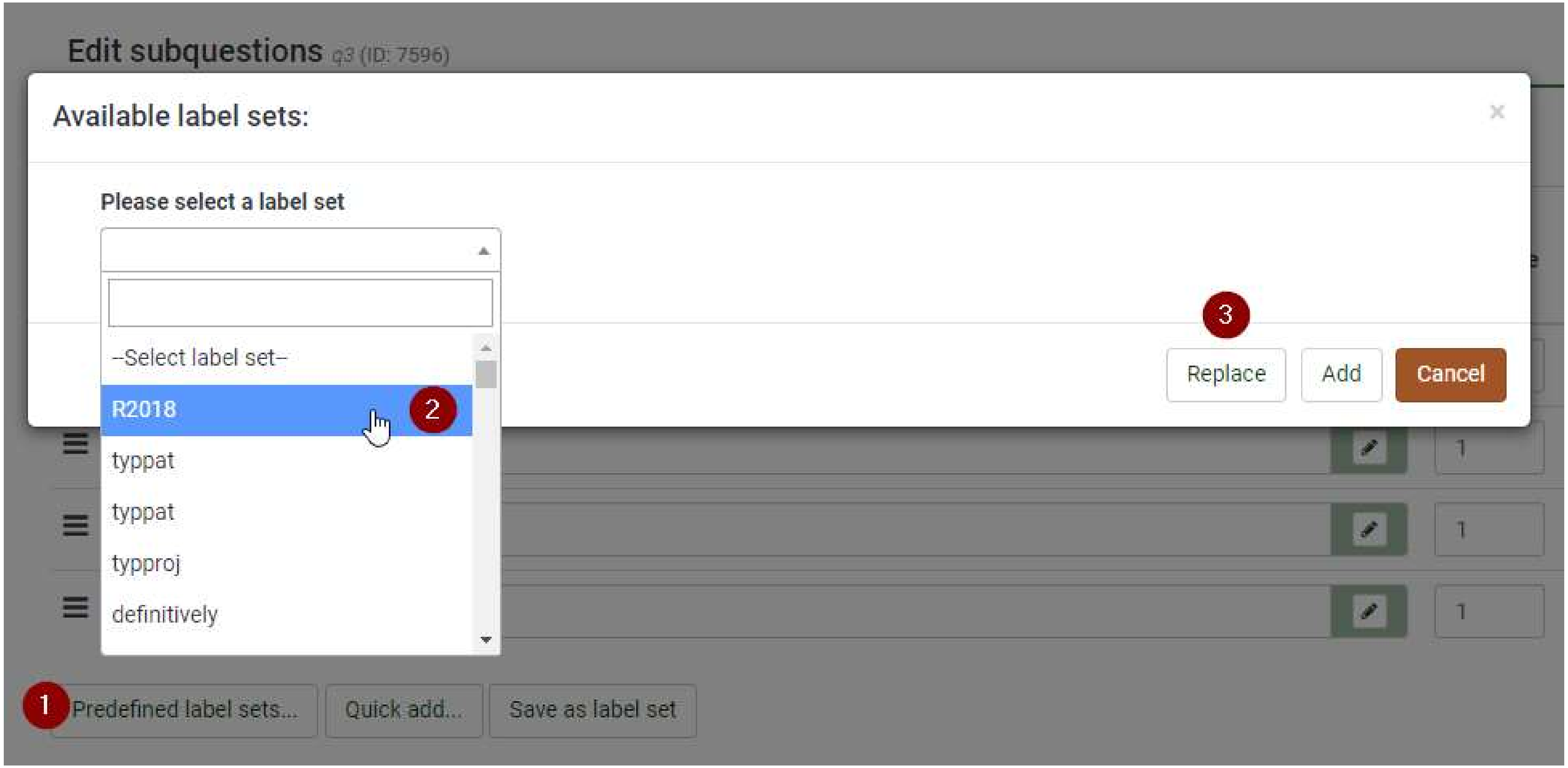


1. Once you have filled up the subquestions, click on the “Save as label set” button



2. Select "New label set"
3. Give the set a name
4. Click on the "Save" button

To use a predefined label set, edit the answers, then:



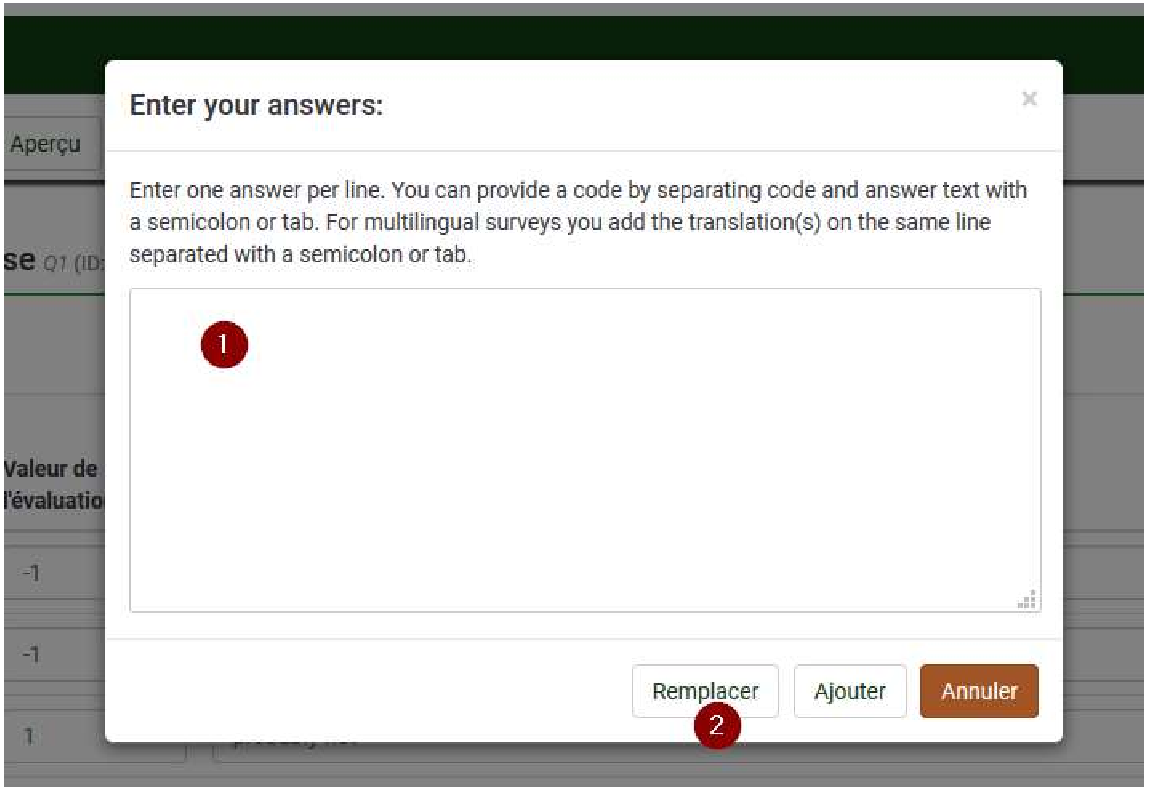
1. Click on the “Predefined label sets…” button
2. Select the set you wish to use
3. Click on the “Replace” button (or the “Add button” if you have already entered some answer options that you want to keep)

To add rapidly your sub questions, e.g. from a text file

Choose the “quick add…” button

1. Copy/paste the sub questions from your text file – one item per line – no numbering or bullet – no empty line at the end of the list

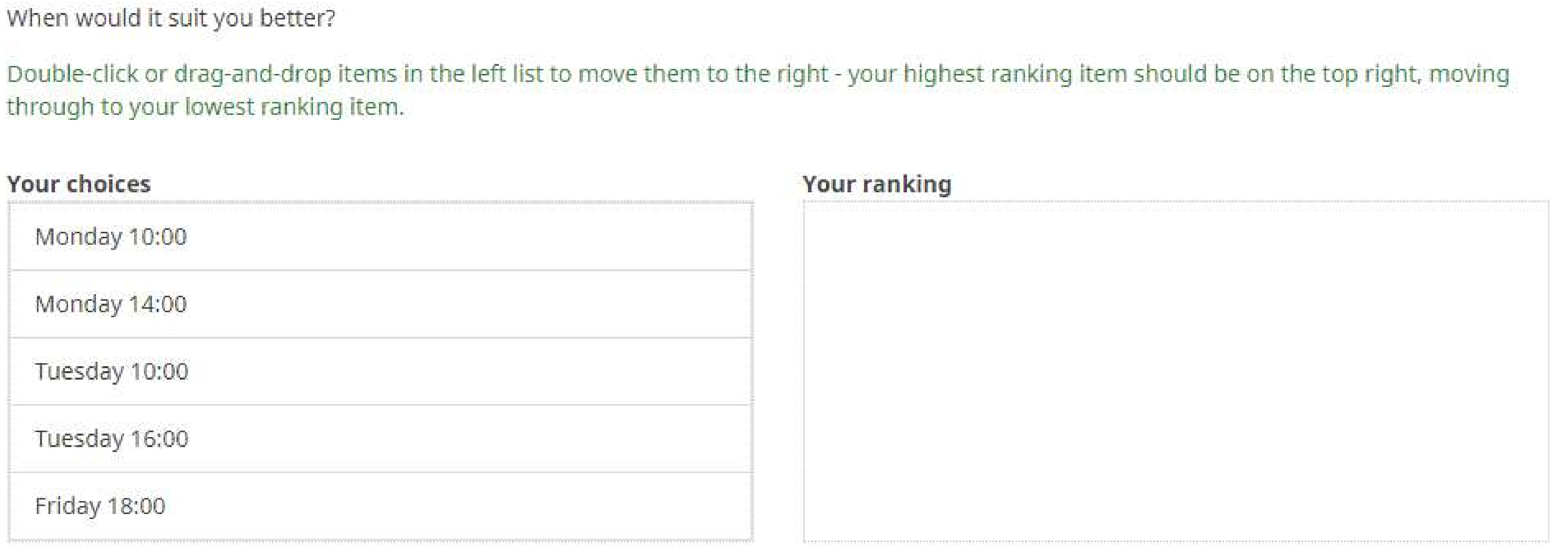
   Click on the “Replace” button (or the “Add button” if you have already entered some answer options that you want to keep)



5.4.5. Mask questions

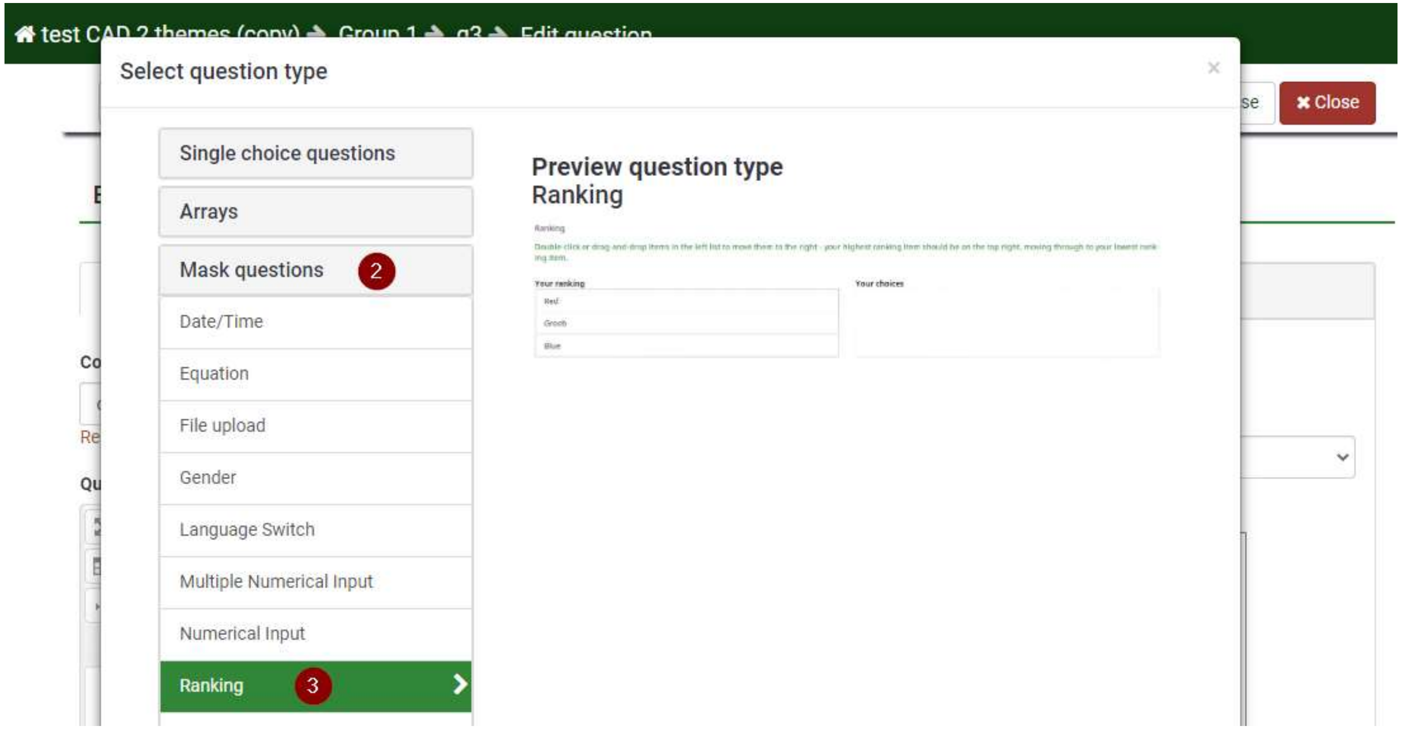
5.4.5.1. Ranking

This question type allows the respondent to rank propositions:



To choose this question type, after having entered your question text:

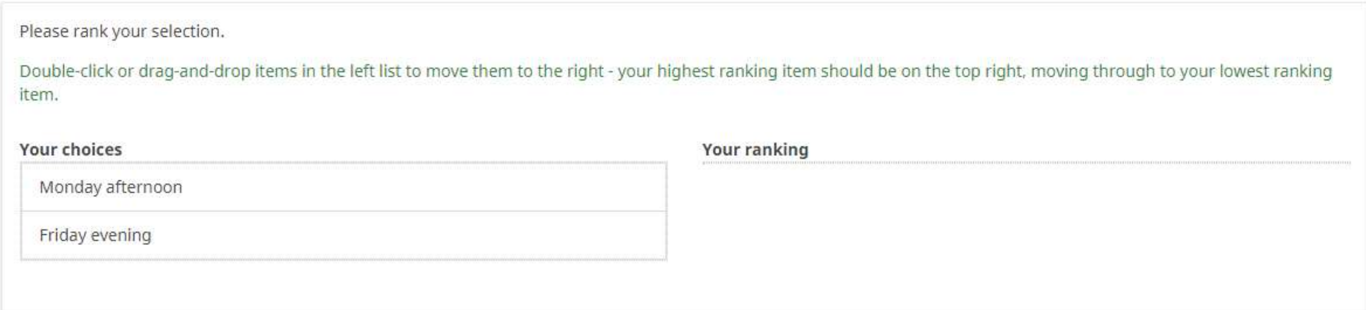
1. Click on the question type (not shown)



2. Select “Mask questions”
3. Click on “Ranking”
4. Click on the “Select” button (not shown)
5. Click on the “Save” button
6. Click on the Edit subquestions button to add the answer options; to fill in: see the List (radio) and List (dropdown) section

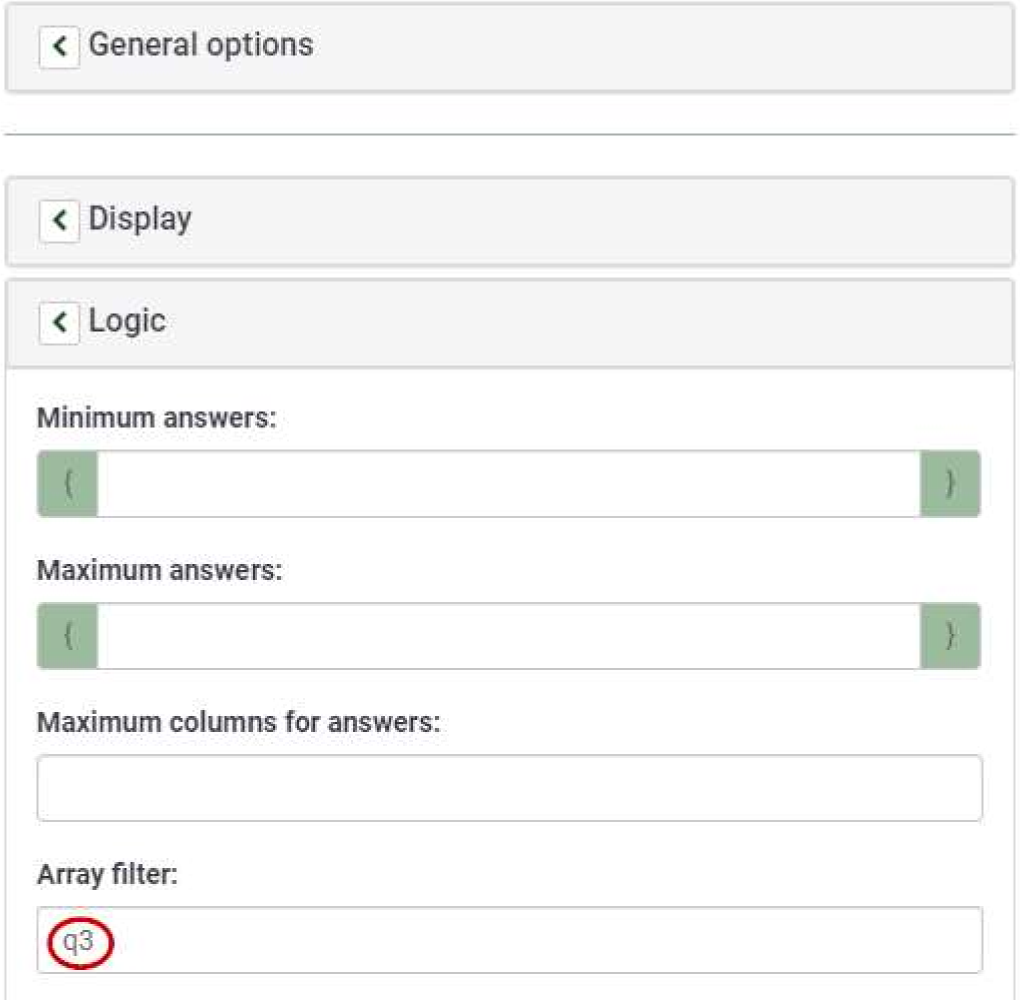
5.4.5.2. *Ranking results from a previous multiple choice question*

It is possible to take as input in a ranking question the answers from a previous multiple choice question. The answer codes have to be the same, but the answer options (the text) can be different:



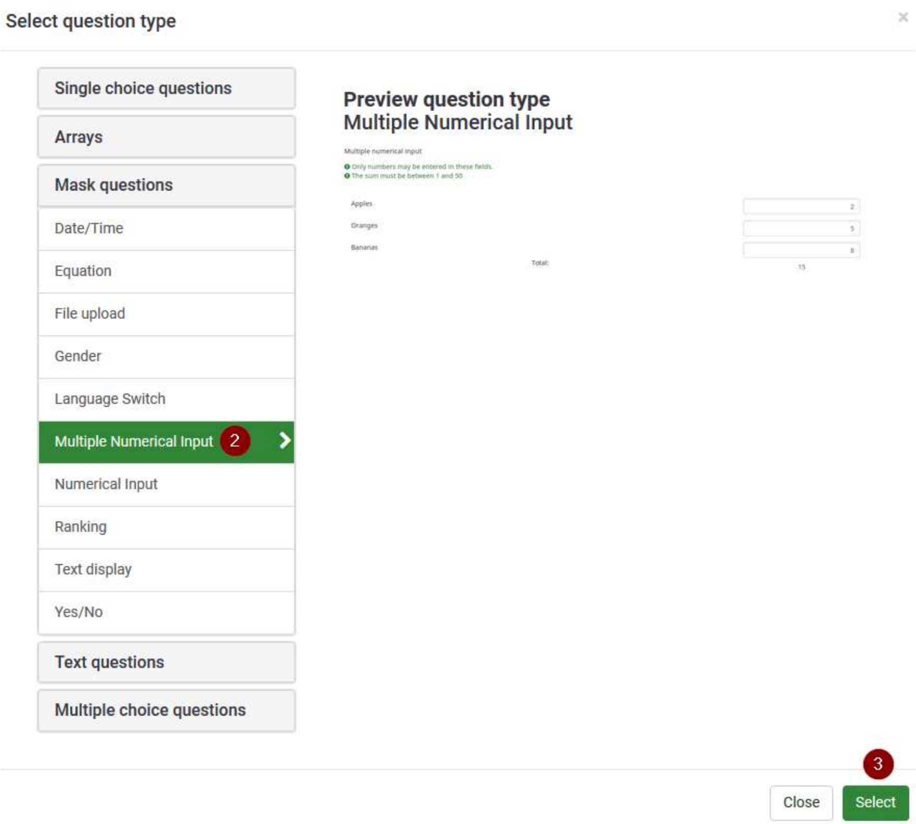
To do that

1. Make sure that the option codes match between the questions (e.g. A1 in the multiple choice question must correspond to A1 in the ranking question)
2. Edit the ranking question (the second one), then click on “Logic” in the right panel, fill in the “Array filter” field with the code of the first question:

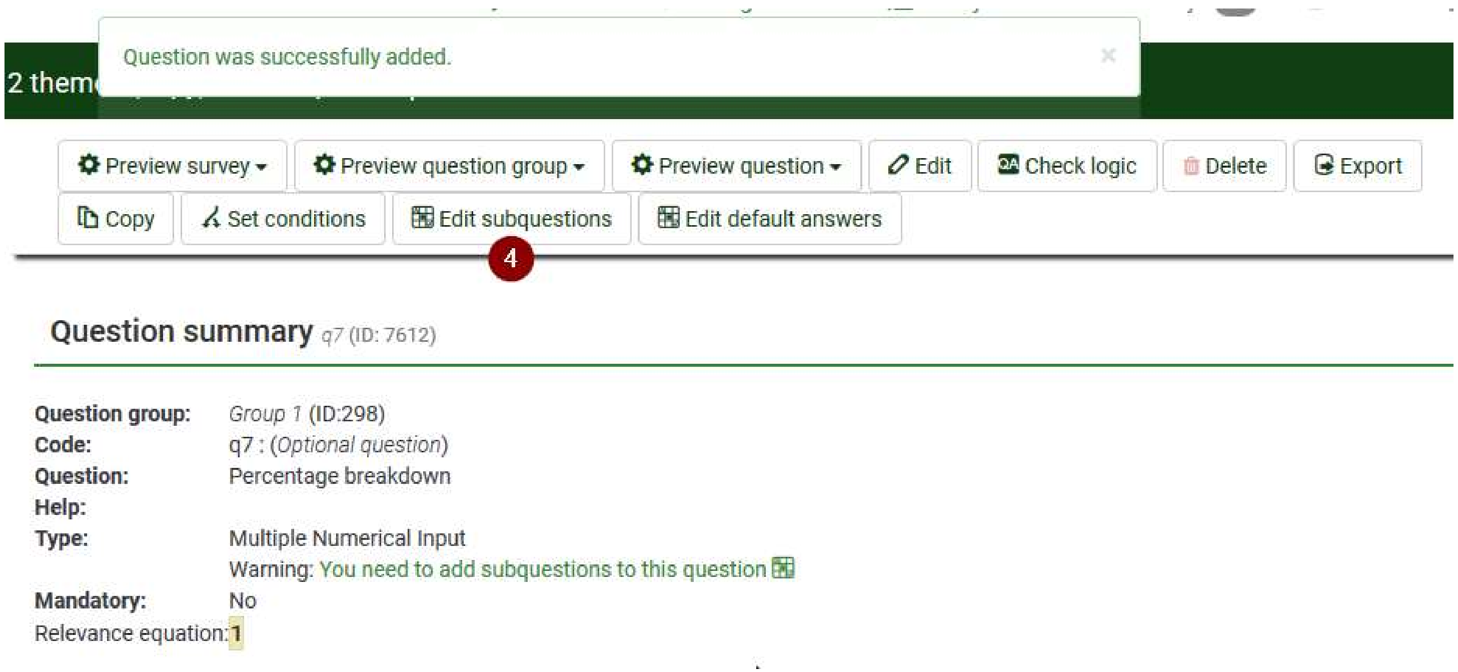


5.4.5.3. Multiple numerical input

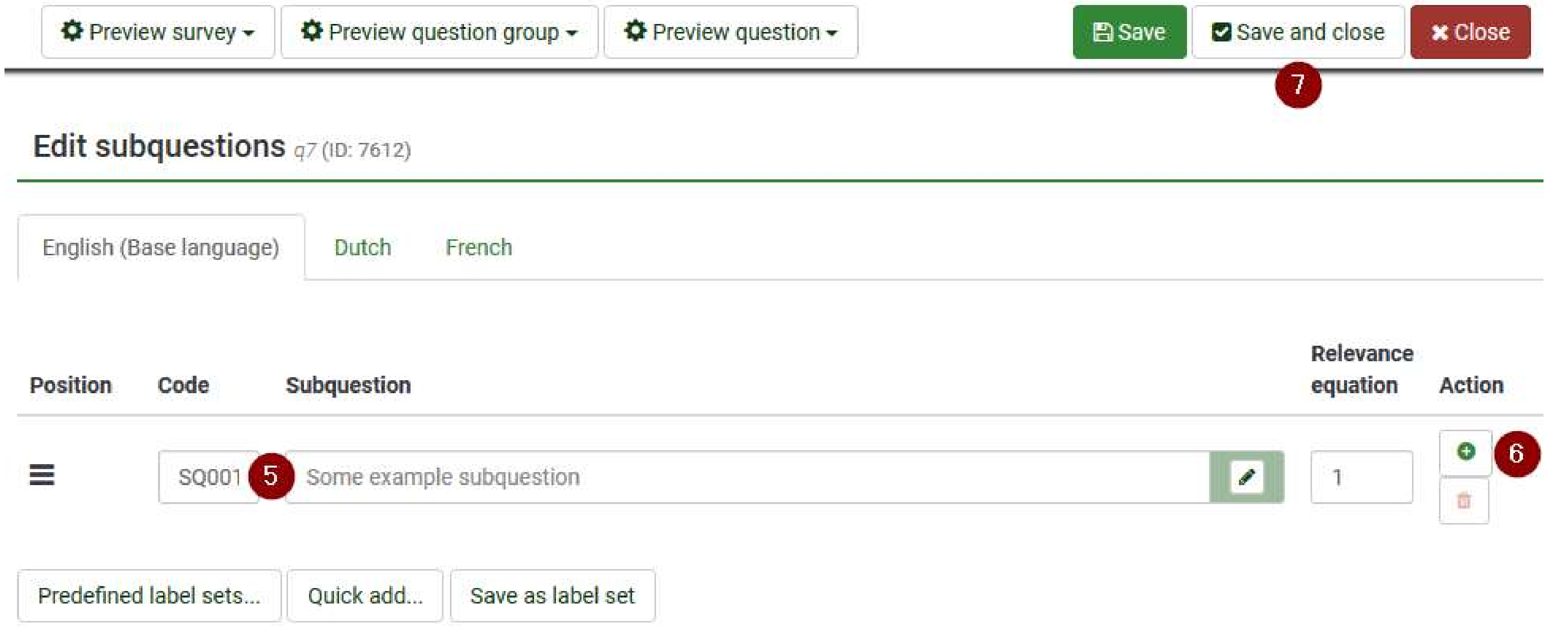
1. Click on the question type (not shown)



2. Select “Multiple Numerical Input”
3. Click on the “Select” button

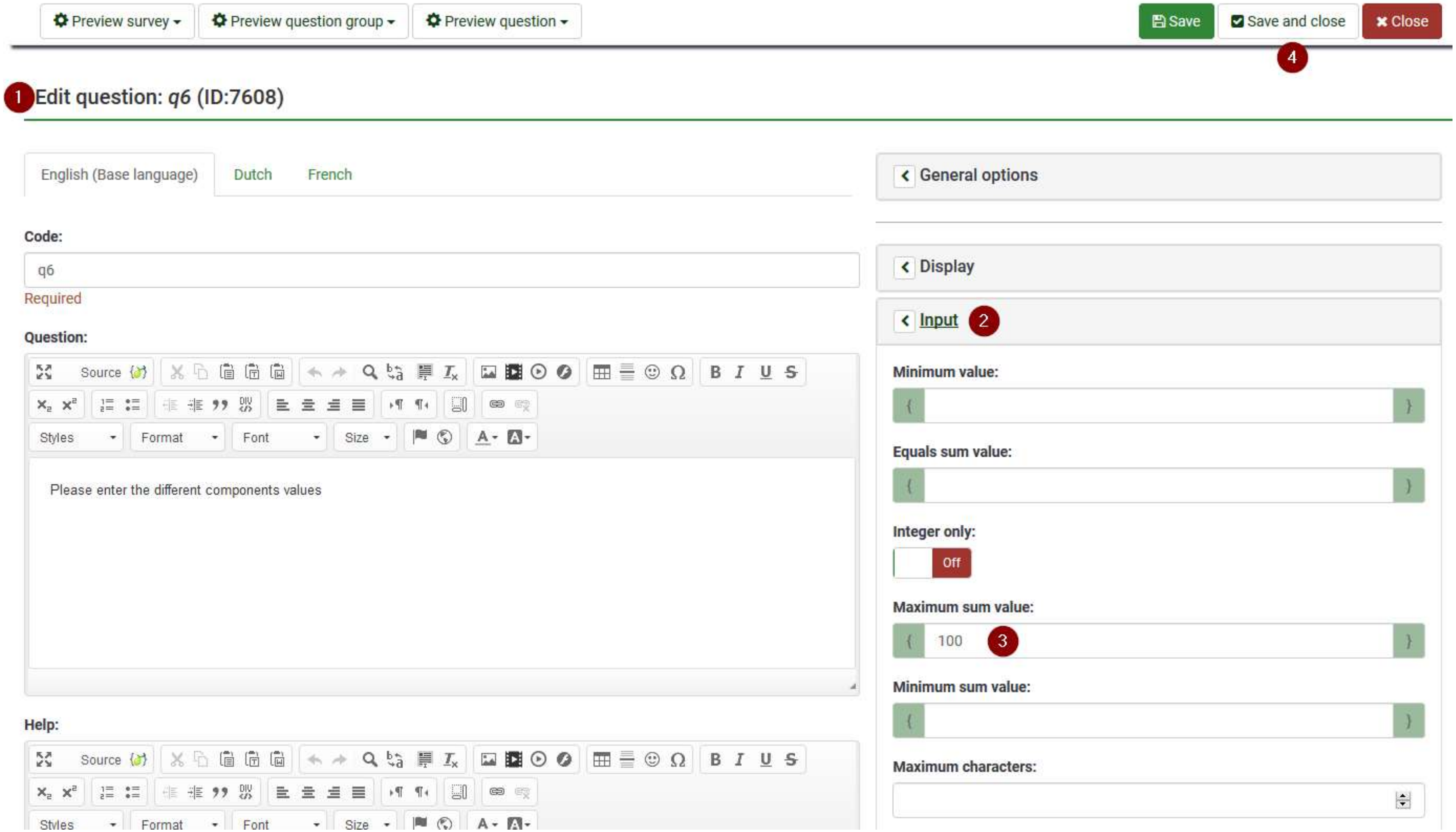


4. Click on the “Edit subquestions” button to add the subquestions



5. Add a subquestion (change the code if needed)
6. You can add extra subquestions by clicking on the “+” button
7. When you are done, click on the “Save and close” button

If you want, you can validate the answers (e.g. make sure that the sum of the subqueries = 100).



1. Edit the question (type = Multiple Numerical Input)
2. Click on “Input” in the column on the right side of the screen
3. Fill in the condition you wish (here, the sum must not be greater than 100)
4. Click on the “Save and close” button

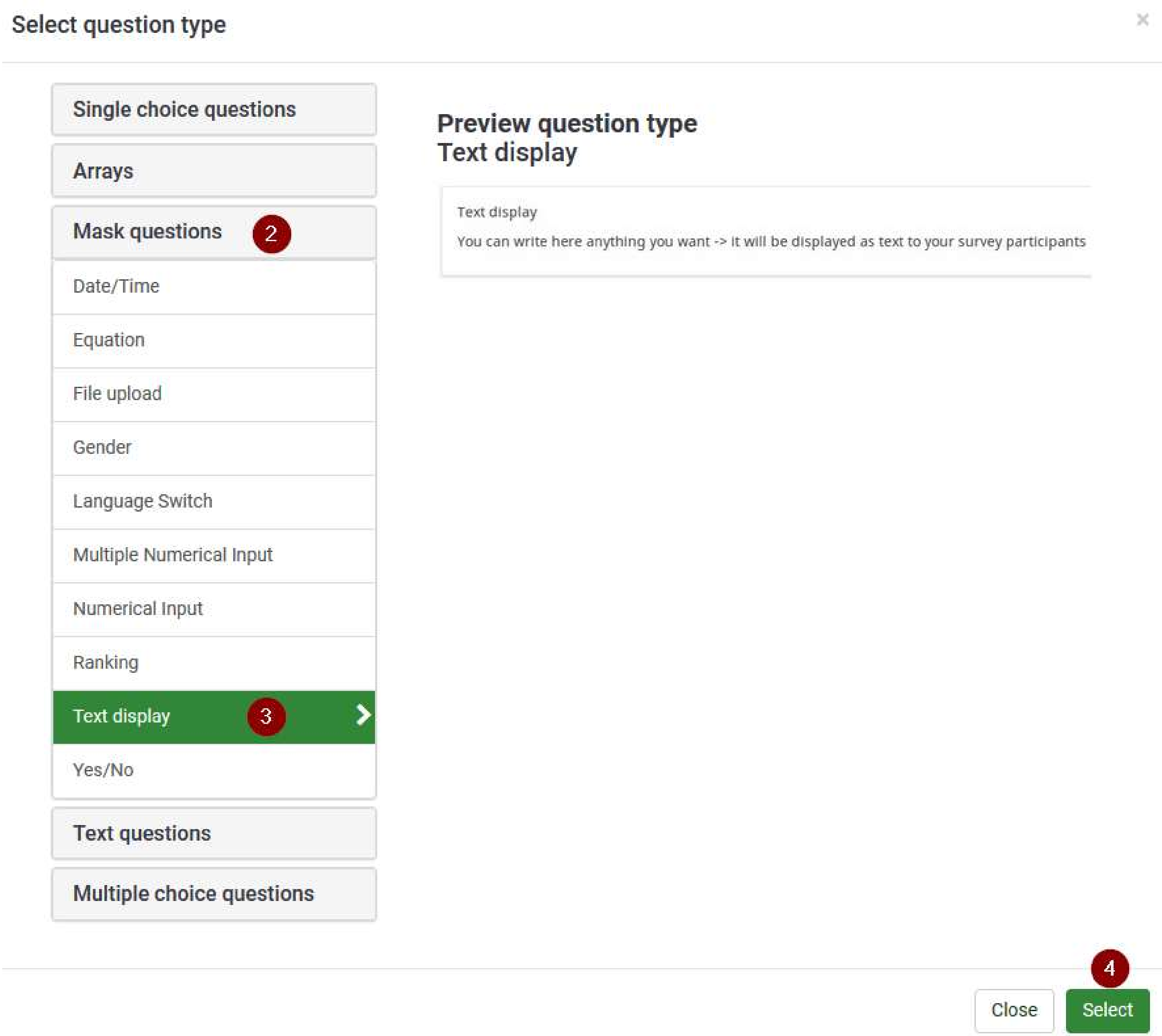
The question looks as follows, with a total at the bottom:

While the sum is greater than 100, the answers are invalid for this question.

5.4.5.4. *Only text display*

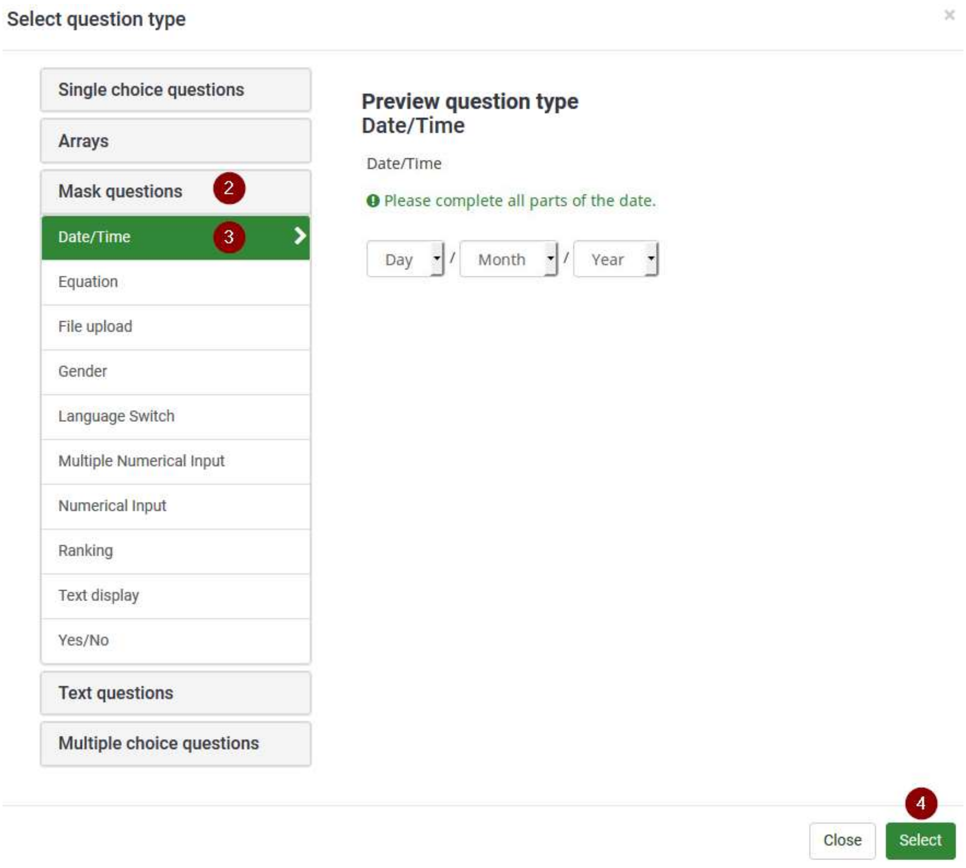
When you want to insert a message or a text box without question, e.g. a disclaimer, a definition:

1. Click on the question type (not shown)
2. Select “mask questions”
3. Click on “text display”
4. Click on the “Select” button

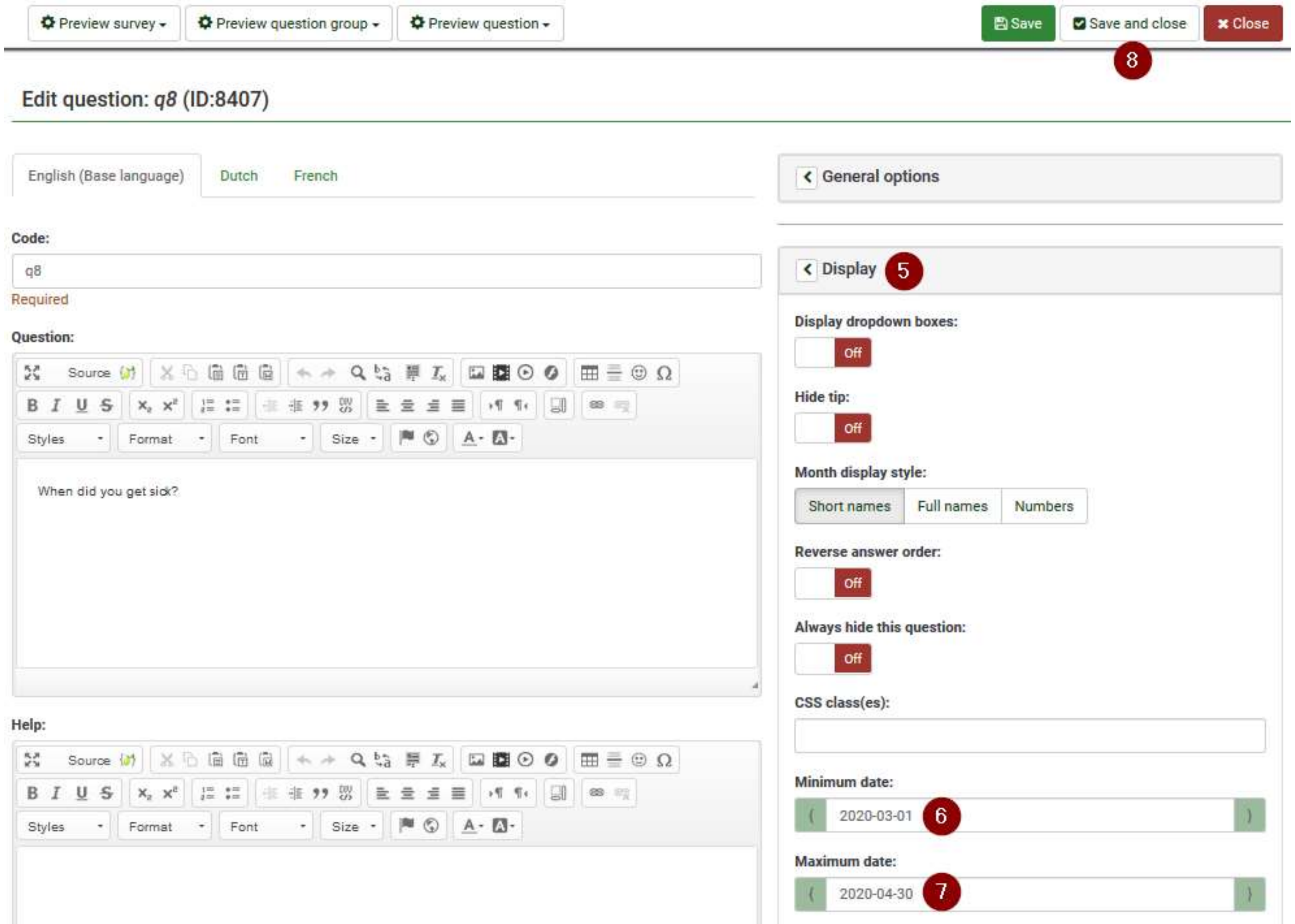

Select question type
×
Single choice questions
Arrays
Mask questions
2
Date/Time
Equation
File upload
Gender
Language Switch
Multiple Numerical Input
Numerical Input
Ranking
Text display
3
Yes/No
Text questions
Multiple choice questions
Preview question type
Text display
Text display
You can write here anything you want -> it will be displayed as text to your survey participants
4
Close
Select

5.4.5.5. Date/Time

1. Click on the question type (not shown)
2. Select “mask questions”
3. Click on “Date/Time”
4. Click on the “Select” button

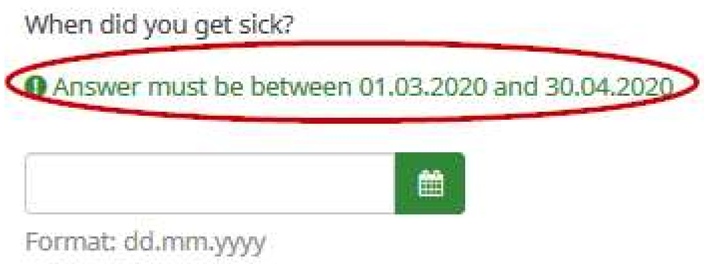


If you want to restrict the date selection (e.g. not in the future, defined time frame):



5. Click on “Display”
6. Set the minimum date (yyyy-mm-dd)
7. Set the maximum date (yyy-mm-dd)
8. Click on the “Save and close” button

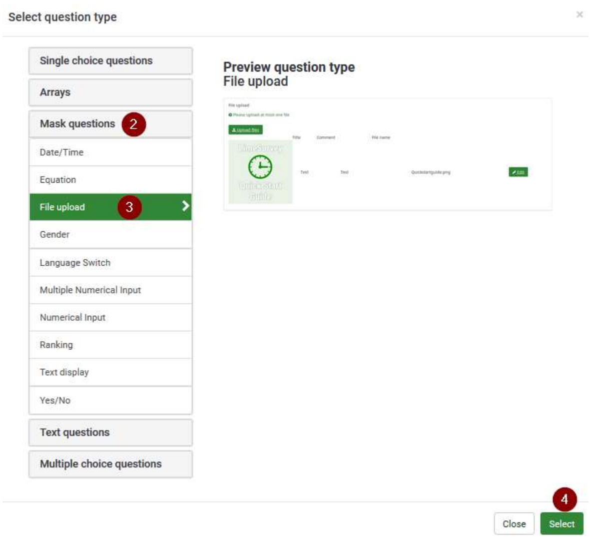
A help message with the minimum and maximum dates is automatically generated:



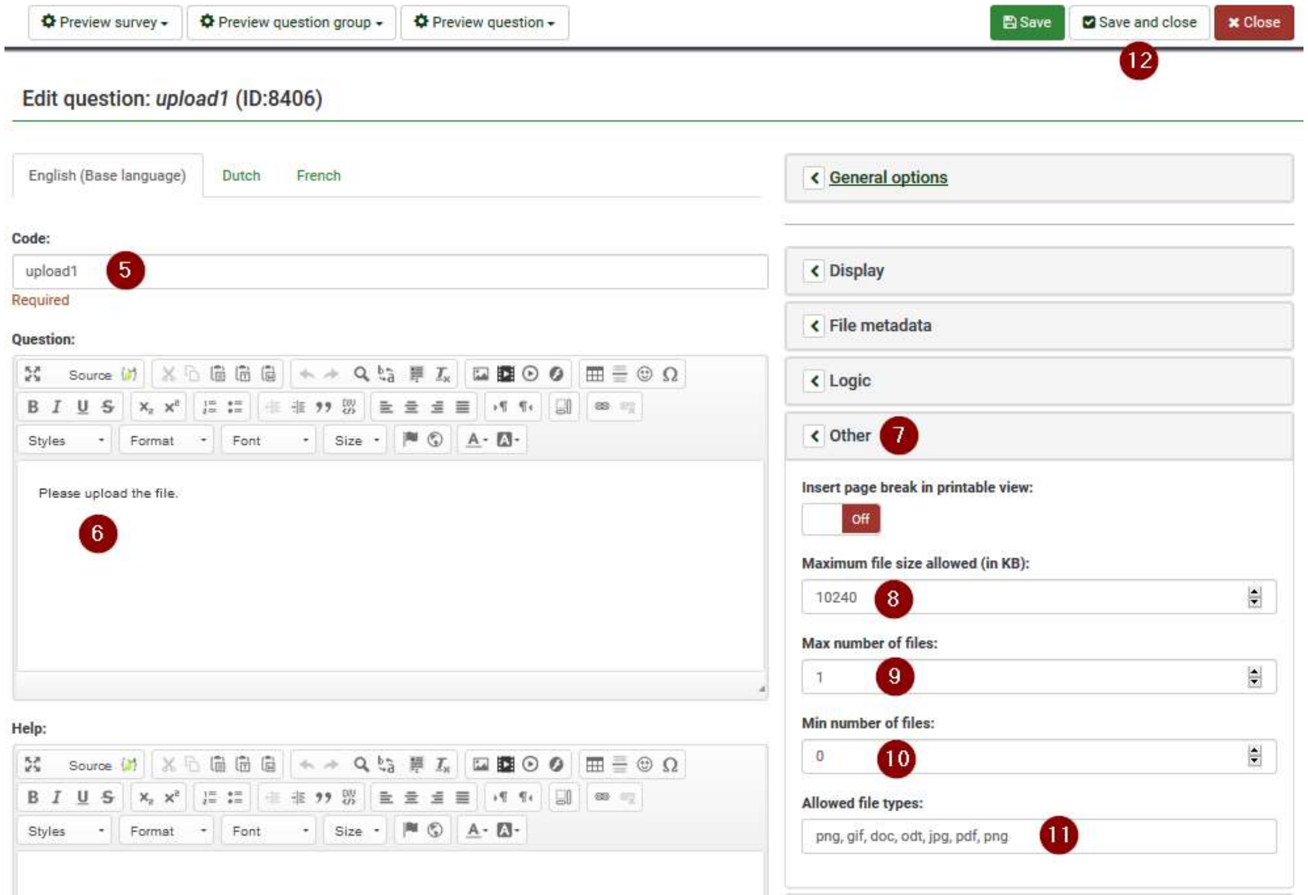
5.4.5.6. File upload

If you want the respondant to be able to upload files, here is how to procede.

1. Click on the question type (not shown)
2. Select “mask questions”
3. Click on “File upload”
4. Click on the “Select” button

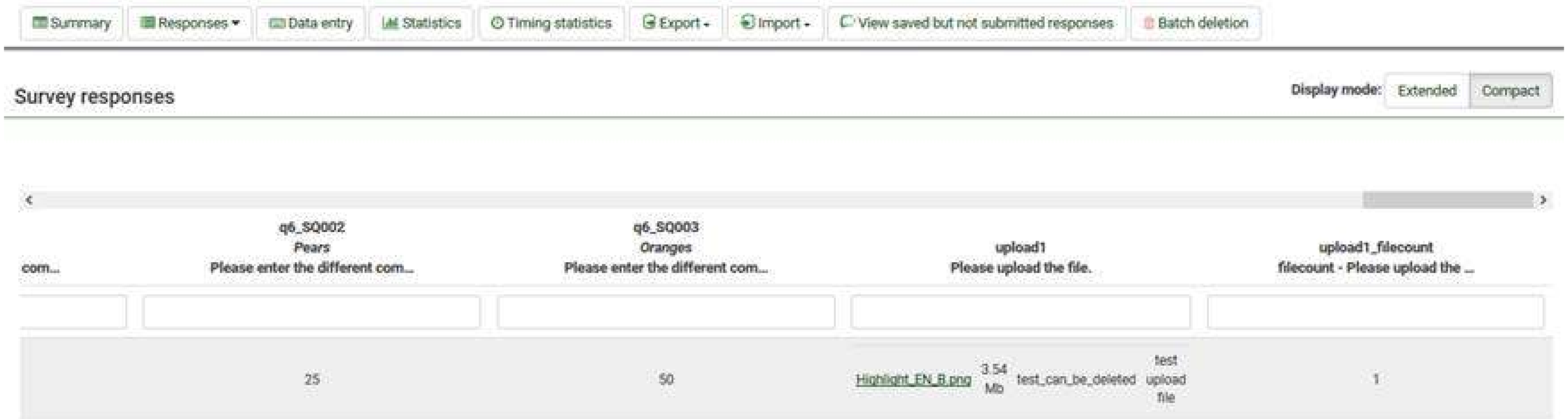


5. Enter the question code
6. Enter the question text
7. Click on “Other”
8. Set the maximum size for a file
9. Set the maximum number of files
10. Set the minimum number of files
11. Select the file types allowed
12. Click on the “Save and close” button



Here is how it will appear to the respondent:

Once the survey has been submitted by the respondent, you can retrieve the uploaded files when viewing the answers by clicking on the link:



6. SET CONDITIONS

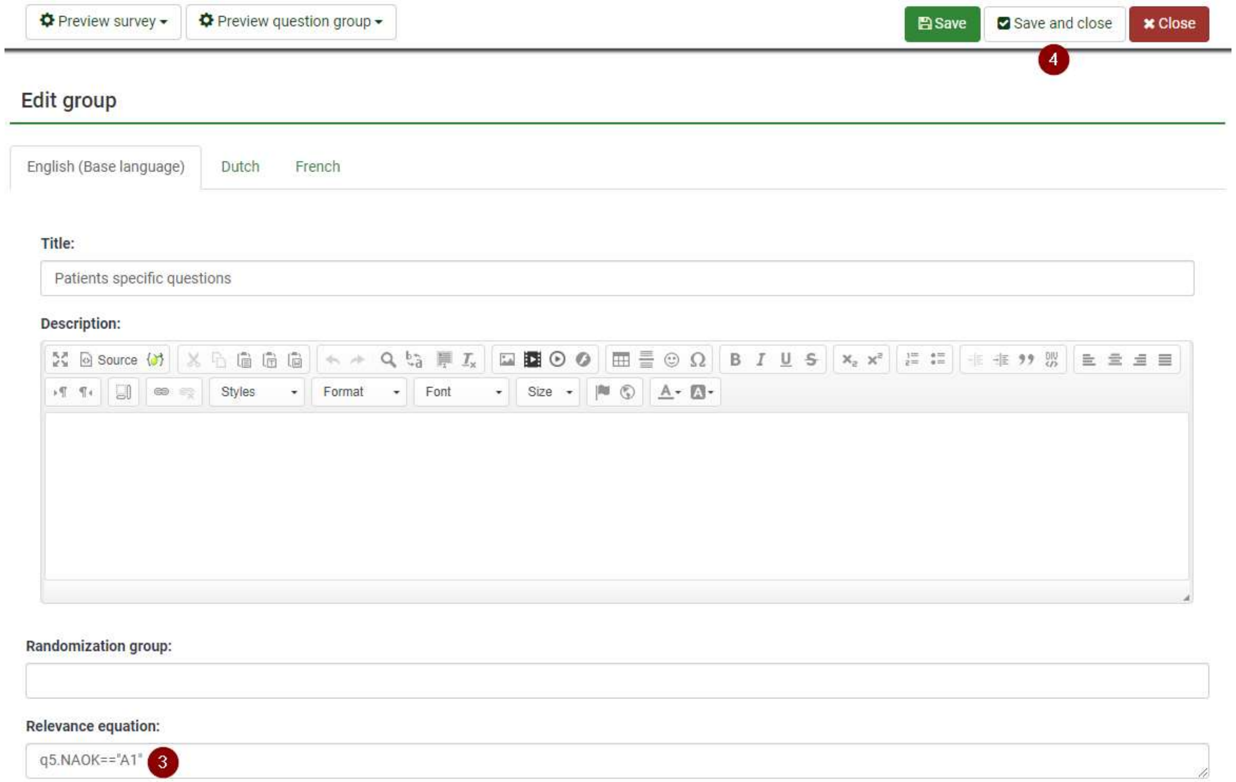
It is possible to have questions (or question groups) appearing only if certain conditions are met. There is no possibility to "jump" to another place (question group) in the survey.

6.1. Conditions for a question group

To set the condition for a question group, please do the following:

1. Select the question group (not shown)
2. Click on 

3. Type in the relevance equation (see below)
4. Click on the "Save" button



For question groups, you have to insert the relevance equation manually: for example, to show the question (or the group) only if the answer code “A1” was selected for the question with code q5, you would type in:

q5.NAOK=="A1" where q5 is the question code and A1 the answer code (.NAOK refers to the answer selected by the respondent).

6.2. Conditions for a question

By default, the relevance equation is set to 1, which means that the question will be shown.

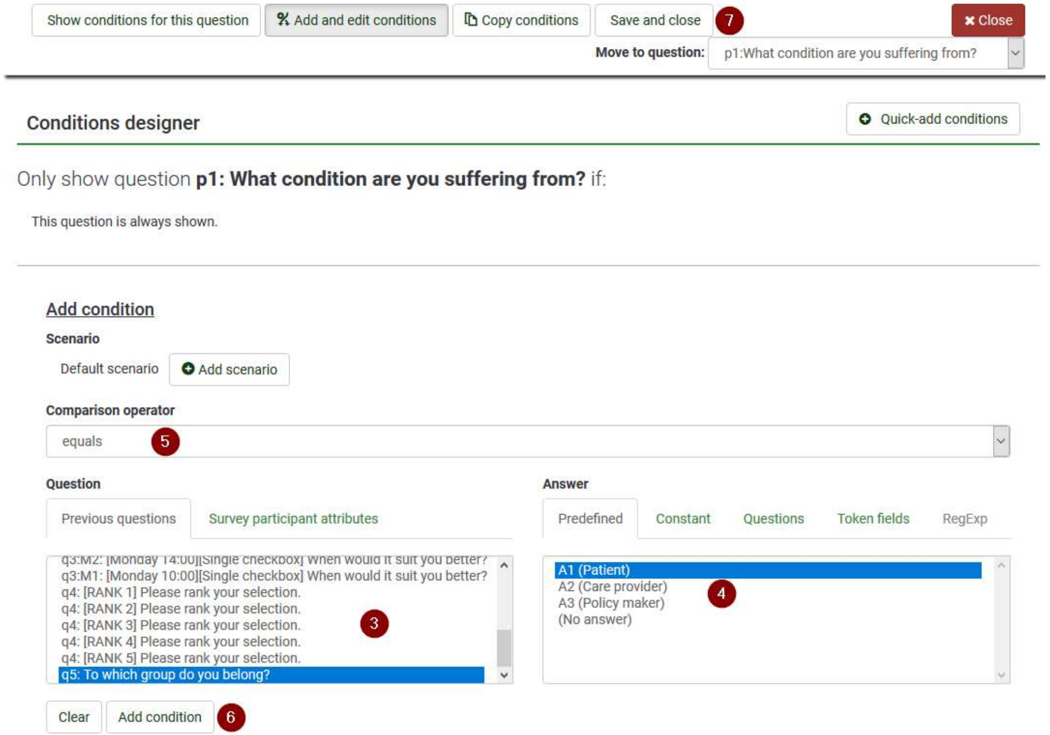
There are two ways to proceed: either by manually typing the equation, or by using a “wizard”.

To set up the equation manually, edit the question (or the group) and type in the equation in the text box below “Relevance equation”. (see section 6.1)

If you want to set the condition with the wizard:

1. Select the question
2. Click on 

to enter the condition designer



3. Select the previous question whose answer will decide whether to display the current question
4. Select the matching answer
5. Make sure that the comparison operator is the right one (equals in this case)

6. Click on the “Add condition” button; you will then see the condition at the top of the screen:

Only show question **p1: What condition are you suffering from?** if:

Default scenario

q5: To which group do you belong?(qid7606)	equals	Patient (A1)

7. Click on the “Save and close” button

If you return to the question, you will see the relevance equation in the question summary:

Question summary *p1* (ID: 7607)

Question group: *Patients specific questions* (ID:400)
Code: p1 : (*Optional question*)
Question: What condition are you suffering from?
Help:
Type: Long Free Text
Mandatory: No
Relevance equation: **((q5.NAOK == "A1"))**

If you want to manually modify the relevance equation, you will first have to remove all conditions with the wizard to be able to edit the equation as this appears when editing the question:

Relevance equation:

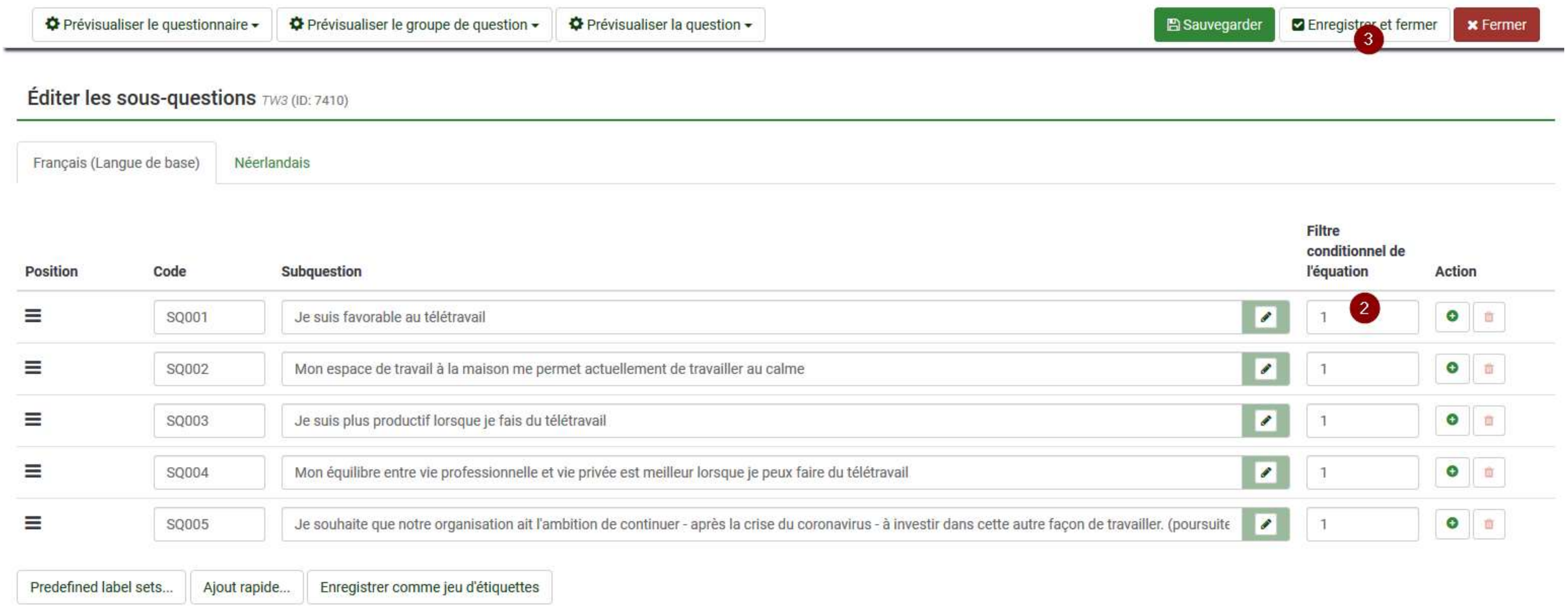
{ ((415872X298X7606.NAOK == "A1")) }

Note: You can't edit the relevance equation because there are currently conditions set for this question.

6.3. Conditions for subquestions

It is also possible to decide when a subquestion appears or not in the list for array questions or a multiple choice questions.

1. Edit the subquestions



2. Insert the appropriate relevance equation
3. Click on the “Save and close” button

More information on the subject at the official documentation: http://manual.limesurvey.org/Setting_conditions

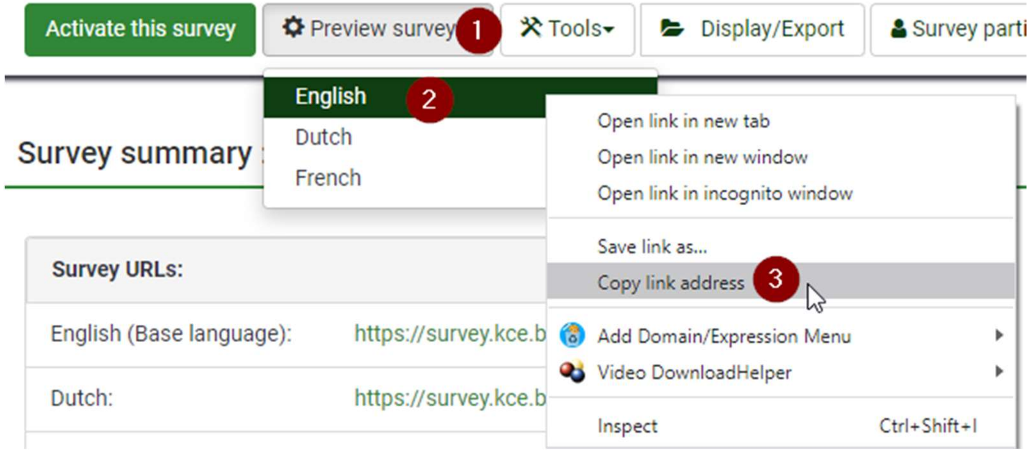
7. TEST YOUR SURVEY

Once you are done with your survey design, you should first test the survey yourself.

To avoid strange behaviours from LimeSurvey, it is recommended to use another browser than the one you use as survey administrator.

Then ask a few colleagues to test it before activation.

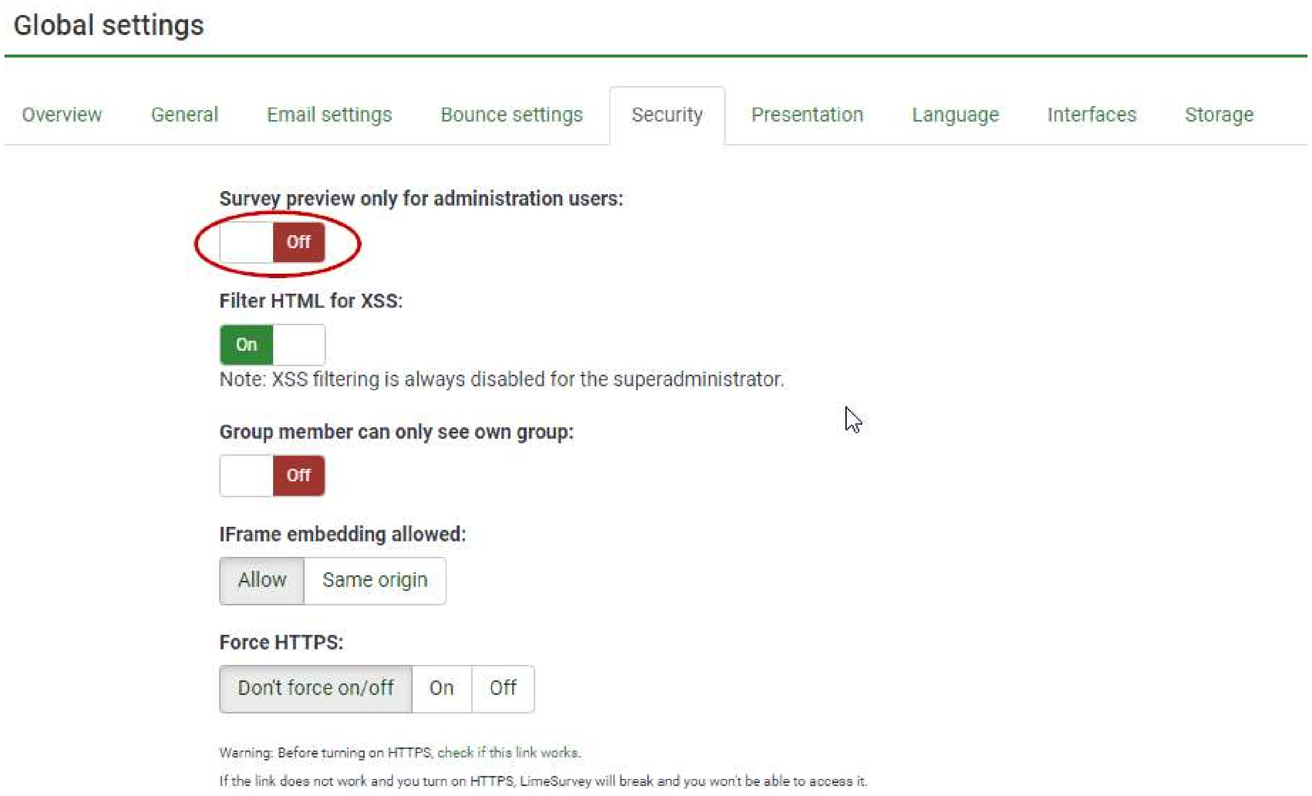
To test the survey (without recording the responses), send the URL (web address) of the survey:



1. Click on the “Preview survey” button
2. Select the language and then right-click
3. In the context menu, click on “Copy link address…” (depending on your browser, the message could vary, e.g. “Copy link location”)
4. Paste the link (Ctrl + V) in the email you will send to your colleagues

N.B.: you could also copy the survey URL (https://survey...), but for testing it is better to use the above method because if your colleagues make several tests in one session (without closing their browser), things could be mixed up with the survey URL only.

If the survey is not available when it is not activated, ask your LimeSurvey administrator to change the following settings to “Off”: survey preview only for administrator users:


Global settings
Overview
General
Email settings
Bounce settings
Security
Presentation
Language
Interfaces
Storage
Survey preview only for administration users:
Off
Filter HTML for XSS:
On
Note: XSS filtering is always disabled for the superadministrator.
Group member can only see own group:
Off
IFrame embedding allowed:
Allow
Same origin
Force HTTPS:
Don't force on/off
On
Off
Warning: Before turning on HTTPS, check if this link works.
If the link does not work and you turn on HTTPS, LimeSurvey will break and you won't be able to access it.

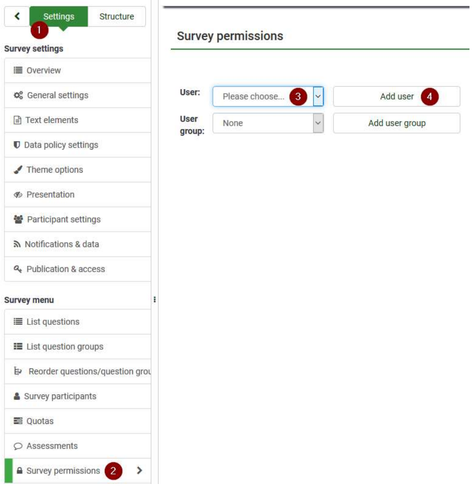
8. UPDATE YOUR SURVEY ACCORDING TO COLLECTED FEEDBACK

Once you have collected the feedback from testers, you will edit question groups, questions and answers accordingly.

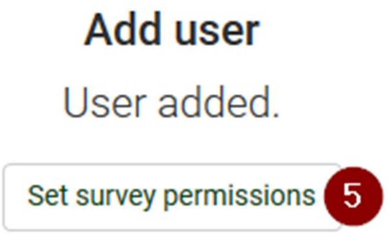
Or you might want colleagues to edit the survey. In that case, you have to make sure that they have access to LimeSurvey administration and then give them permission to edit your survey.

You might also want to move some questions to another place in the survey.

8.1. Give permission to another user to manage the survey



1. Click on “Settings”
2. In the Survey menu, click on “Survey permissions”
3. Select the user you wish to add
4. Click on the “Add user” button; you then get a confirmation:



5. Click on the "Set survey permissions" button
6. Click on >> at the top of the right column to see the details

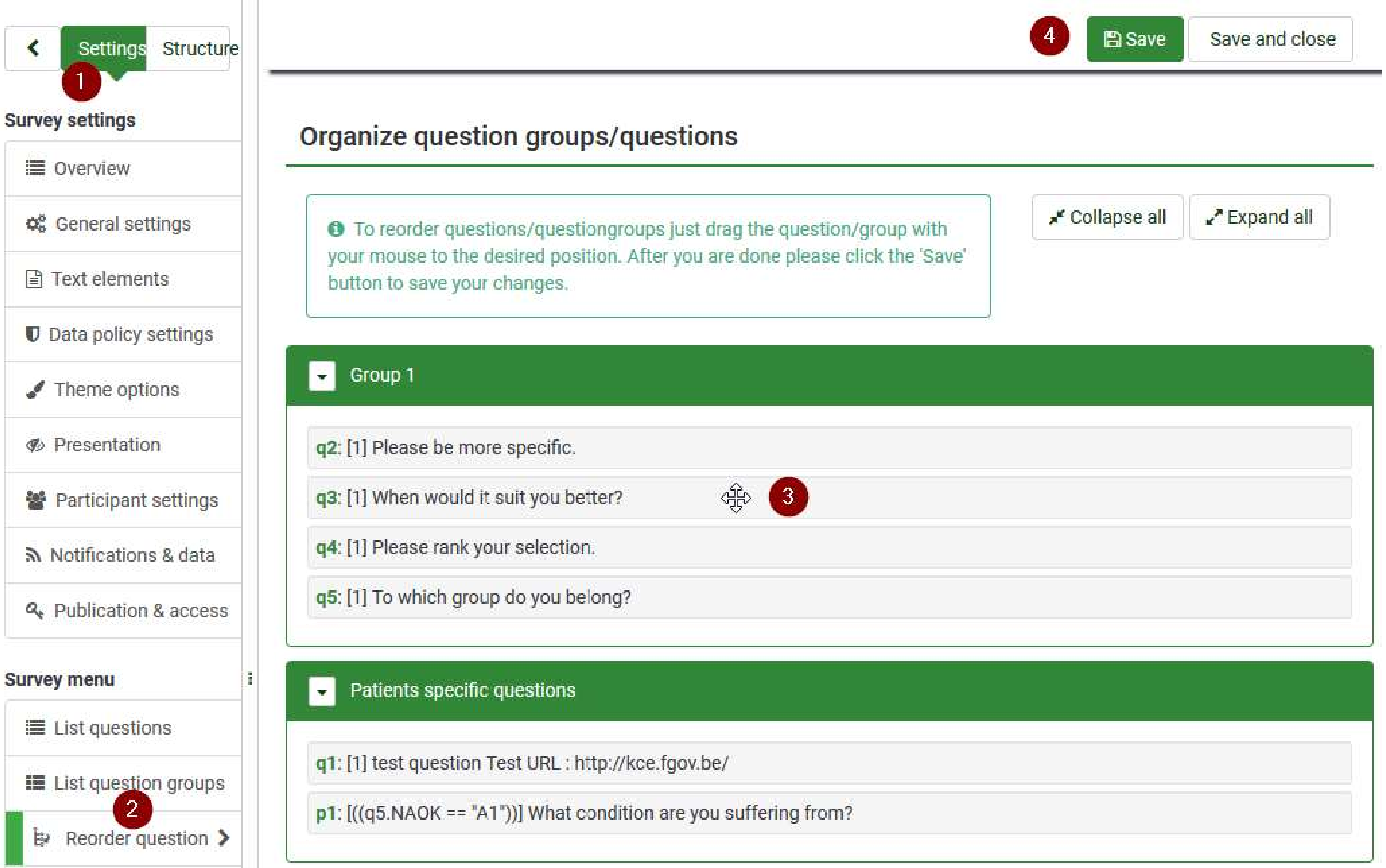
8 Save

Edit survey permissions for user [illegible]

	Permission	<<	Create	View/read	Update	Delete	Import	Export
Permission to create/view/update/delete assessments rules for a survey	Assessments	☐	☐	☐	☐	☐		
Permission to view & update the translations using the quick-translation feature	Quick translation	☑		☑	☑			
Permission to create/view/update/delete quota rules for a survey	Quotas	☐	☐	☐	☐	☐		
Permission to create(data entry)/view/update/delete/import/export responses	Responses	☑	☐	☑	☐	☐	☐	☐
Permission to view statistics	Statistics	☑	7	☑				
Permission to activate/deactivate a survey	Survey activation	☐			☐			
Permission to create/view/update/delete/import/export the questions, groups, answers & conditions of a survey	Survey content	☑	☑	☑	☑	☑	☑	☑
Permission to delete a survey	Survey deletion	☐				☐		
Permission to modify survey security settings	Survey security	☐	☐	☐	☐	☐		
Permission to view/update the survey settings including survey participants table creation	Survey settings	☐		☐	☐			
Permission to view/update the survey text elements, e.g. survey title, survey description, welcome and end message	Survey text elements	☑		☑	☑			
Permission to create/update/delete/import/export token entries	Tokens	☐	☐	☐	☐	☐	☐	☐

7. Select the permissions you wish to give to the user
8. When you are done, click on the “Save” button

8.2. Organise question groups/questions



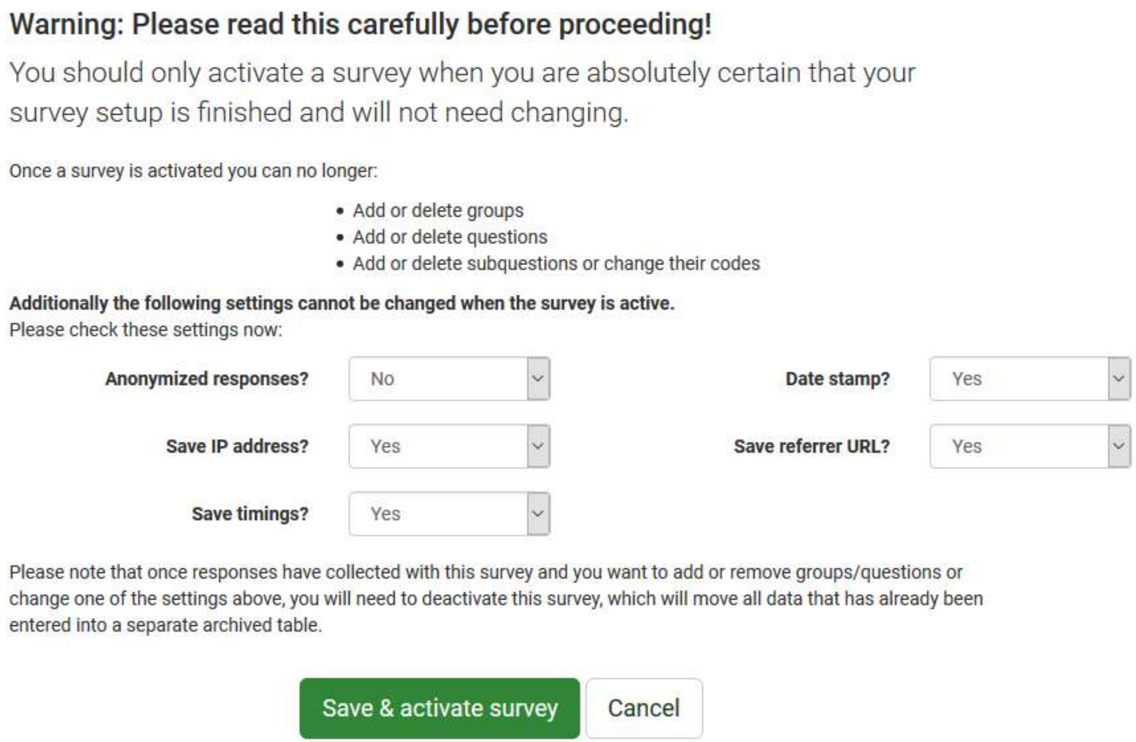
1. Click on “Settings” in the left menu
2. Click on “Reorder question” in the Survey menu
3. Drag and drop questions and question groups (pay attention to conditions, e.g. in the example, question p1 has to be after question q5)
4. When you are done, click on the “Save” button

9. ACTIVATE YOUR SURVEY

Before you activate your survey, you might want to check all settings.

When your survey is ready, you can activate it by clicking on the “Activate this survey” button:

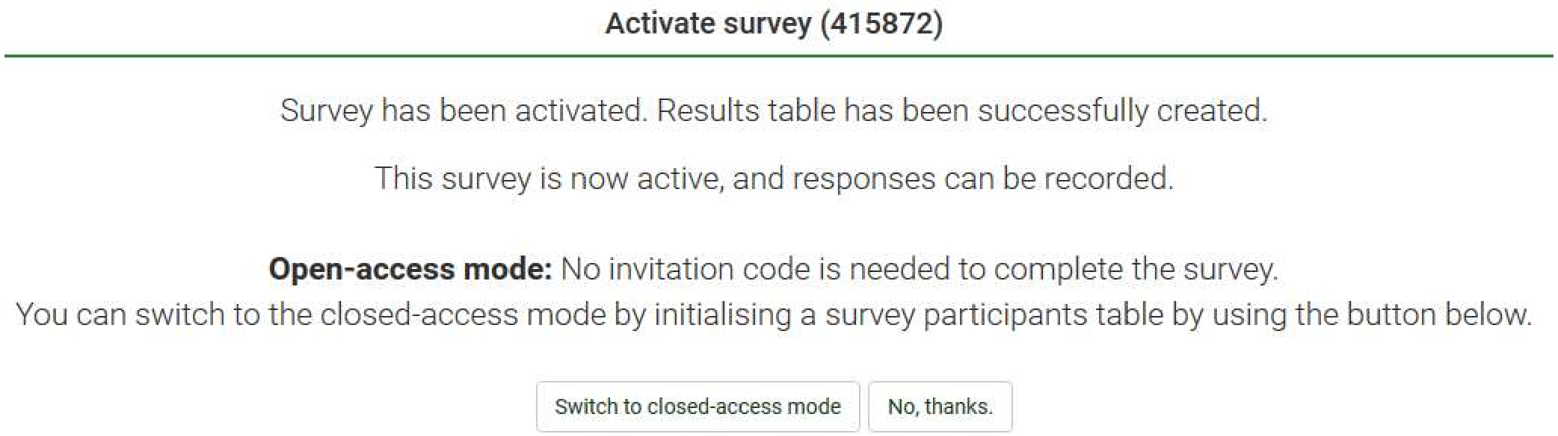
This will show you the following screen:



You can then decide on some settings. If you are unsure whether you should answer “Yes”, check the Participants’ settings section.

Note: once you have activated the survey, you will not be able to add or delete questions or question groups, nor add answer options. The only thing you will still be able to do, is edit the text of the questions and responses (i.e. correct spelling or make a sentence clearer).

Once you have clicked on the “Save / Activate survey” button, you will get the following screen:



If you select “Switch to closed-access mode”, respondents will need a unique access code (token) that you have to send to each participant.

If you select “No, thanks”, you need only to send the URL (internet address) of the survey to allow a participant to access the survey. Once you click on it, you will be sent to the homepage of the survey, where you can see the URL you need to communicate to participants:

Survey summary : test CAD 2 themes (copy) (ID 415872)

Survey URLs:	
English (Base language):	https://survey.kce.be/index.php/415872?lang=en
Dutch:	https://survey.kce.be/index.php/415872?lang=nl
French:	https://survey.kce.be/index.php/415872?lang=fr
End URL:	-
Number of questions/groups:	6/2

Text elements:	
Description:	Test
Welcome:	Test
End message:	

Survey general settings:	
Administrator:	Carl Devos (carl.devos@kce.fgov.be)
Fax to:	
Theme:	Fruity Theme (fruity)

Publication and access settings:	
Start date/time:	-
Expiration date/time:	-
Listed publicly:	No

10. INVITE RESPONDENTS TO PARTICIPATE

You can then invite the participants by either sending them the URL (internet address of the survey) by email, or you can let LimeSurvey do it for you (see the section Invite participants with LimeSurvey): in that case, you will have to use the tokens.

Advantages of sending yourself the invitations:

- You don't need to manage tokens in the survey
- One invitation can be shared with several persons (e.g. contact the info@ from an organisation so that it can dispatch the survey to concerned colleagues, or the invitation can be sent by a umbrella organisation to its members)

Advantages of using LimeSurvey for the invitations management:

- You can see who has answered before the end of the survey
- Reminders are sent only to those who have not answered yet
- Only one answer per respondent will be recorded

11. PRINT YOUR SURVEY

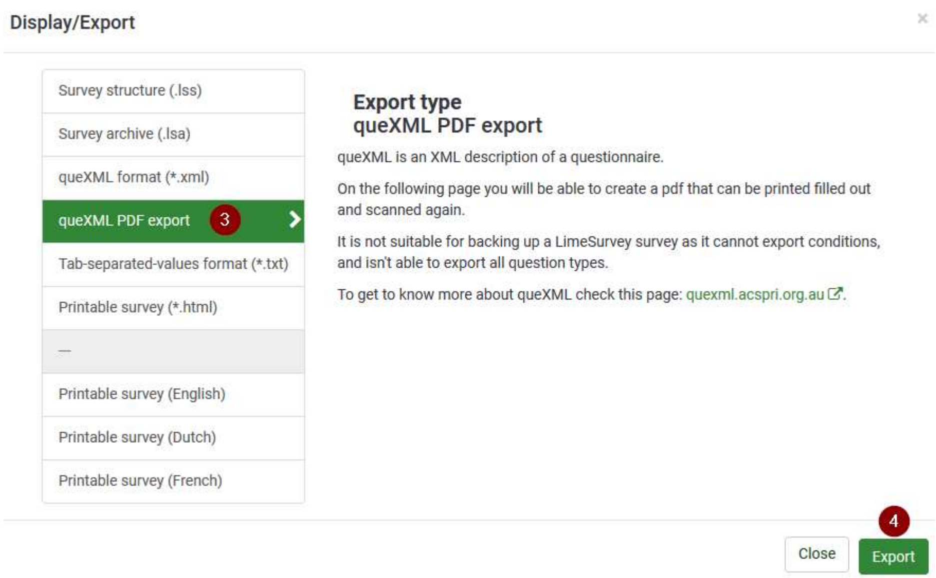
If some respondents cannot answer online, you can print a survey for them to fill in and insert them manually once collected.

There are two ways to print a survey: either export a PDF, or print a browser version

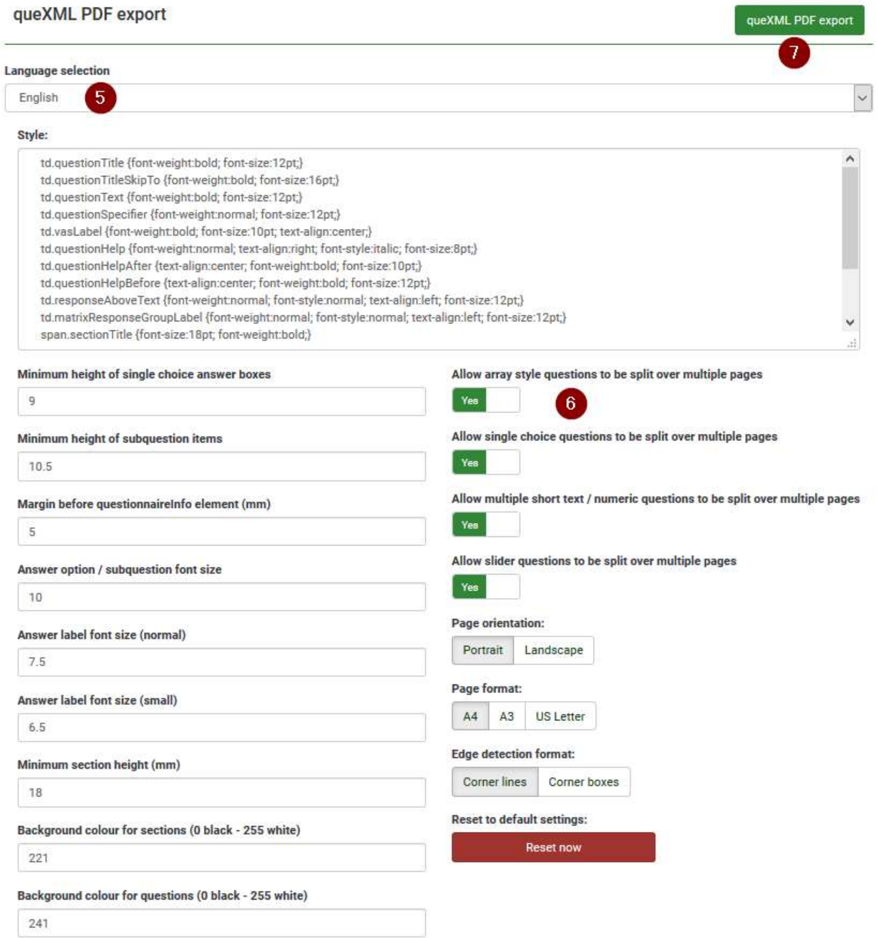
11.1. PDF printing

LimeSurvey can generate a form in PDF format:

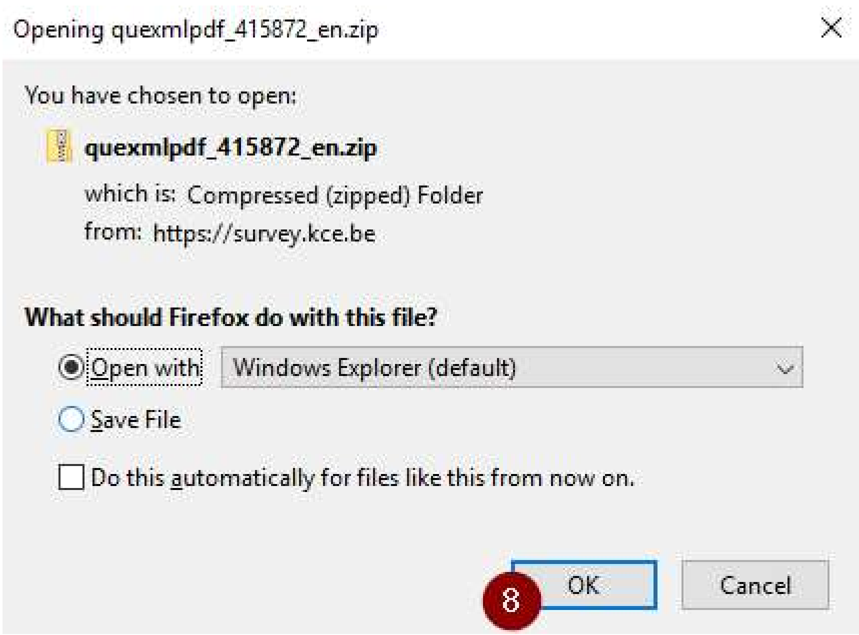
1. Make sure you are in “Settings” mode
2. Click on Display/Export



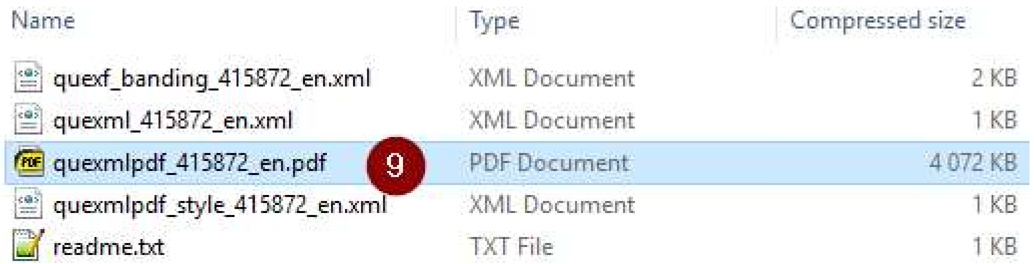
3. Select “queXML PDF export
4. Click on the “Export” button



5. Select the language
6. Optional: change the settings (page format, etc.)
7. Click on the “queXML PDF export” button

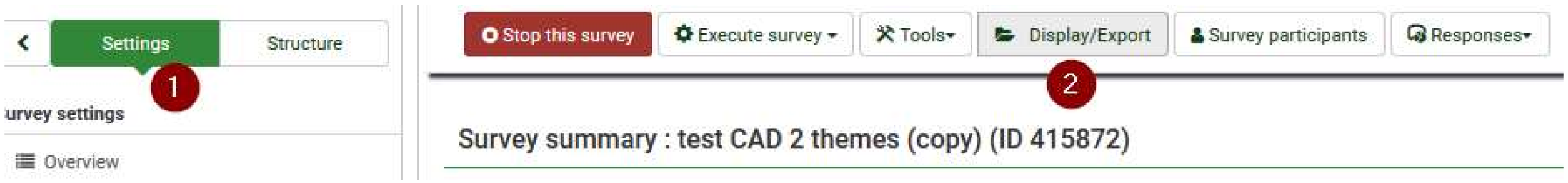


8. Make sure that your browser proposes to open the file, then click on the “OK” button

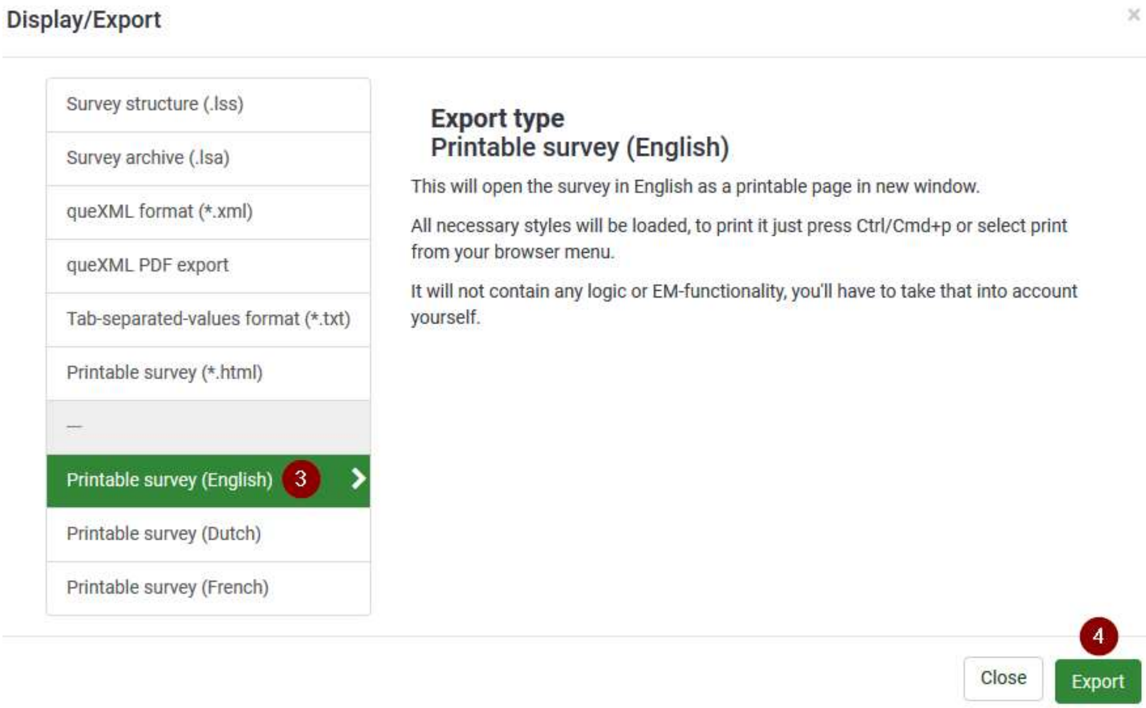


9. In Windows explorer, select the PDF file and double click on it to open it, then save it

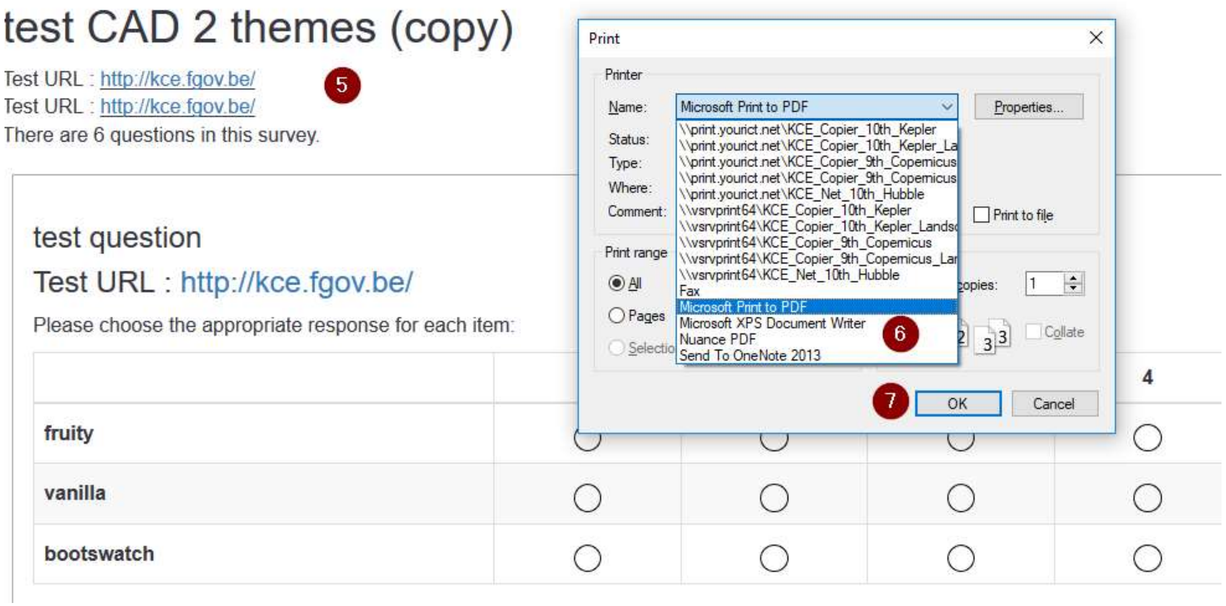
11.2. Display printing



1. Make sure you are in “Settings” mode
2. Click on Display/Export



3. Choose in which language you want to print it
4. Click on the “Export” button



5. The survey is displayed in your browser, press Ctrl + P to print it
6. Select the printer (or choose to print to a PDF file)
7. Click on the “OK” button

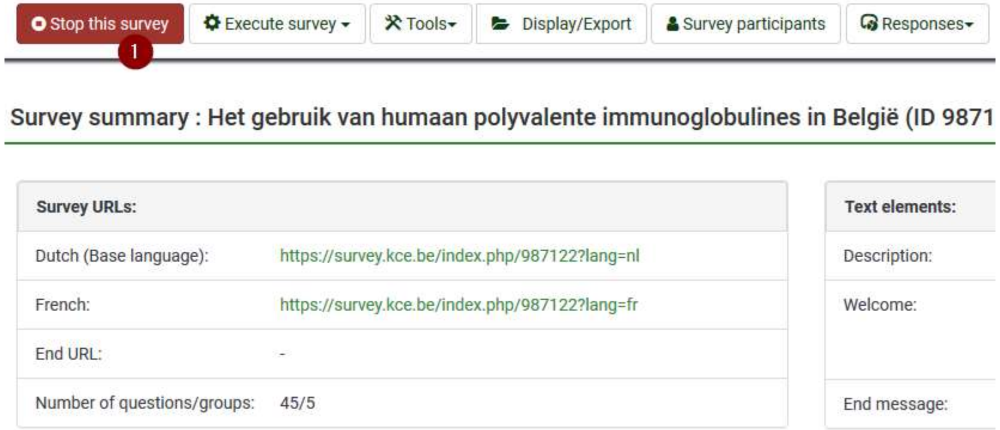
12. OPTIONAL: SEND REMINDER(S)

Depending on the number of answers recorded, you might want to send a reminder to participants who have not yet answered. With tokens, the reminder will be sent by LimeSurvey only to those who have not answered yet. If you manage yourself the invitations, depending on information gathered in the survey, you will be able to manually identify who has already answered or not. This could help you avoid sending a reminder to those who have already taken part in the survey.

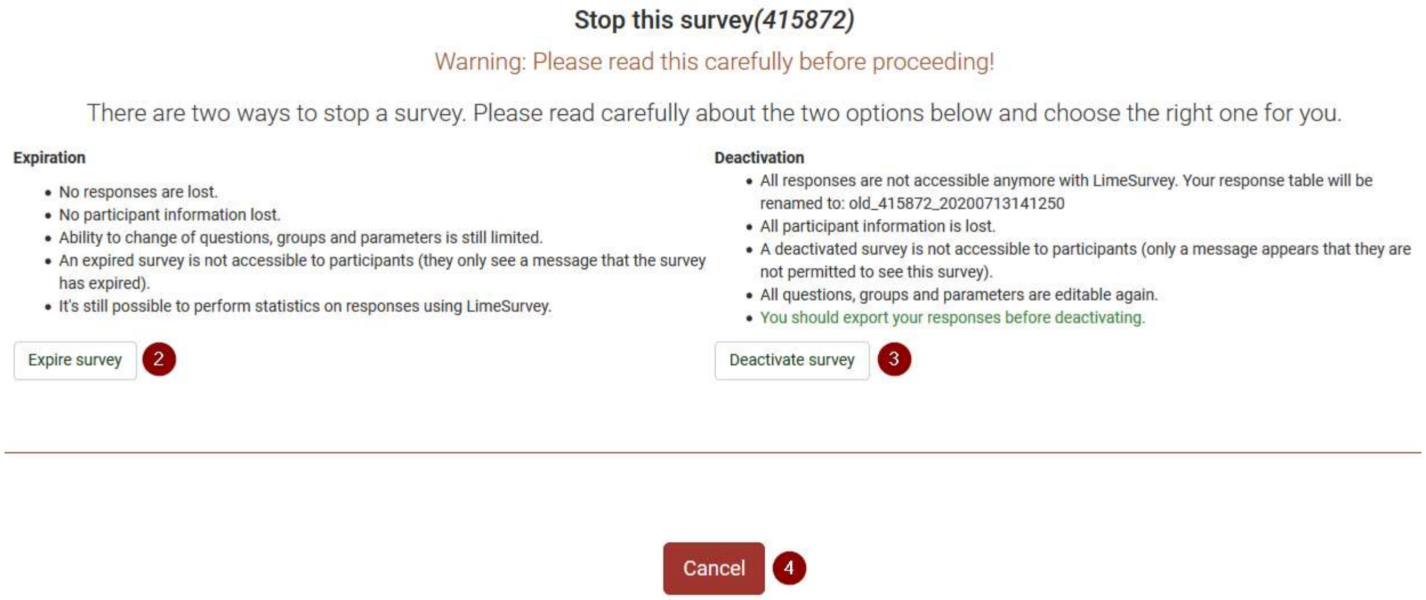
13. CLOSE YOUR SURVEY

To close a survey, you have two options:

- Set the date to end the survey, see the Publication & access control section
- Manually stop the survey
  1. Click on the “stop” button of an active survey:



2. Click on the “Expire survey” button: this should be the default action



3. Click on the “Deactivate survey”: the responses and participants information are lost. This could be used e.g. after a test with colleagues (to gather feedback): you need to modify the survey before starting it for real

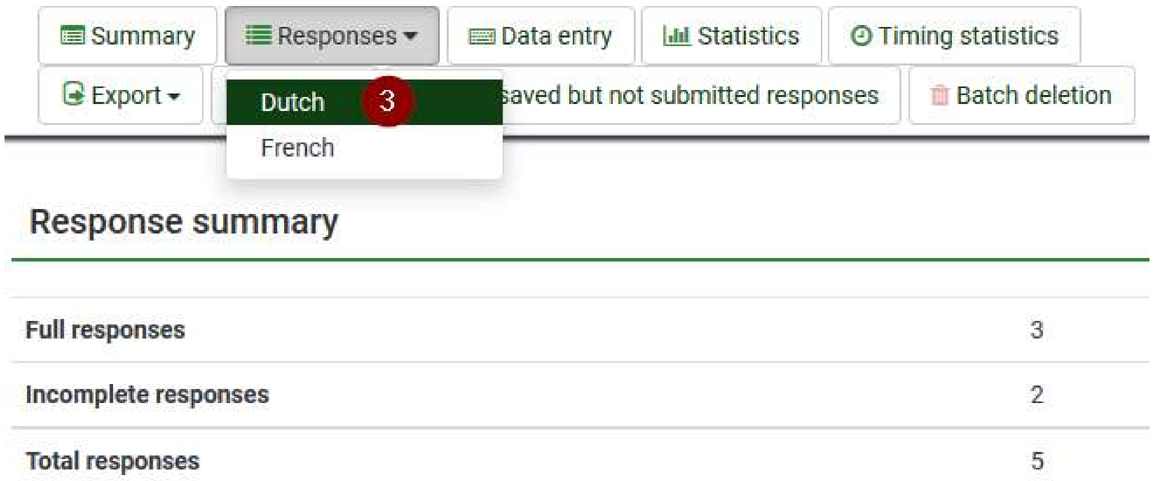
As you can read, it is safer to expire a survey than to deactivate it (because you would lose all responses).

14. RESULTS

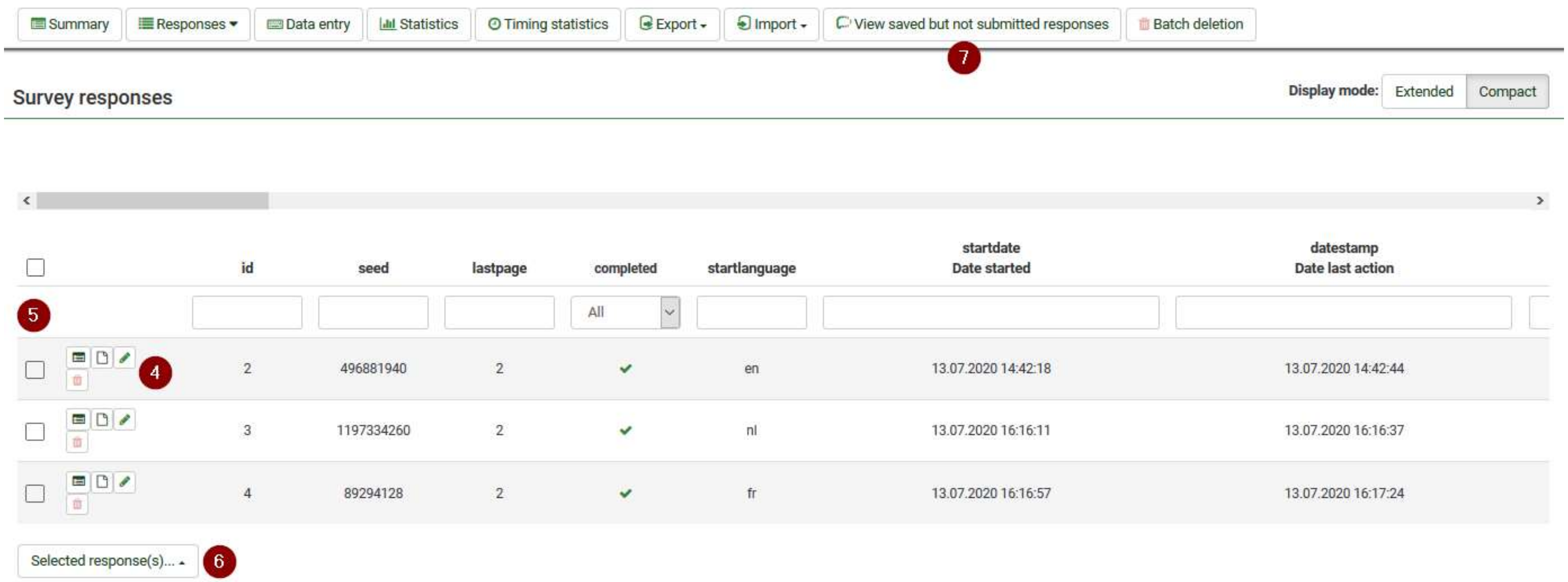
14.1. View results

You can consult results while the survey is running or after it is closed. There is a tool to view the results:

1. Click on the “Responses” button
2. Click on “Responses & statistics”: you can see the response summary:



3. Click on the “Responses” button and choose in which language you want to see the questions and answers; they are now displayed as follows:

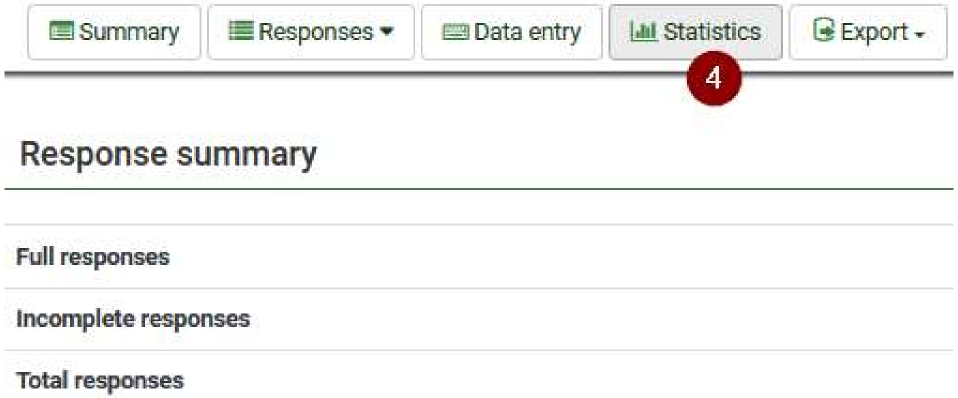


4. You can view the response in detail (in the browser or in a PDF), edit the response or delete it
5. If you want delete/export several responses, first select them
6. Then click on the “Selected response(s)…” button to select the action
7. You can also see partial responses that have not been submitted yet

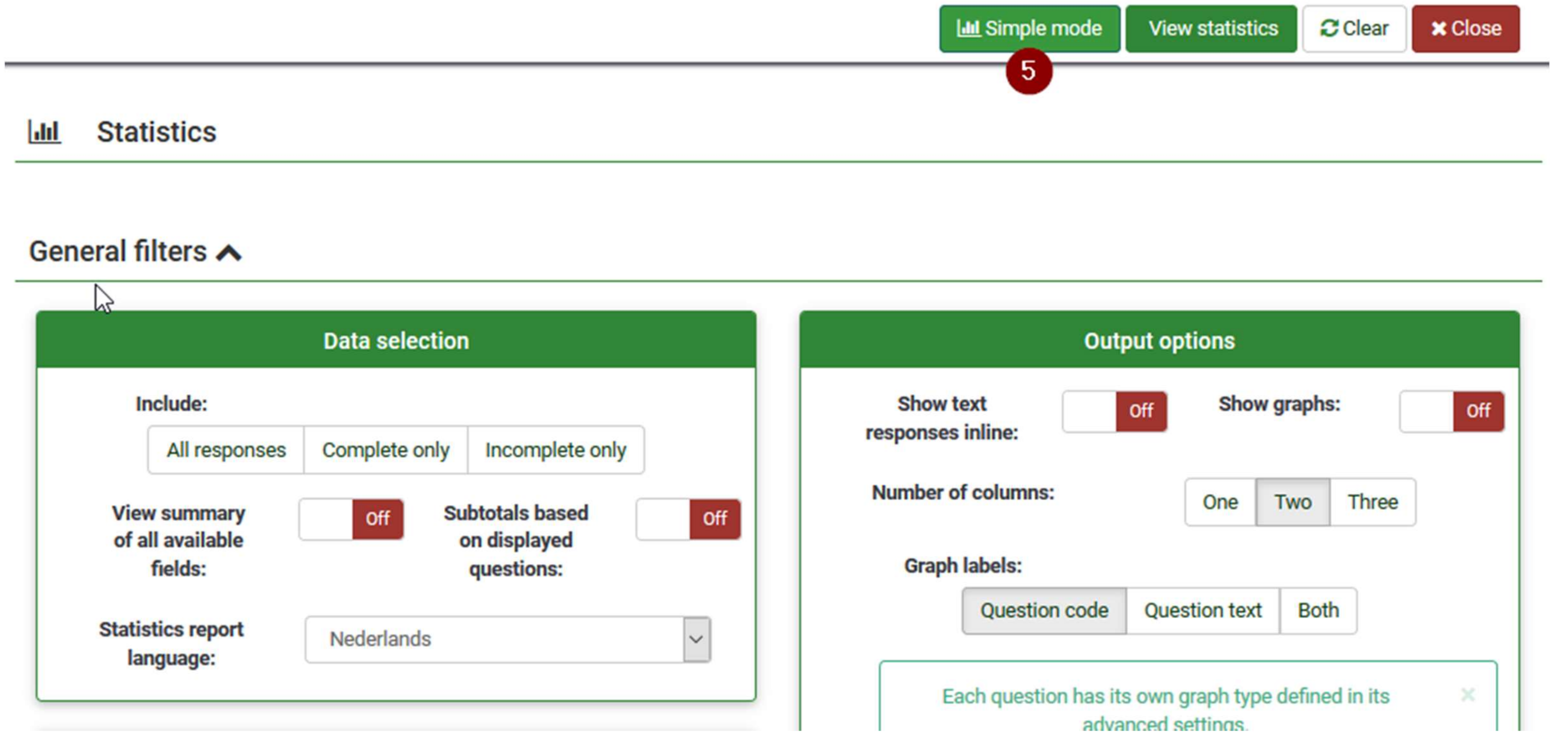
14.2. Results analysis with LimeSurvey

For closed-ended questions, LimeSurvey can generate tables and graphics to resume the answers from the respondents. This is applicable for surveys which are running or which have been stopped.

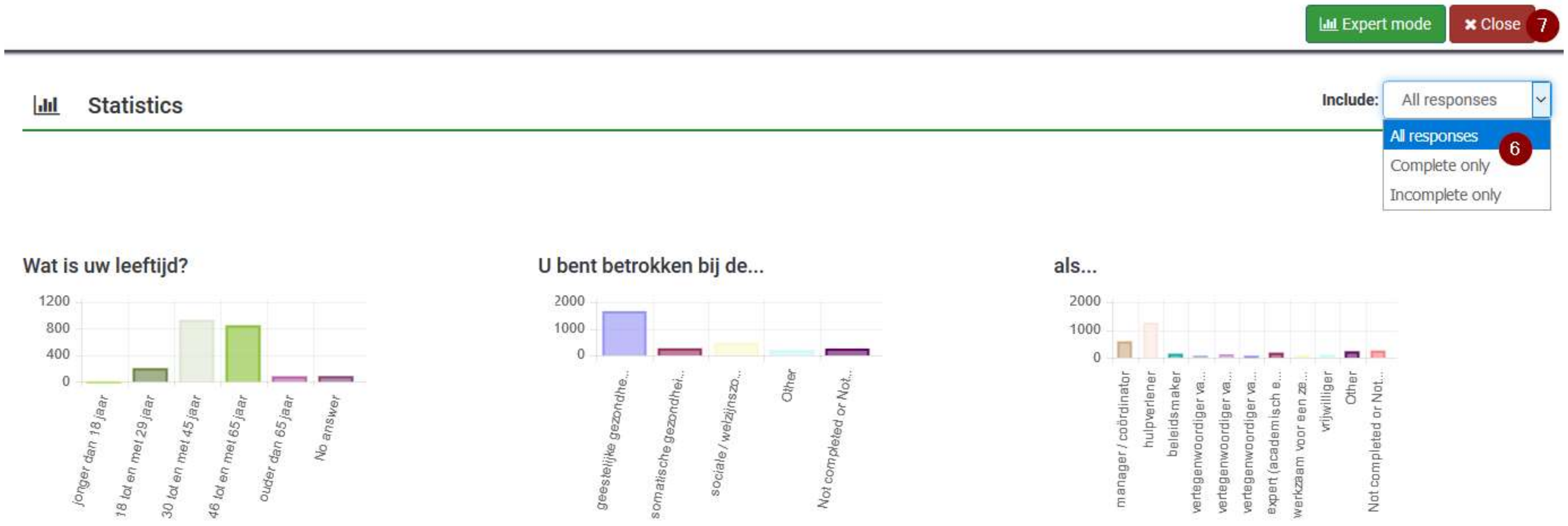
1. Make sure you are in “Settings” mode
2. Click on the “Responses…” button
3. Click on “Responses & statistics”



4. In the response summary, click on the “Statistics” button

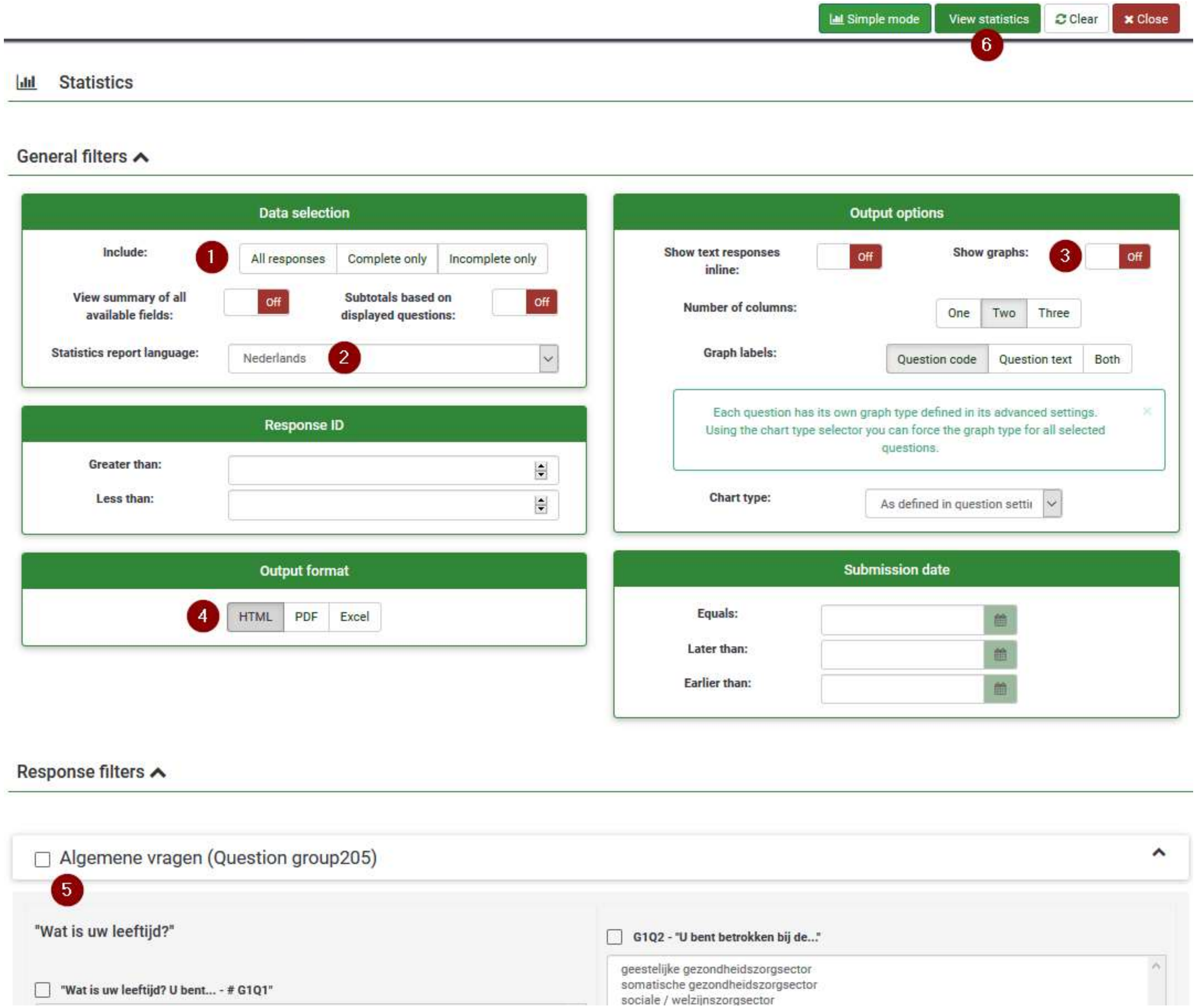


5. To get a quick overview, click on the "Simple mode" button to get the graphics:



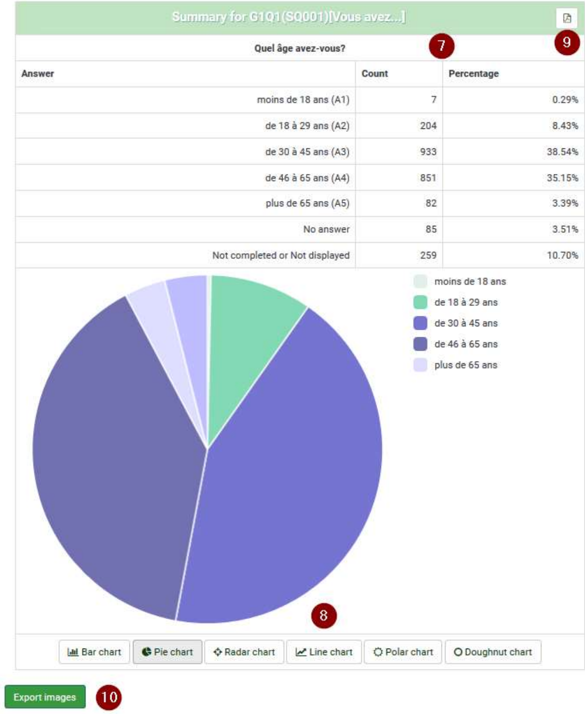
6. By default, all responses are included, but you can select to excluded (in)complete responses
7. When you are done, click on the “Close” button to go back to the main page of the survey

If you wish to have specific results only, or display figures in a table, you can use the advanced statistics mode:



1. Choose whether you want all responses, or only the (in)complete ones

2. Choose in which language to display the results
3. If you want to see the graphs, turn “Show graphs” to “On”
4. Choose the format of the output: HTML (a web page), PDF, or Excel
5. Choose which sections or which questions you would like to process
6. Click on “View statistics” when you are done


Summary for G1Q1(SQ001)[Vous avez...]

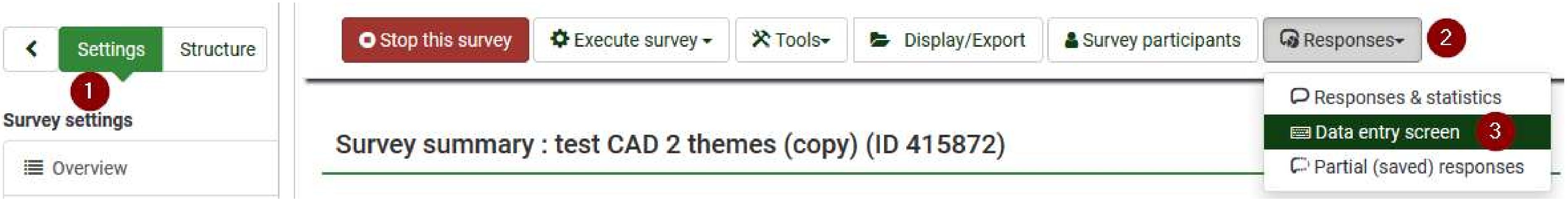
Quel âge avez-vous?

Answer	Count	Percentage
moins de 18 ans (A1)	7	0.29%
de 18 à 29 ans (A2)	204	8.43%
de 30 à 45 ans (A3)	933	38.54%
de 46 à 65 ans (A4)	851	35.15%
plus de 65 ans (A5)	82	3.39%
No answer	85	3.51%
Not completed or Not displayed	259	10.70%

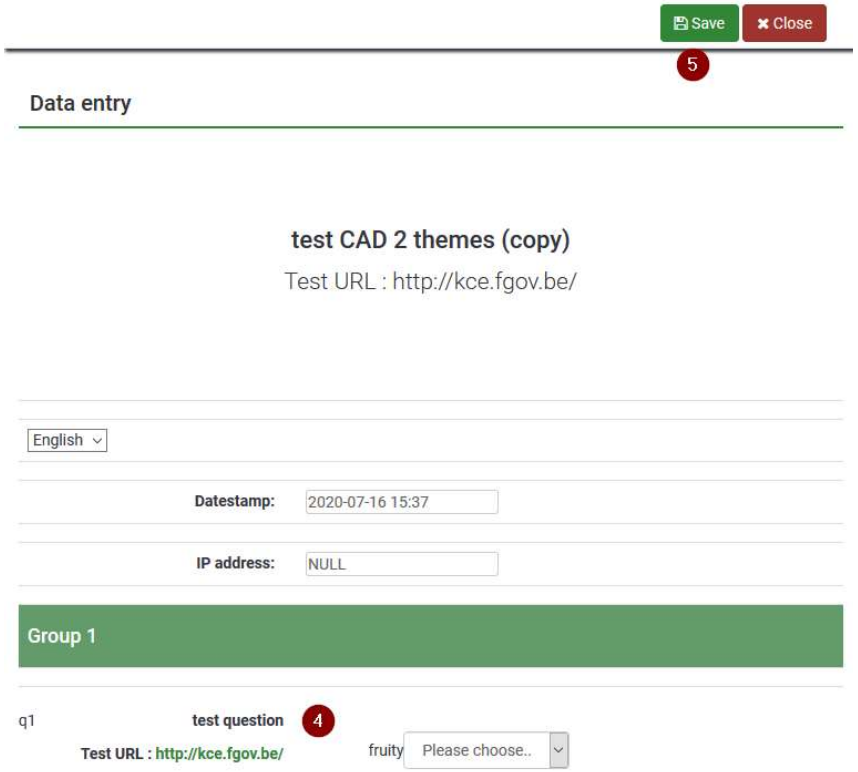
7. The table display the raw numbers (n) and the proportion (%)
8. You can change the type of chart to your convenience
9. By clicking on this top-right button, you will generate a PDF with the table and chart
10. Click on “Export images” if you wish to download the chart in a file

14.3. Insert data manually

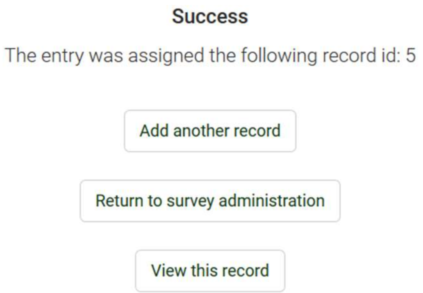
You can insert data manually (e.g. from a paper questionnaire) as follows:



1. Make sure you are in “Settings” mode
2. Click on the “Responses” button
3. Click on “Data entry screen”



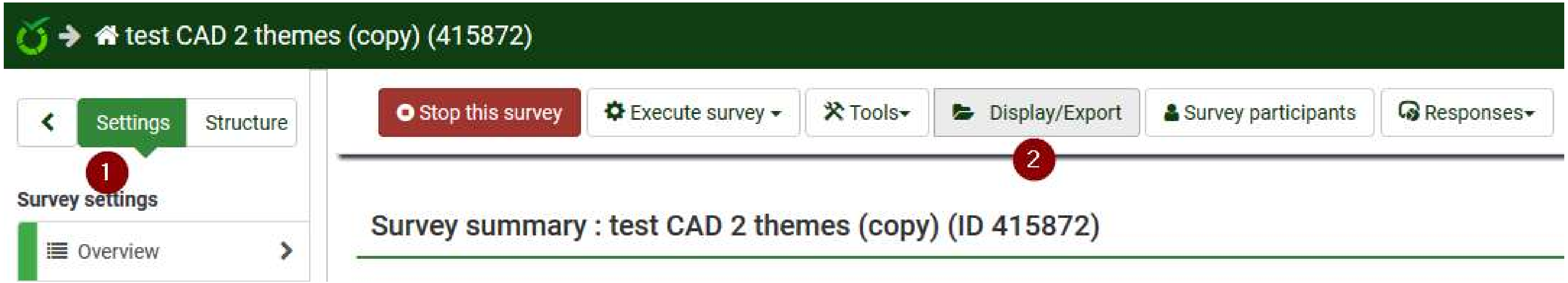
4. Fill in the survey
5. Click on the “Save” button when you are done, you then see the confirmation:



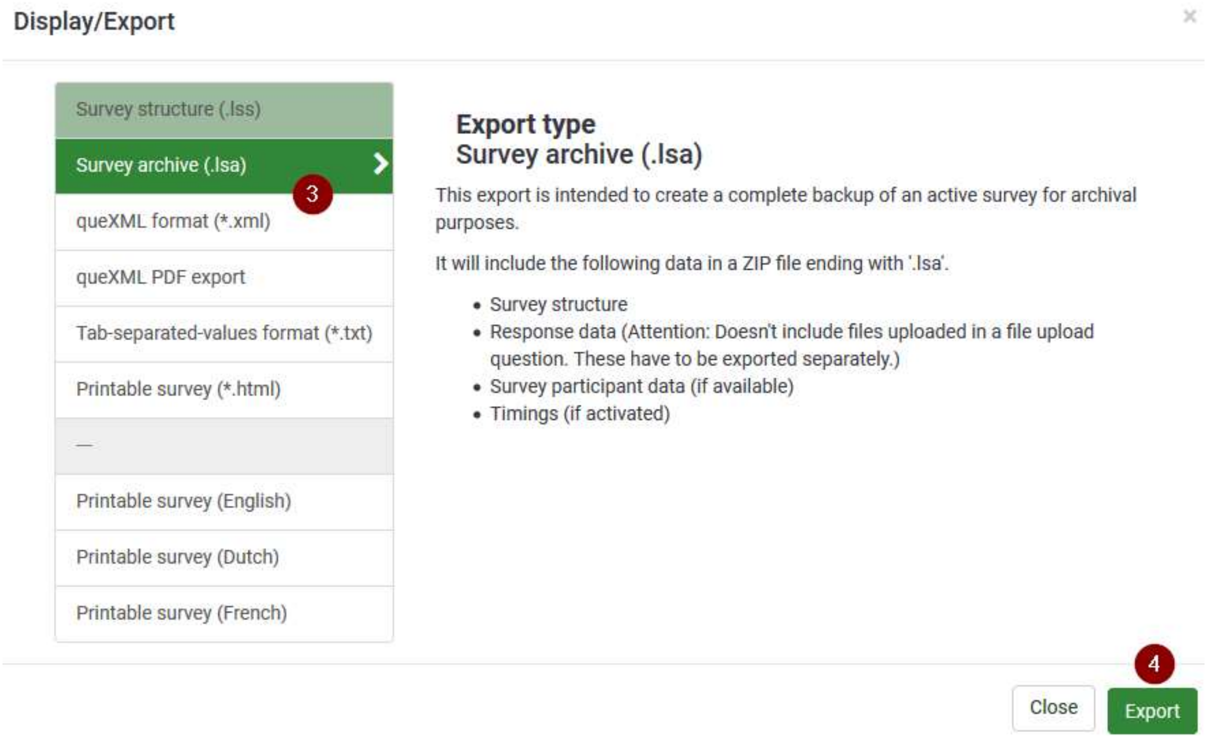
14.4. Export your results

14.4.1. LimeSurvey formats

You can either export the questions and answer options (in a .lss file) or export the questions, answer options and the responses (in a .lsa file, for active or expired surveys only):



1. Make sure you are in “Settings” mode
2. Click on the “Display/Export” button

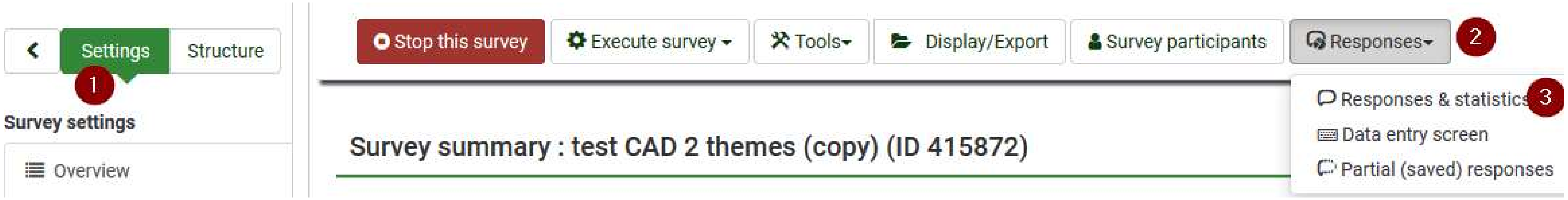


1. Choose the format to export: for the structure only (not the respondents' answers), click on "Survey structure (.lss)"; for the structure and answers (for active or expired surveys), click on "Survey archive (.lsa); you can also export to a form in PDF format: "queXML PDF export"
2. Click on the "Export" button to start downloading the chosen file type

.lsa and .lss files can then be imported in any instance of LimeSurvey (e.g. on your local computer is you have a running instance).

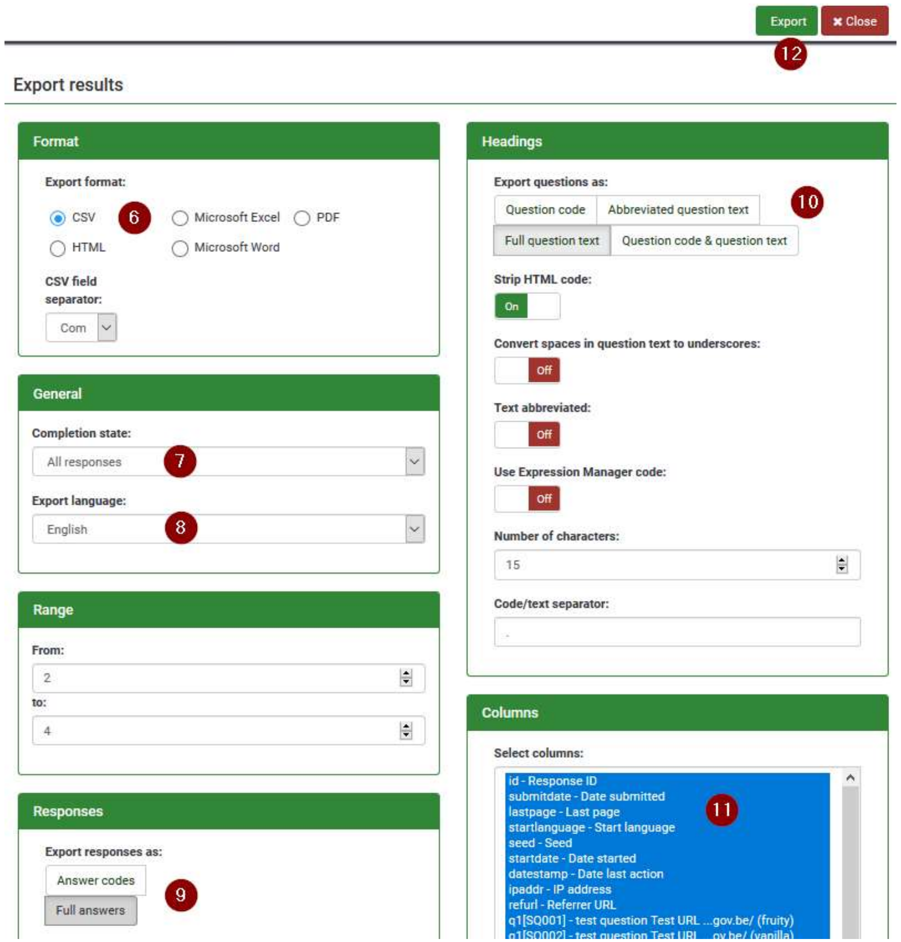
14.4.2. For use in another software

If you plan to analyse the results in another software (e.g. Excel or SAS), here is how to proceed:



1. Make sure you are in the “Settings” mode
2. Click on the “Responses” button
3. Click on “Responses & statistics”

4. In the response summary, click on the “Export” button
5. Click on “Export responses”

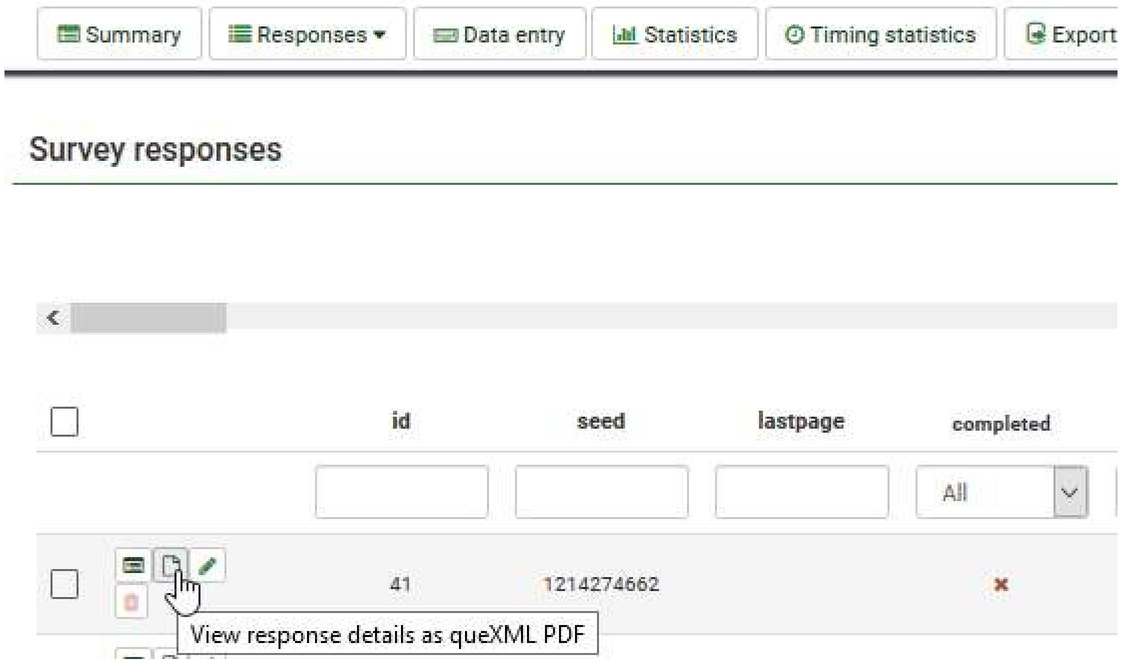


6. Choose the file format of the export (e.g. Excel, .csv)
7. Select the responses (all, complete or incomplete responses)
8. Select the language
9. Choose between “full answers” (default) or “Answer codes”
10. Choose how the questions are exported (default : full question text)
11. Select the columns (= questions) you want to export
12. Click on the “Export” button to download the file

14.4.3. Export a single answer in PDF

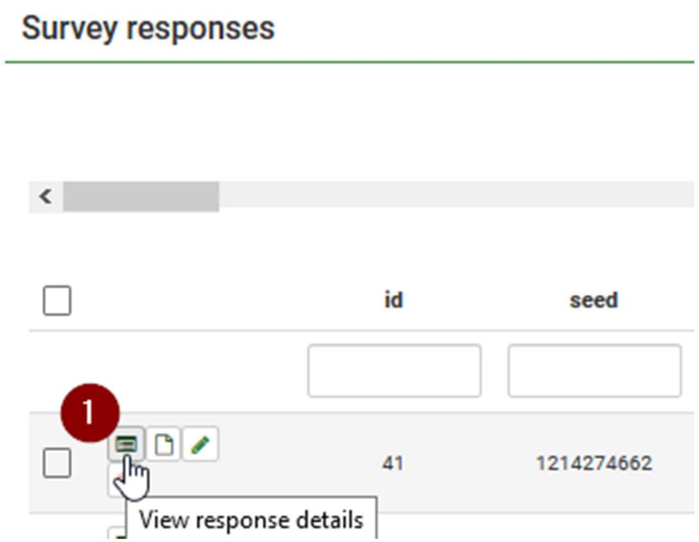
Some respondents might ask to get a copy of their answers, there are two possibilities:

Print the queXML with answers (this is only possible in the base language): click on the sheet icon when viewing the survey responses:

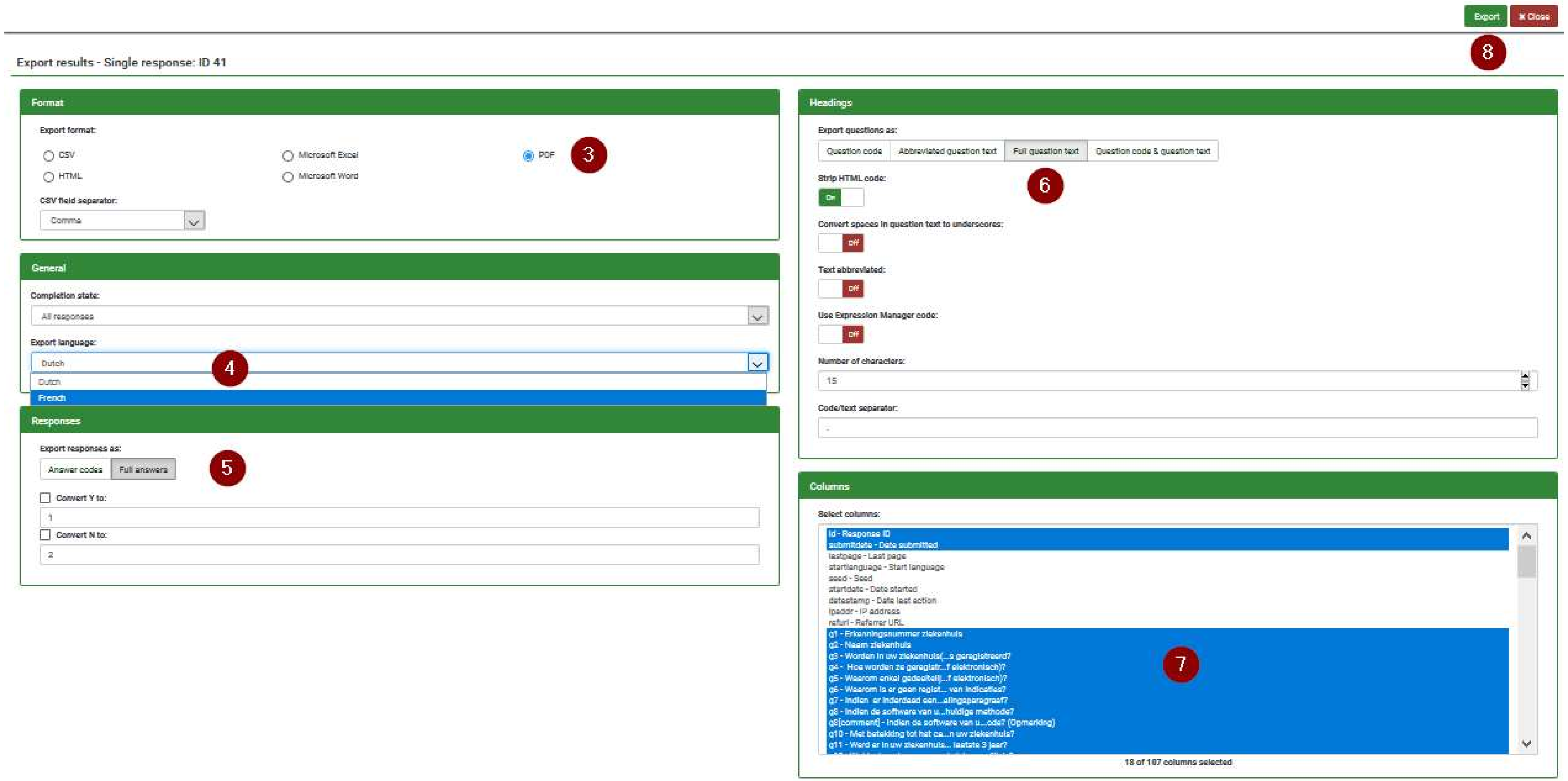


As an alternative:

1. Click on the “View response details” icon when viewing the survey responses



2. Click on the “Export this response” button (not shown)



3. Select “PDF” format
4. Select the language
5. Make sure that “Full answers” is selected
6. Make sure that “Full question text” is selected
7. Select the questions you want to export: select with shift + click or ctrl + click (don’t select the timing variables)
8. Click on the “Export” button

15. TRANSLATIONS

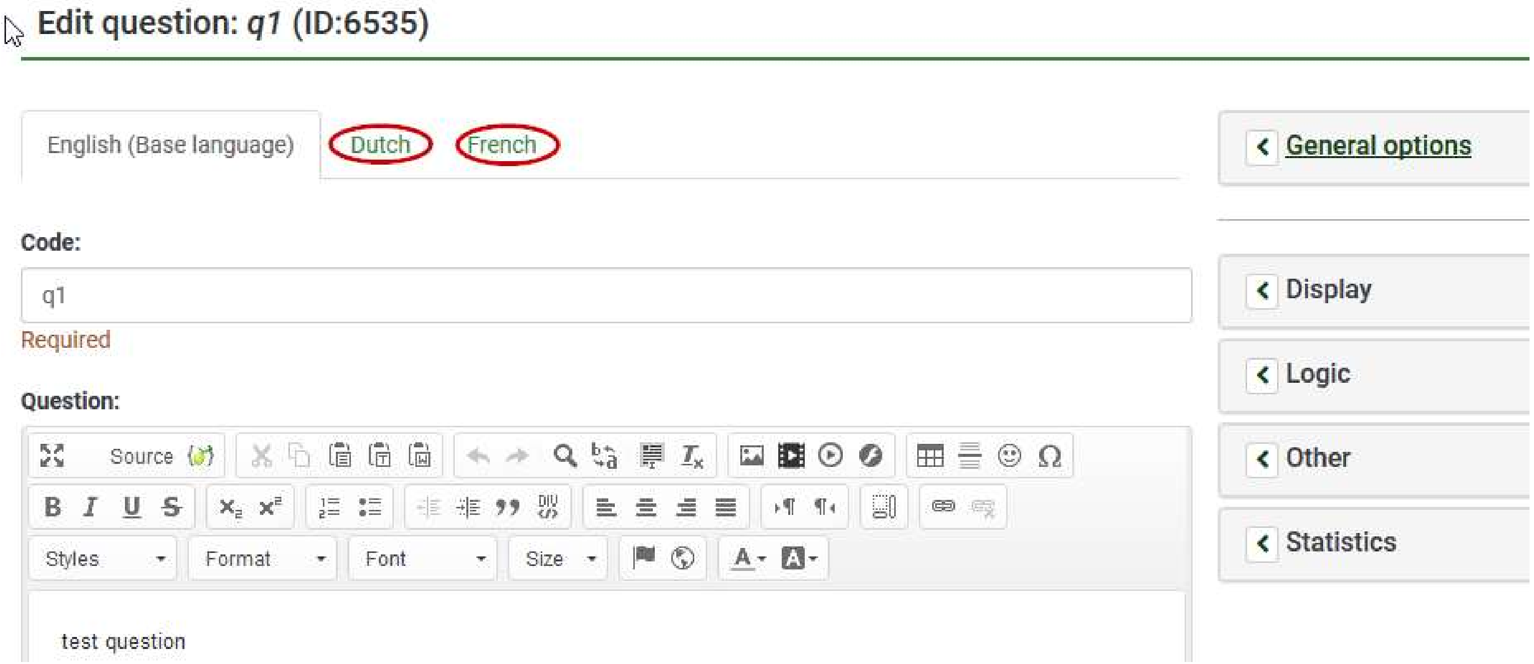
It is possible to translate your questionnaire in other languages. First add a new language, then add the translation for each question: this can be done either question by question or with the quick translation tool.

15.1. Add another language

See Additional languages (section 3.1.7).

15.2. Translate a question

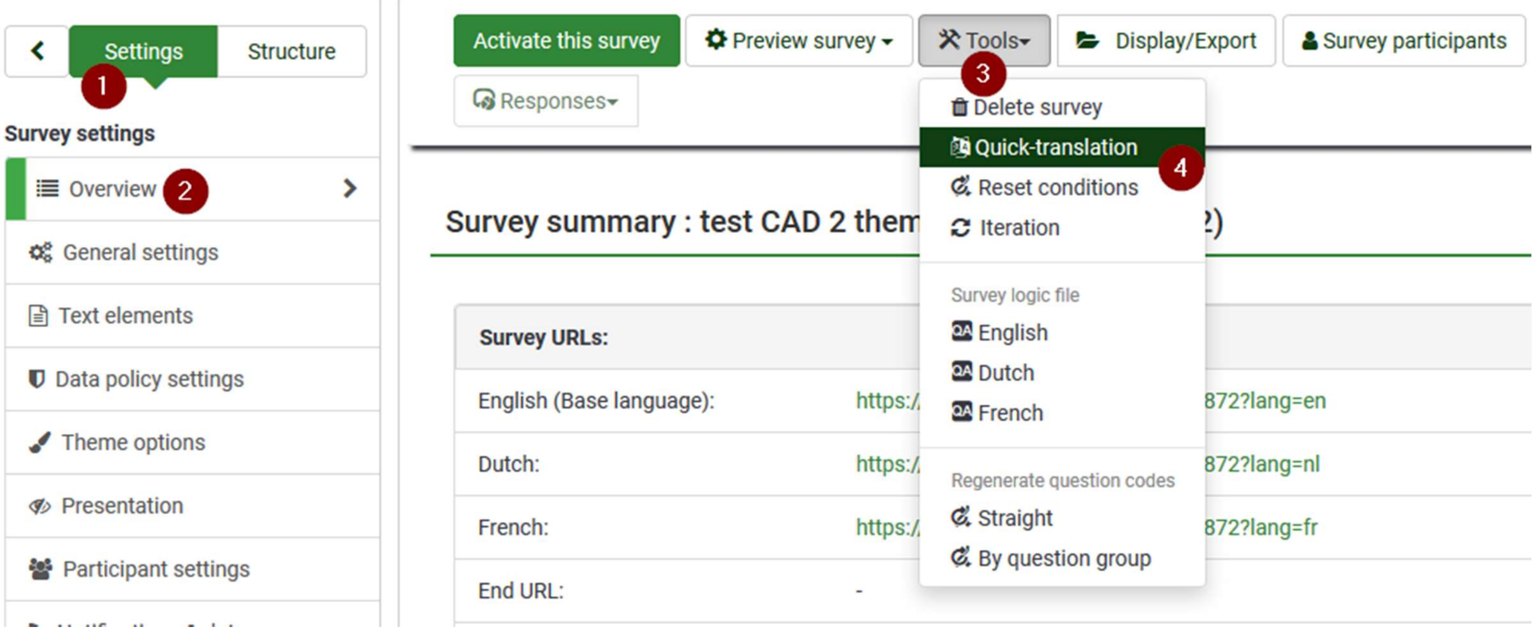
When editing questions (or groups), there is an additional tab for each other language:



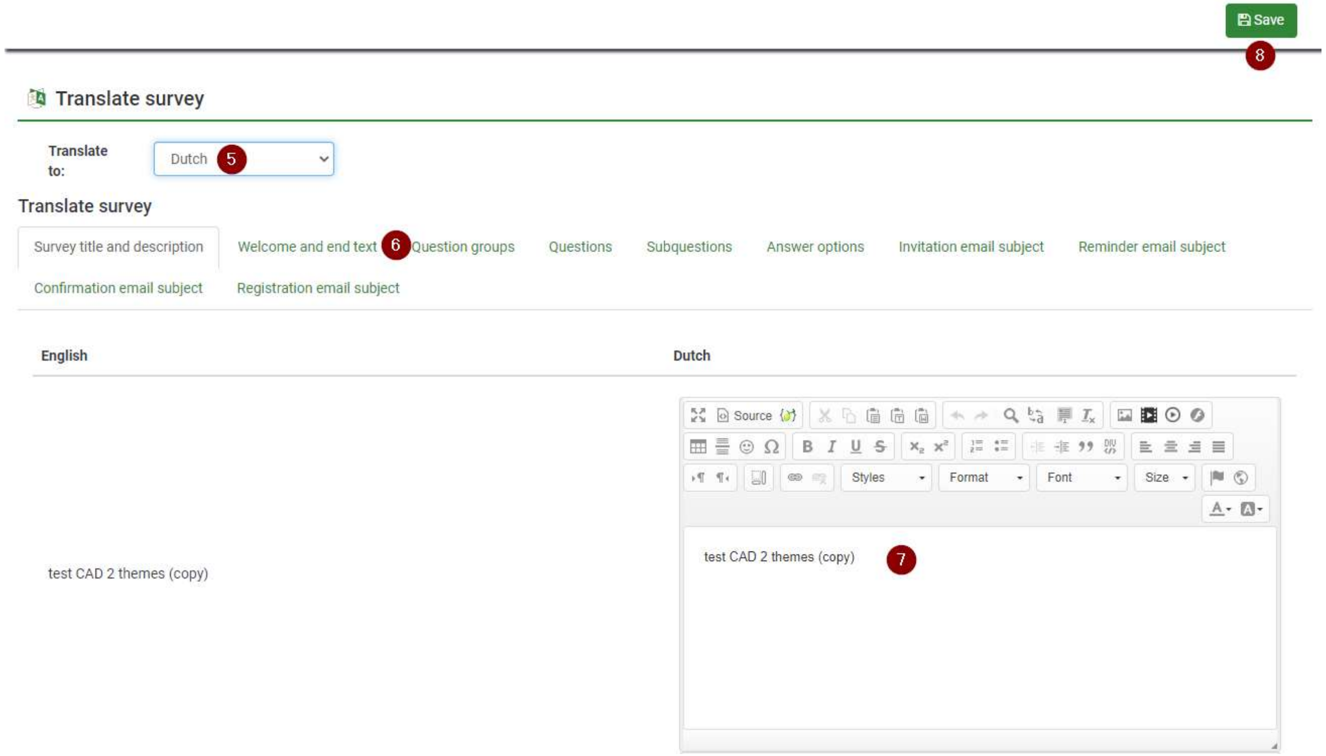
You can click on it to write the translation (question and help), then save.

15.3. The quick-translation tool

This tool will enable you to translate systematically all language-dependent content. To access it:



1. Click on “Settings”
2. Click on “Overview”
3. Click on the “Tools” button
4. In the menu, click on “Quick-translation”

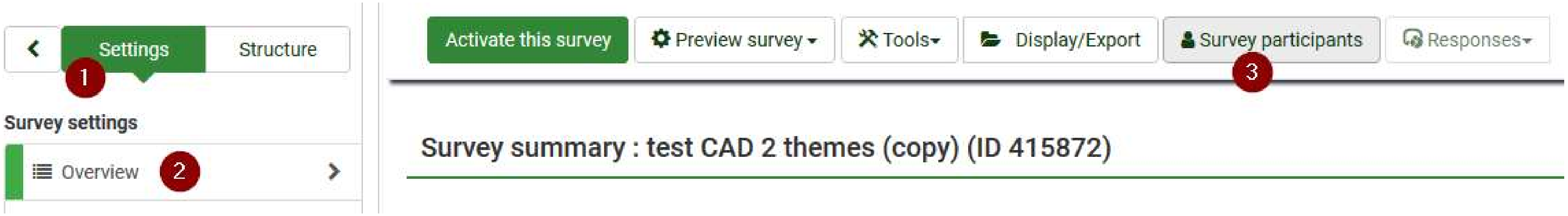


5. Select the language you want to translate to
6. Texts are groups in several tables (title and description, welcome and end text, question groups, questions, subquestions, answer options, etc.)
7. Translate the text in a tab, then click on another tab and translate again
8. When you are done, click on the “Save” button (if the questionnaire is long, better to save after a few minutes, then continue translating)
9. To leave the translation tool, click on “Overview” in the left menu or on the “Home” icon

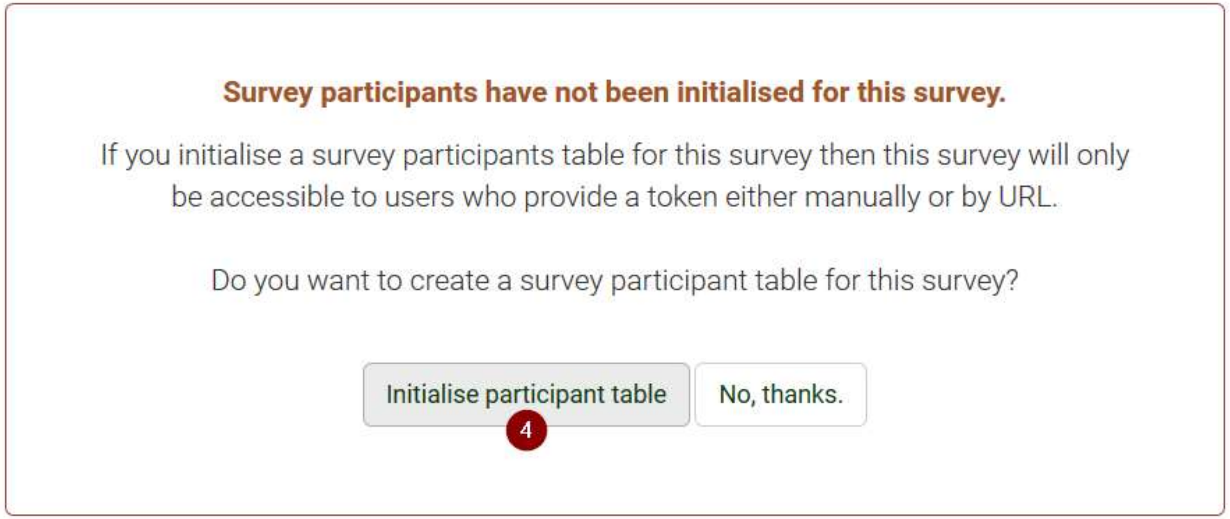
16. TOKENS

If you need to track respondents and make sure that they only answer once, you can use an identifier called a “token”: this is a code that the respondent needs to access the survey.

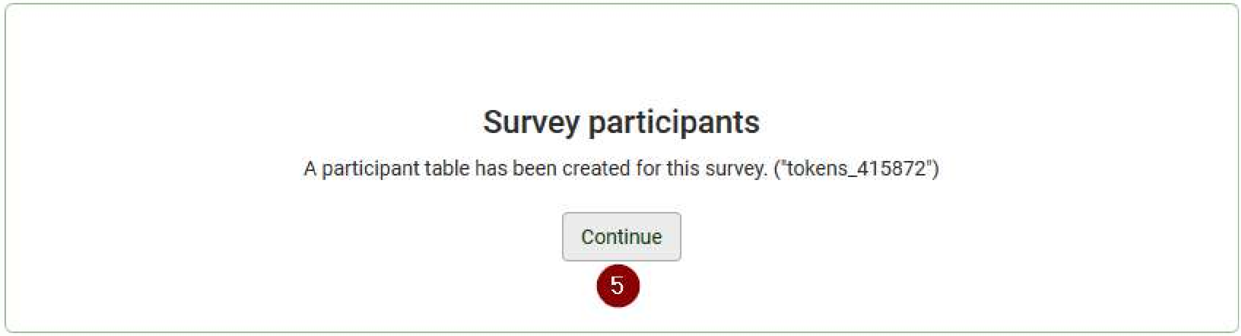
To enable the use of tokens:



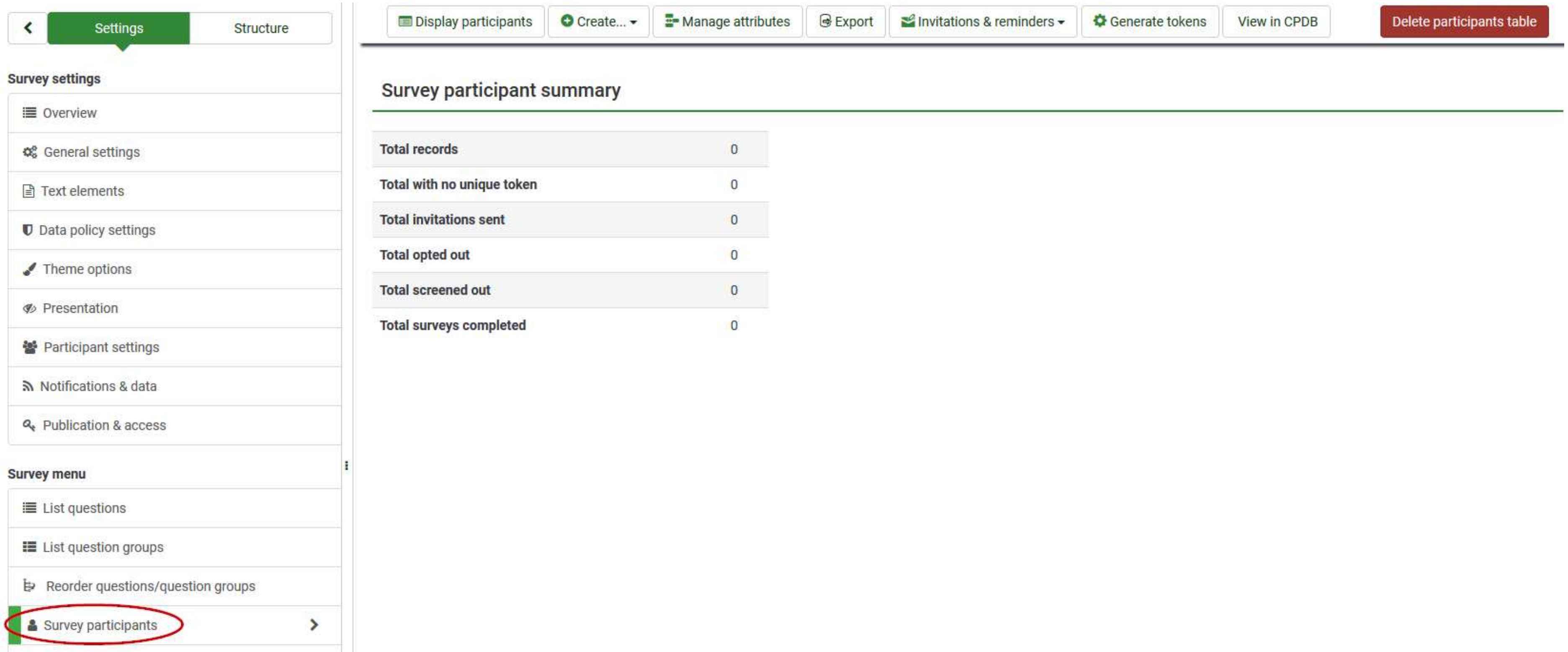
9. Click on “Settings”
10. Click on “Overview”
11. Click on the “Survey participants” button



12. Click on the “Initialise participant table”



13. Click on the “Continue” button, you then see the survey participants menu:



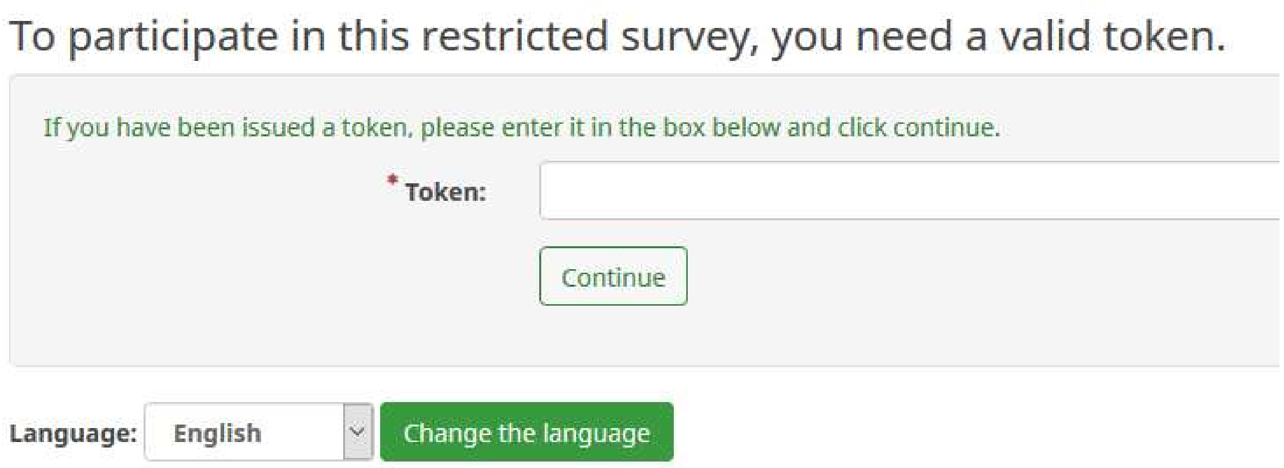
You can then either

- Add participants manually,
- Create dummy tokens, or
- Import a comma separated values file (.csv) created with a software (e.g. a spreadsheet software, like LibreOffice of Microsoft Exc

Example of a CSV file content to be uploaded:

Identificatienummer,Leeftijdscategorie,Geslacht,token
1,1,V,twus1
2,1,V,dxej2
3,1,V,iifc3

The token needs to be sent to the user in the invitation so that (s)he can gain access to the survey:



Invitations (and reminders) can be sent and managed by LimeSurvey; you then need to have the following fields:

- Email: mandatory
- Lastname: mandatory
- Firstname: mandatory
- Token: optional (if not present, it will be added by LimeSurvey when you import the file)

- Other optional fields if needed

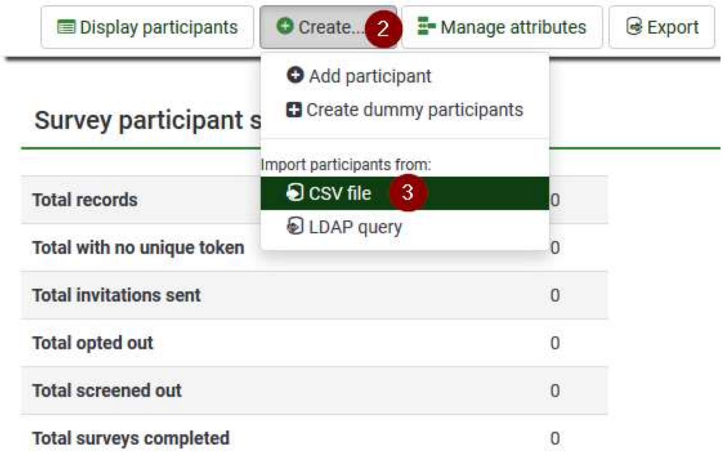
Example of CSV file which, once imported, allows LimeSurvey to manage invitations:

token;firstname;lastname;email
FAO1000;Anne;Laurencin;anne.lau@hotmail.com
AAW1001;Luc;Duciel;luc.duciel@gmail.com
PKL1002;Steve;Coleman;steve.coleman@yahoo.com
NGR1003;Pierre;Nougrini;pierre.nougrini@skynet.be
NUS1004;Jos;Camembert;jos.camembert@telenet.be

The same file without the first column can also be used (but you will need to use a LimeSurvey functionality to generate the tokens, see below).

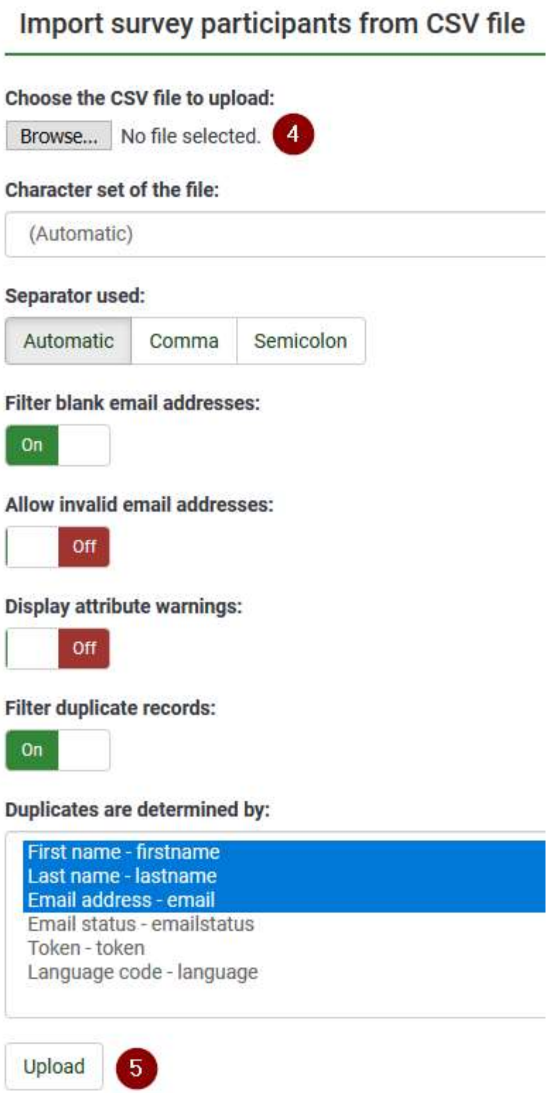
16.1. Import tokens from a CSV file

1. Create a CSV file with one line per respondent; if you want LimeSurvey to manage the invitations, the following variables are mandatory: firstname, lastname, email

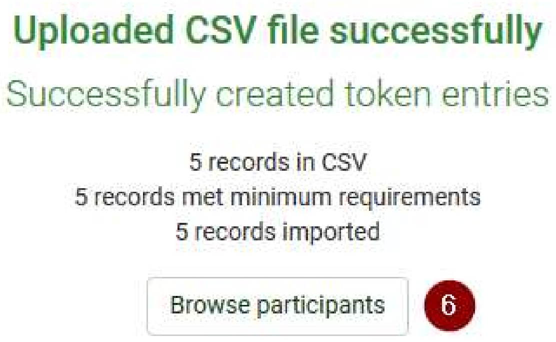


2. In the “Survey participants” menu, click on the “Create…” icon

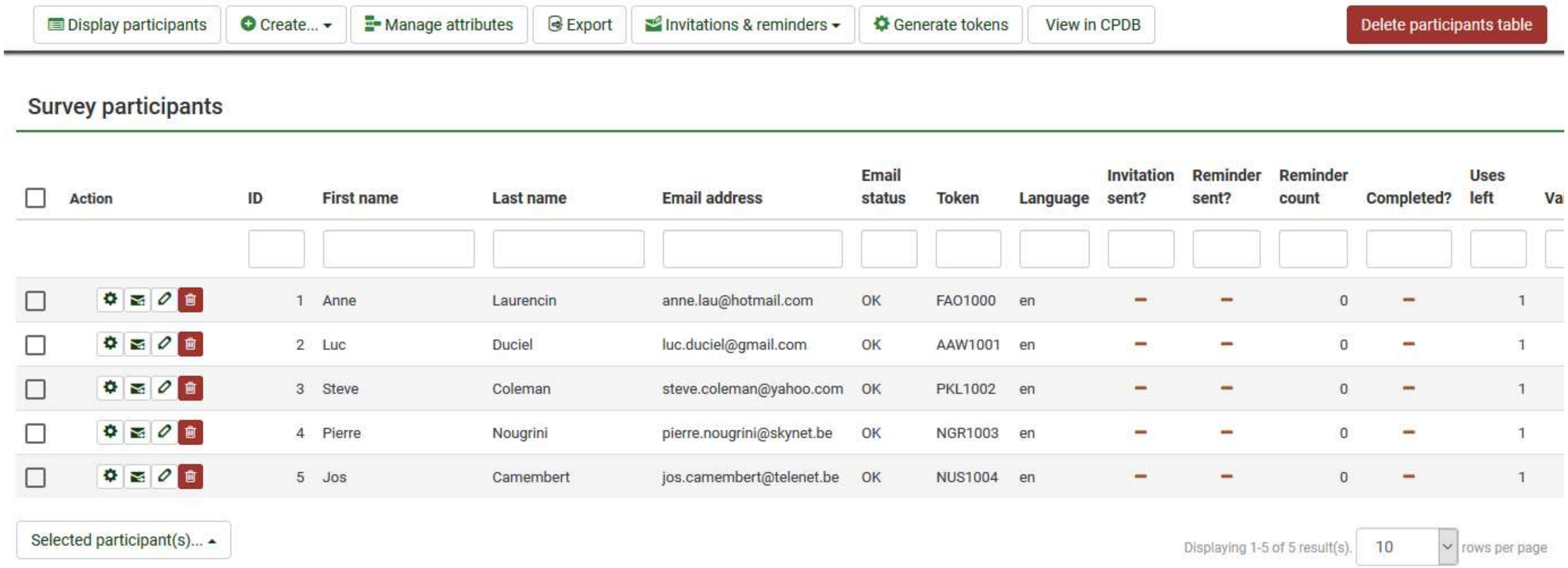
3. Click on “CSV file”



4. Click on the “Browse” button to select your csv file; change import options if needed (duplicate entries definition, etc.)
5. Click on the “Upload” button

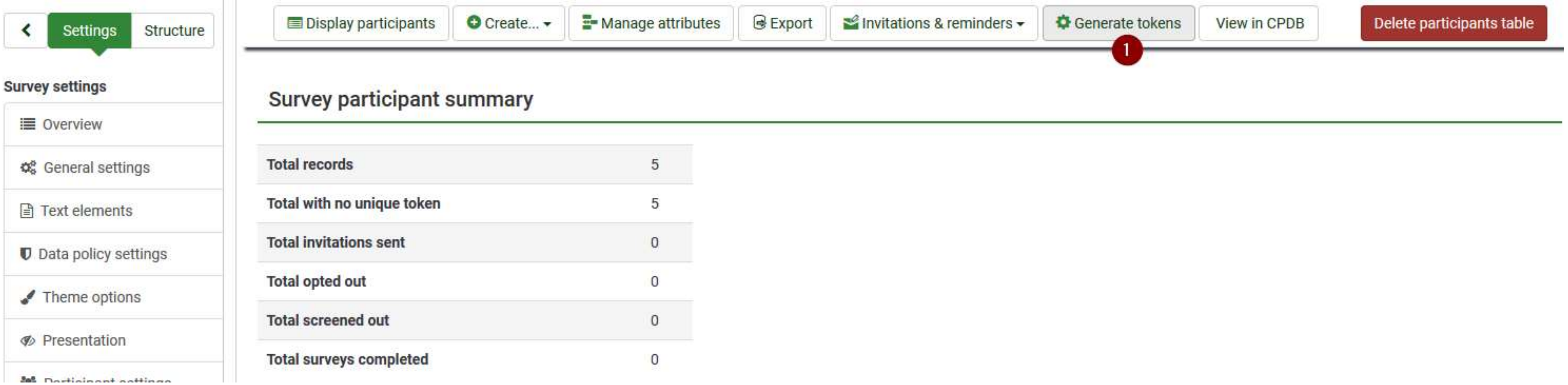


6. Click on the “Browse participants” button to see the participants:

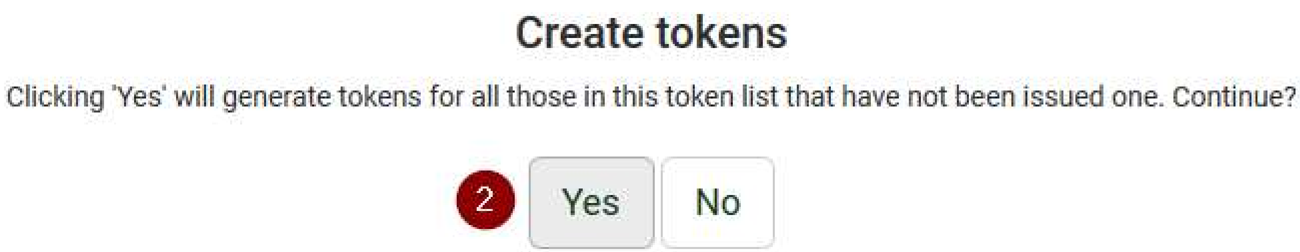


Action	ID	First name	Last name	Email address	Email status	Token	Language	Invitation sent?	Reminder sent?	Reminder count	Completed?	Uses left	Va
	1	Anne	Laurencin	anne.lau@hotmail.com	OK	FAO1000	en	–	–	0	–	1	
	2	Luc	Duciel	luc.duciel@gmail.com	OK	AAW1001	en	–	–	0	–	1	
	3	Steve	Coleman	steve.coleman@yahoo.com	OK	PKL1002	en	–	–	0	–	1	
	4	Pierre	Nougrini	pierre.nougrini@skynet.be	OK	NGR1003	en	–	–	0	–	1	
	5	Jos	Camembert	jos.camembert@telenet.be	OK	NUS1004	en	–	–	0	–	1	

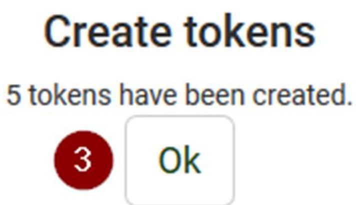
If you have not put a “token” variable in your csv file, you need to generate the tokens:



1. Click on the “Generate tokens” button

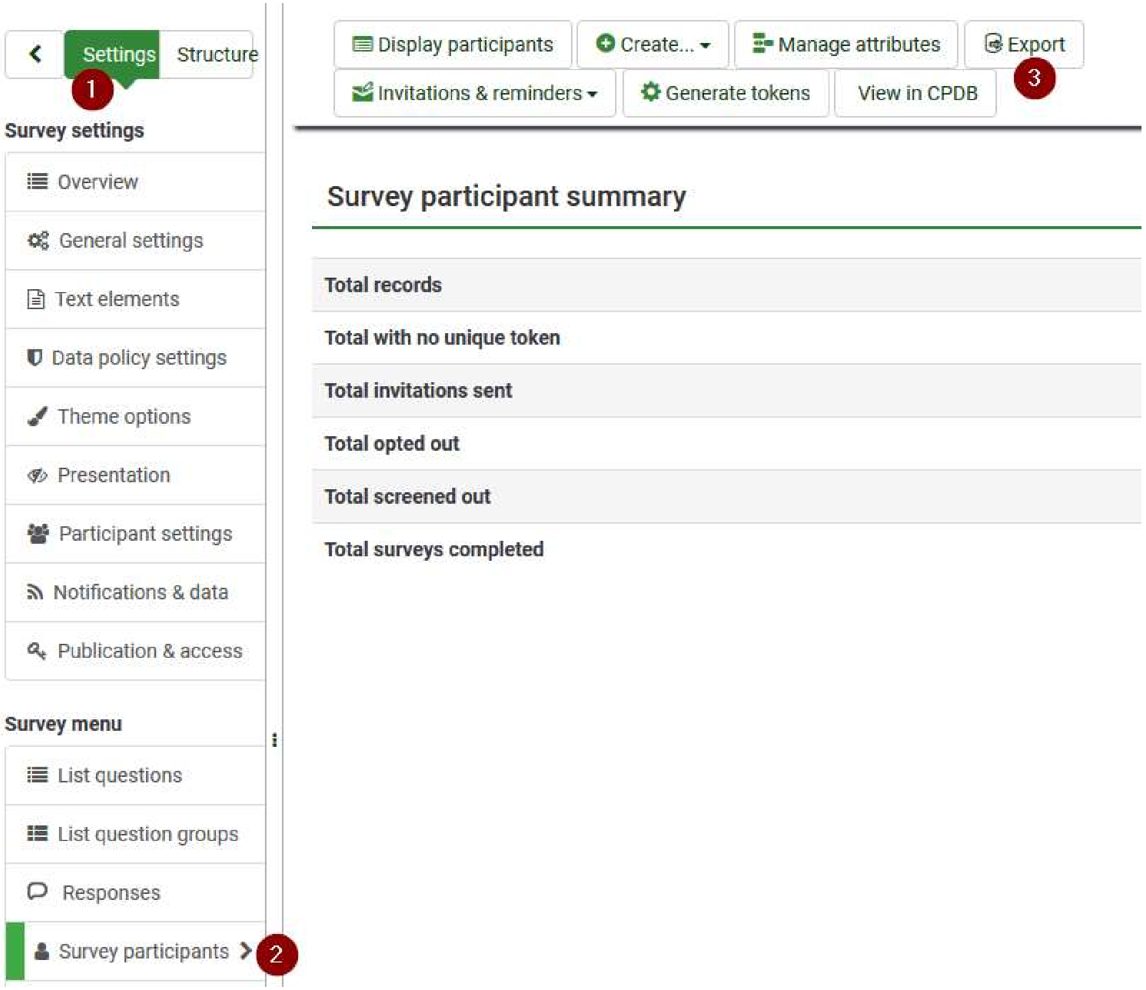


2. Click on the “Yes” button

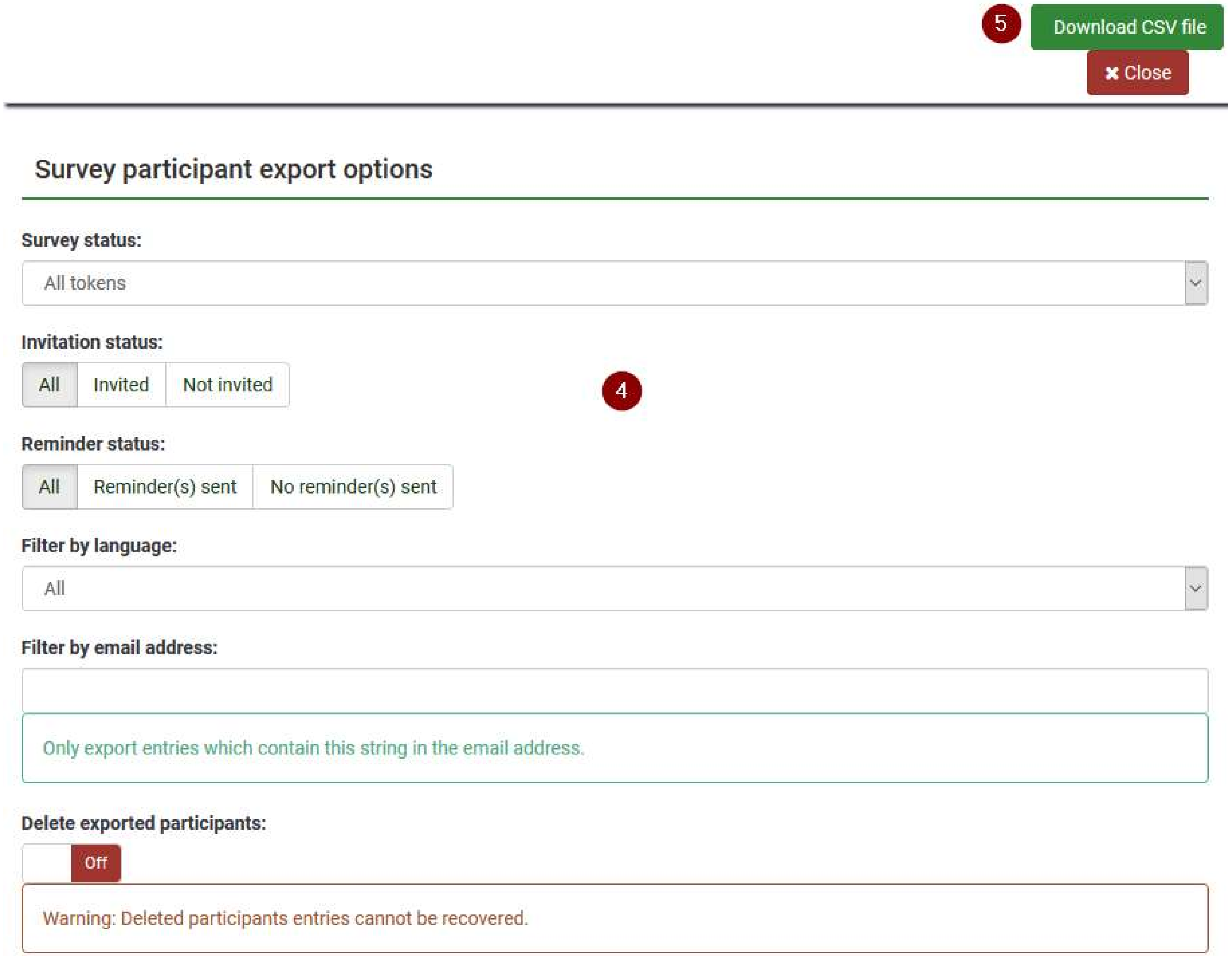


3. Click on the “OK” button

16.2. Export tokens to a CSV file



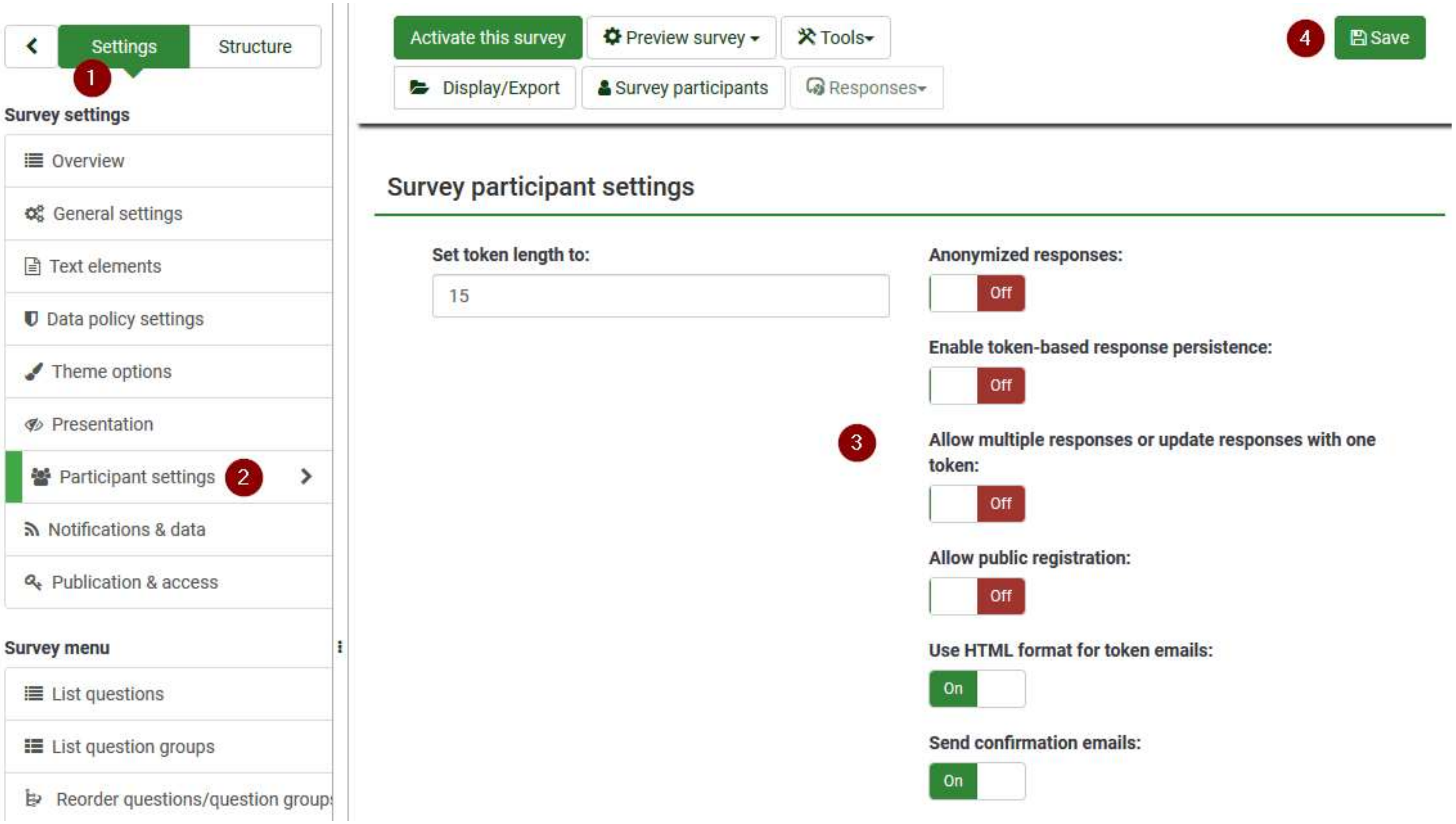
1. Click on “Settings”
2. Click on “Survey participants”
3. Click on the “Export” button



4. Make a selection (all token, survey completed or not, language, etc.) if needed
5. Click on "Download CSV file"
6. Save the CSV file (not shown) on your computer

16.3. Change the general settings for the tokens

You might want to do the following (but it is not mandatory) before activating the survey (but you can do it afterwards too):

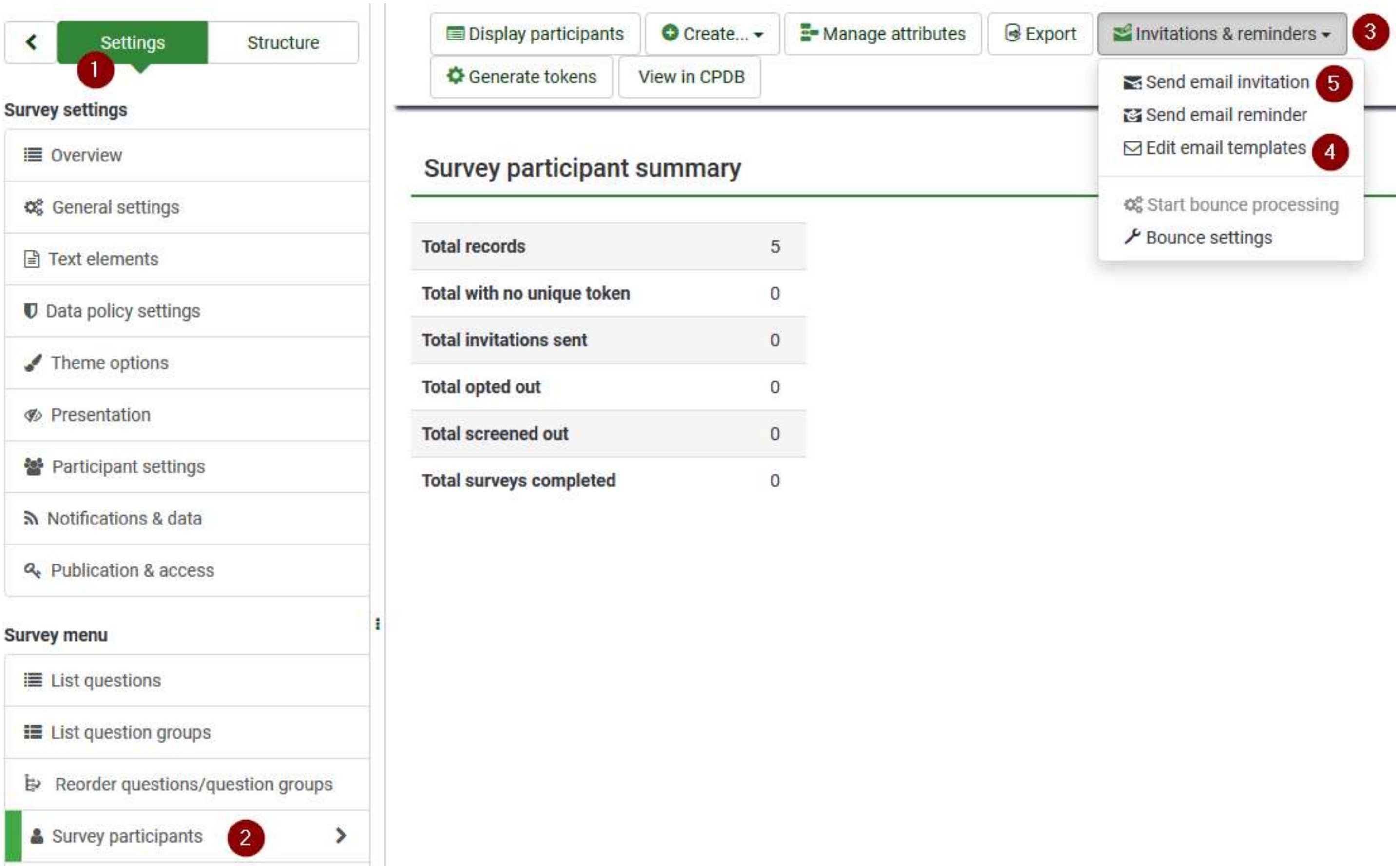


1. Click on “Settings”
2. Click on “Participant settings”
3. Switch “Enable token-based response persistence?” to “Yes” and “Allow multiple responses or update responses with one token?” to “Yes”
4. Click on the “Save” button

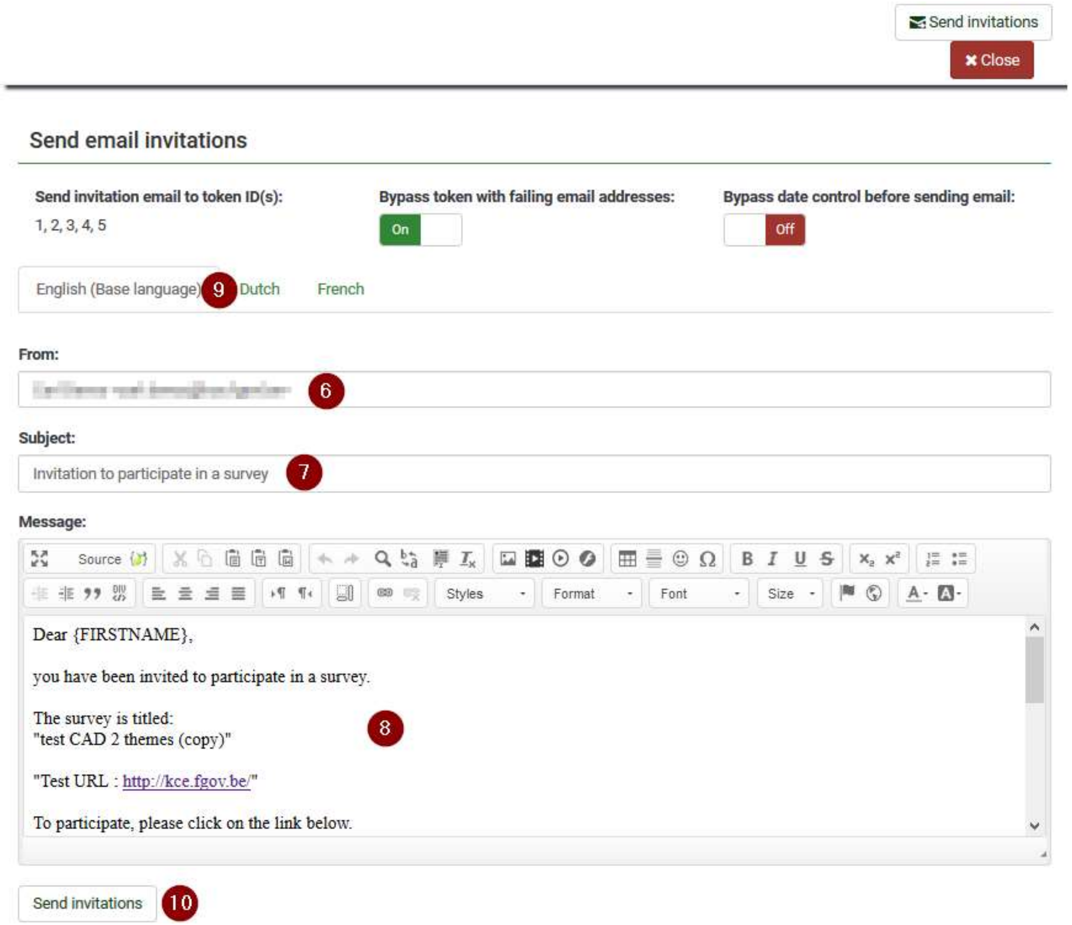
This way, the respondents can modify their answers any time before the survey is closed.

16.4. Invite participants with LimeSurvey

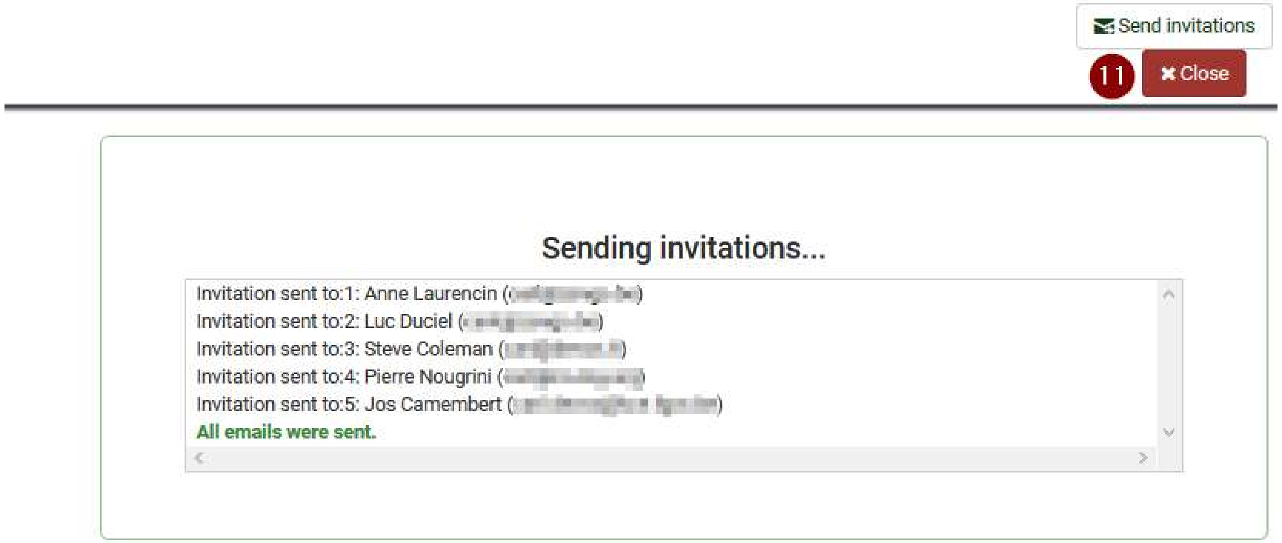
Once you have completed the tokens table (with a token, an email, first name and last name at least) and activated the survey, you can let LimeSurvey send the invitations for you.



1. Click on “Settings”
2. Click on “Survey participants”
3. Click on the “Invitations & reminders” button
4. Click on “Edit email templates” (see below)
5. Once you have customised the template, click on “Send email invitation”:

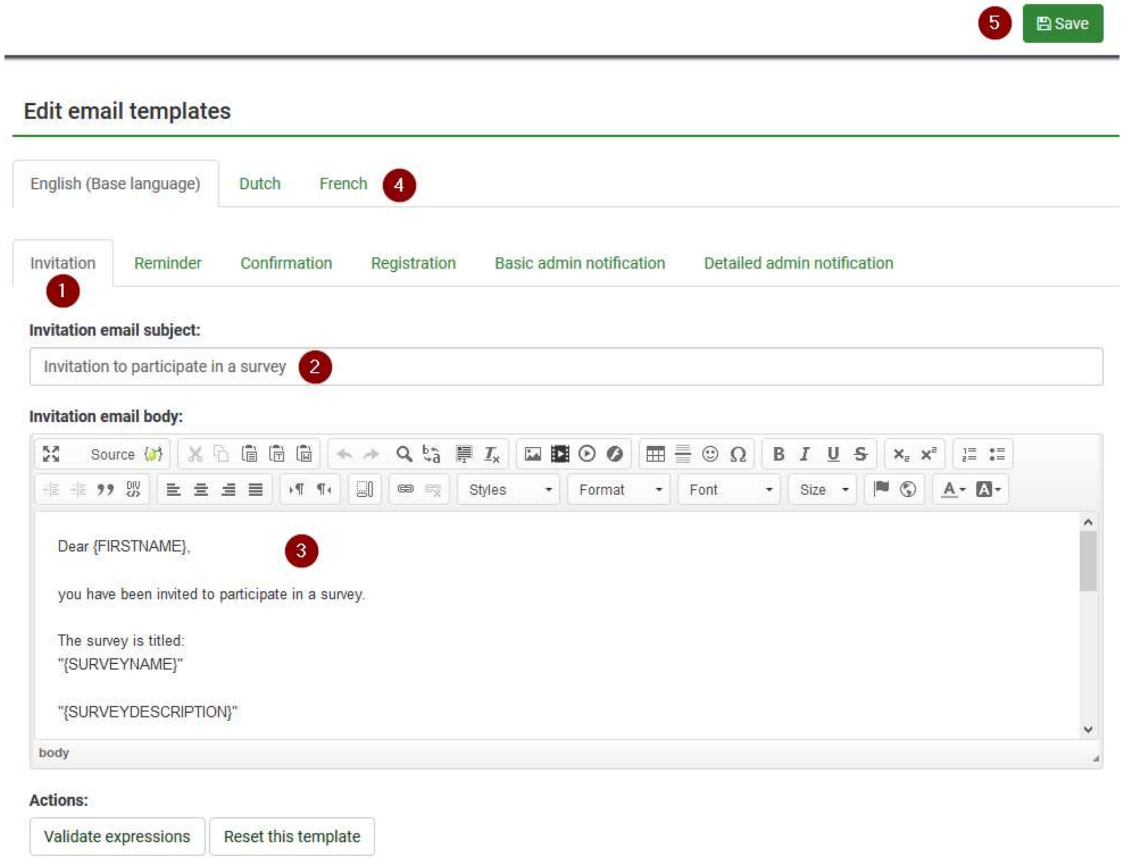


6. Make sure that the sender is the one you wish (e.g. your email address)
7. Modify the email subject if needed
8. Modifiy the email body if needed
9. Same of other languages
10. Click on the “Send invitations” button



11. The emails were sent, click on the “Close” button

To edit the template, after 4 here above:



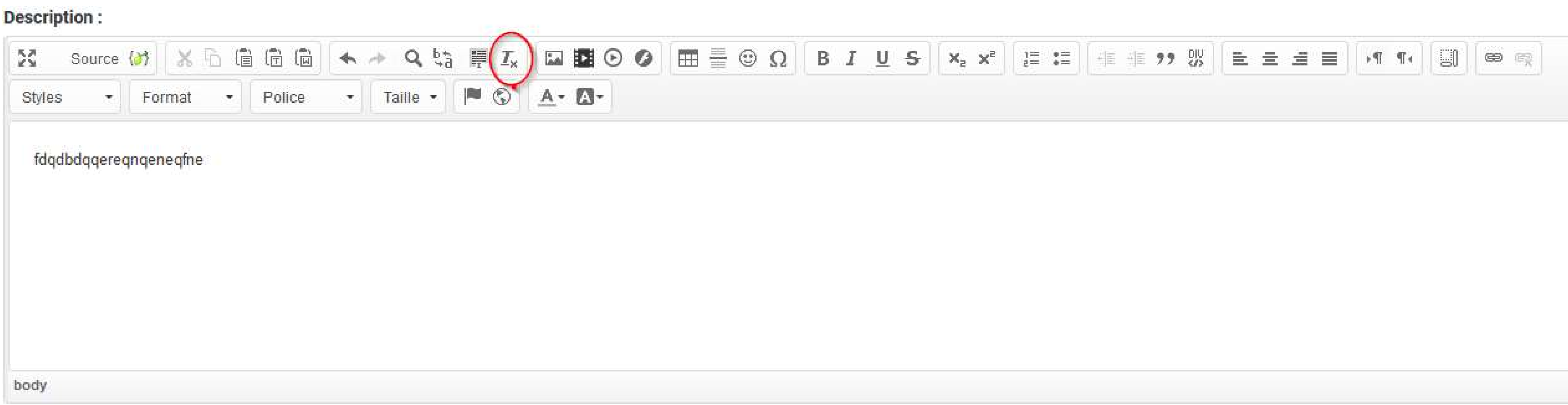
1. Select the type of email (invitation, reminder, confirmation, etc.) you want to customise
2. Change the email subject if needed
3. Change the email body if needed
4. Do the same for other language if applicable
5. Click on the “Save” button when you are done (i.e. types of email have been customised)

If you added some extra participants after sending the invitation, you can send invitations again: only the participants who have not received an invitation will get one.

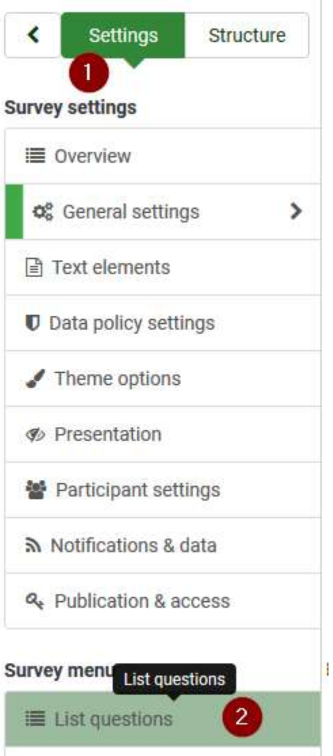
17. TIPS

17.1. Font issues

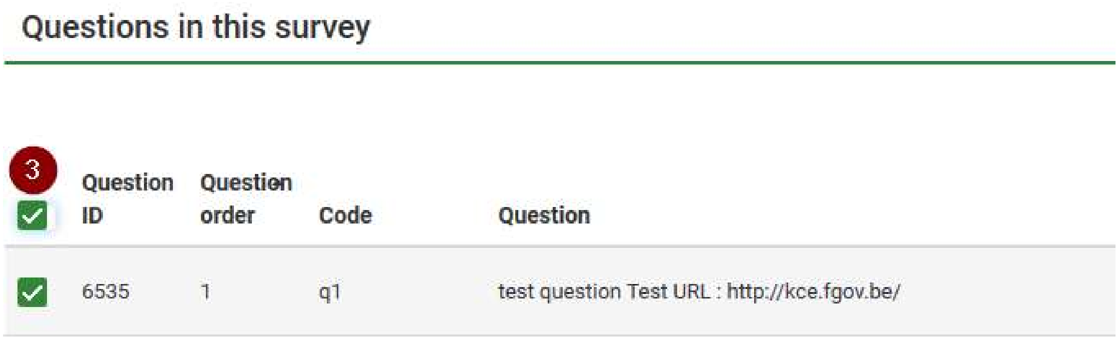
- When you add links to a website, it’s not visible. While in the rest of the survey, per default the links are shown in another colour.--> underline the link to make it more visible
- When copying text from word into LimeSurvey, the lay out is not taken. (Bold etc.) Moreover, sometimes a totally different layout. First clear the style using the button and then format the text



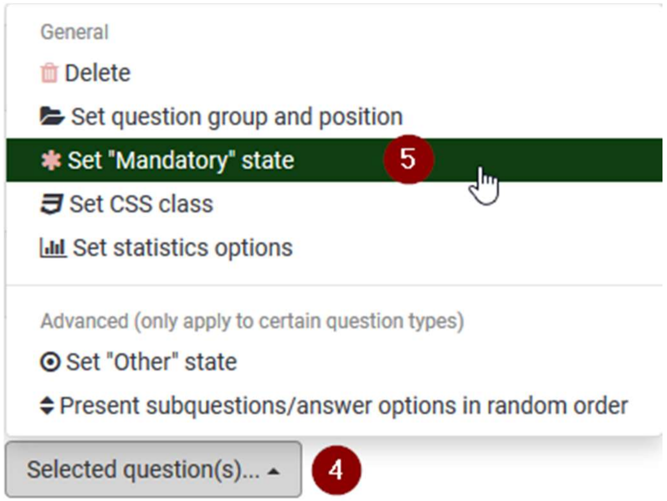
17.2. How to change the mandatory status of several (all) questions at once



1. Click on “Settings”
2. Click on “List questions”



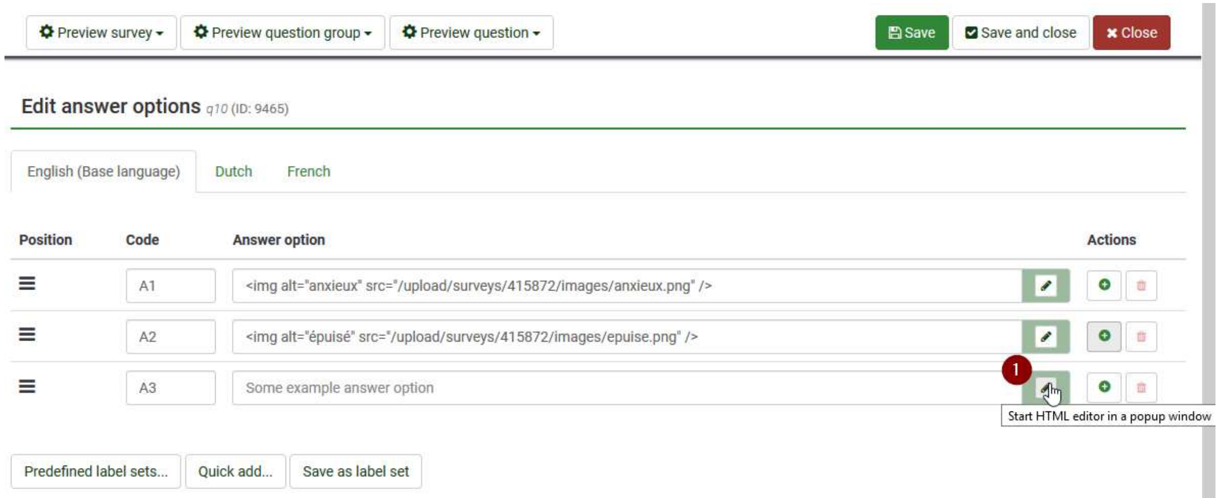
3. Click on the top tickbox to select all questions, or select the questions whose state you wish to change



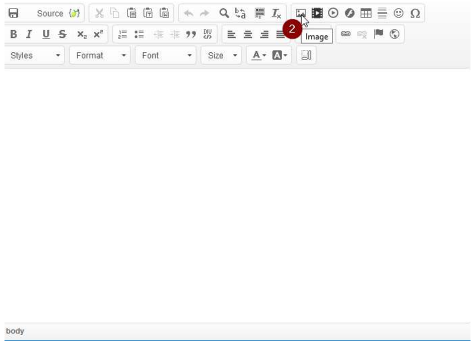
4. At the bottom of the page, click on the “Selected question(s)…” button
5. Click on “Set Mandatory state”; if you don’t see this option, it is because your survey is active you must deactivate/expire your survey first.

6. Select the state you wish for all questions (mandatory[On] or optional [Off])
7. Click on the “Apply” button

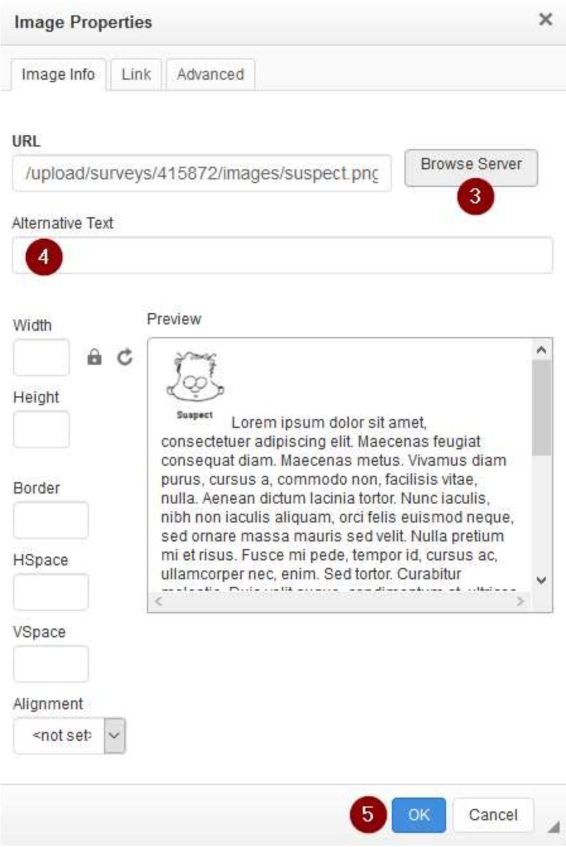
17.3. How to insert images as answer options:



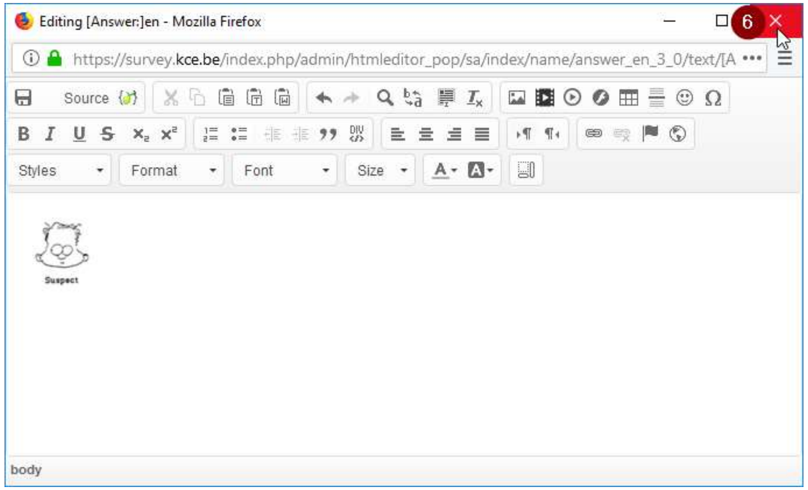
1. Click on the pen to start the HTML editor in a popup window



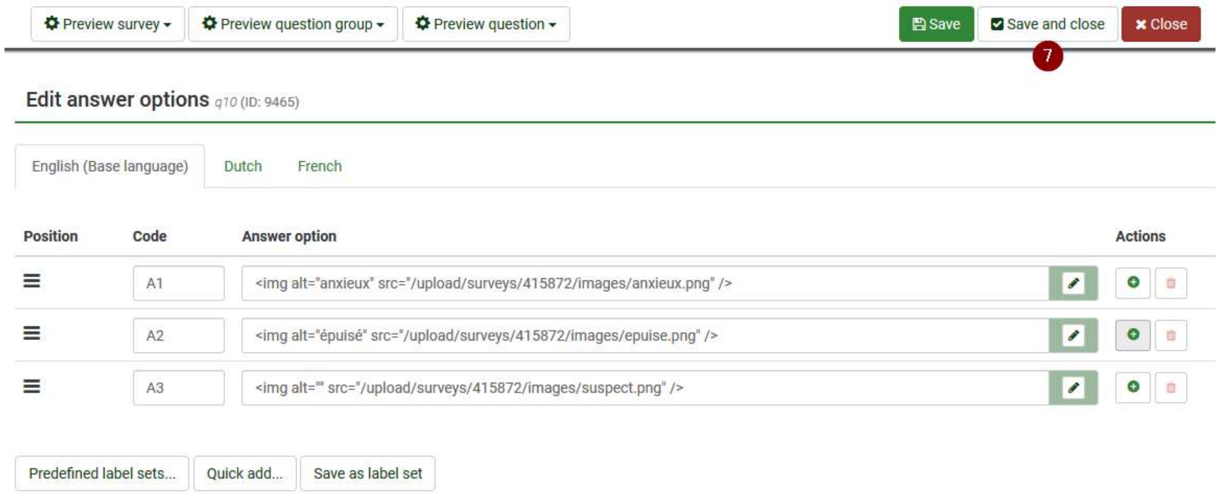
2. Click on the “Image” icon



3. Click on the “Browse Server” button and select the image you want
4. Type in the alternative text
5. Click on the “OK” button (you might need to enlarge the window to see the “OK” button)



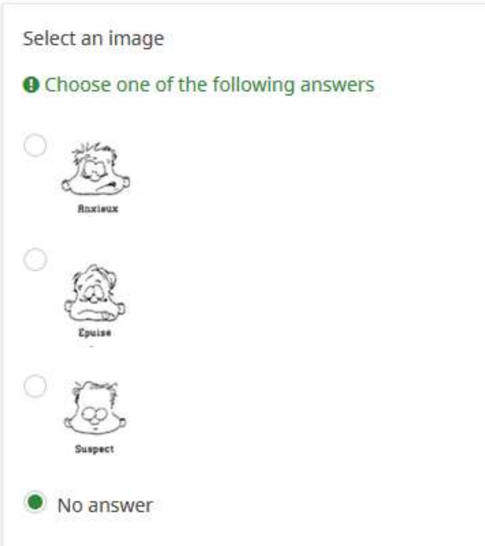
6. Click on the cross to close the popup window



7. Repeat for other answers with other images, then when you are done, click on the “Save and Close” button

Here is how your question will look like:

- With the question type “single choice questions” > “List (radio)”:



- With the question type “multiple choice”: