



EUSurvey

Quickstart Guide

Version 7 (august 2021)

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This Quick Start Guide will take you through the steps to set-up a new online survey using EUSurvey.

Please conduct the following steps to get your new online survey up and running:

Step 1: Connecting to the application

Go to the following location using a web-browser (web-browser supported: Microsoft Edge, Mozilla Firefox and Google Chrome) and click the Login button.

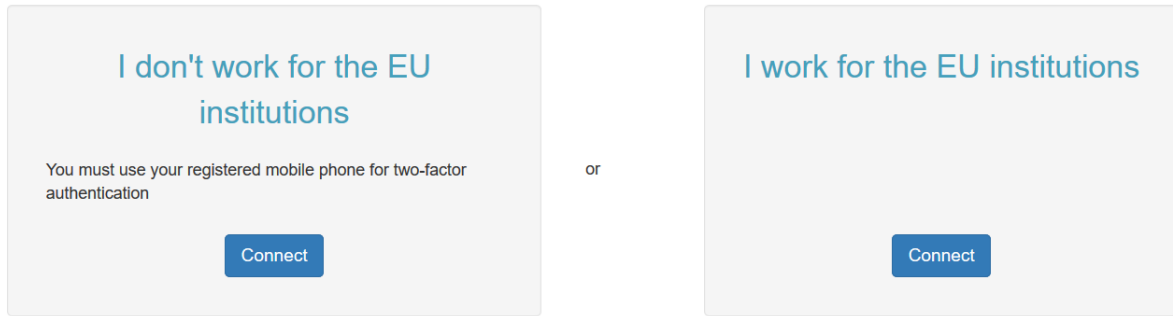
<https://ec.europa.eu/eusurvey/>



Online surveys made easy with EUSurvey!

After having clicked on the Login button, you will be taken to the Connect screen.

Connect to EUSurvey using:



No EU Login account? [Create one now](#)
Learn more about EU Login [here](#)
Register your mobile phone [here](#)
Add your mobile phone number [here](#)

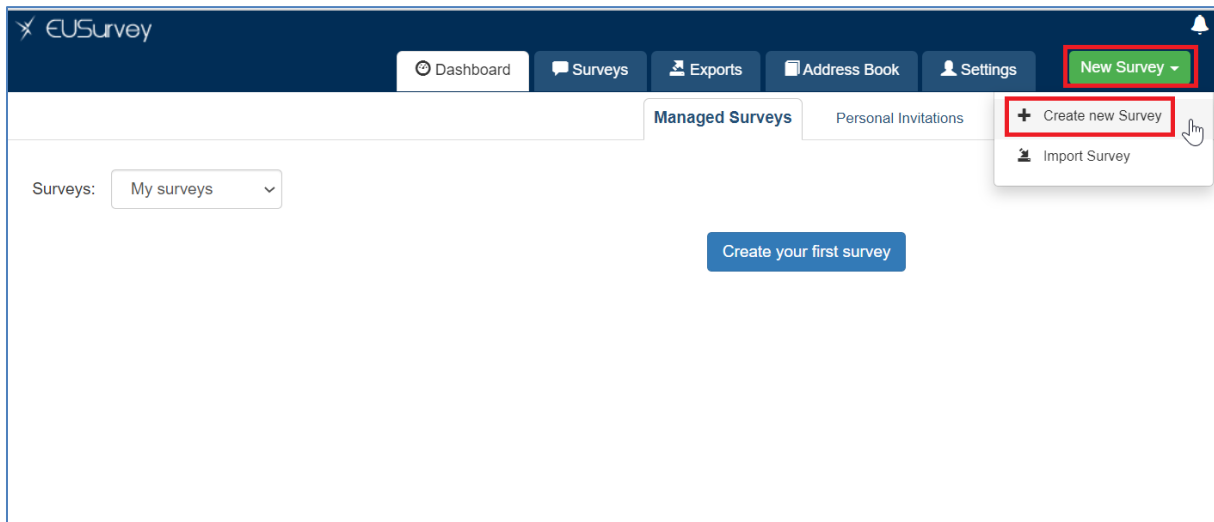
[Log in with a system account](#)

If the email address associated with your user account ends with europa.eu, then you need to click on the Connect button under “I work for the EU institutions”.

If not, then you need to click on the Connect button right under “I don’t work for the EU institutions”. Please note that, in this case, 2FA (two-factors authentication) is enforced. This means that you will need a second means to authenticate you.

Step 2: Creating a new survey

From the Welcome screen, click on the "New Survey" button and then “Create new Survey”.



New Survey

* Type	<div style="display: flex; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">Standard Survey</div> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">Quiz</div> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">BRP Public Consultation</div> </div>
* Alias	<input style="width: 90%;" type="text" value="USS2021"/> <p style="font-size: 0.8em; margin-top: 5px;">Please choose a meaningful alias (e.g. ACCABCSurvey2020) as it will be part of the URL of the survey. The alias should have less than 256 characters.</p>
* Title	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="font-size: 0.8em; margin-bottom: 5px;"> B <i>I</i> <u>U</u> S ≡ ≡ ≡ ≡ ↶ ↷ 🔗 <> </div> <div style="font-size: 0.8em; margin-bottom: 5px;"> 10pt A Verdana </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> User Satisfaction Survey 2021 </div> </div>
* Contact	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">Contact Form</div> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">eusurvey@eusurvey.com</div> </div> <p style="font-size: 0.8em; margin-top: 5px;">Select a method for the survey respondent to contact you.</p>
Security	<input checked="" type="radio"/> Open <input type="radio"/> Secured
Language	<div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">English</div>
* Confirmation	<input checked="" type="checkbox"/> I confirm that we will inform the EUSurvey Team (digit-eusurvey-support@ec.europa.eu) if we expect a very high number of responses to this survey (50.000+), so that potential impact can be assessed and measures put in place to deal with the peak traffic.

Create

Cancel

The survey creation process asks you to enter basic information. Be assured that any information you type in here can be changed later on at the "Properties" page of your survey.

Available settings in this dialog box are:

- **Type:** The type of your survey:
 - Standard Survey: A conventional questionnaire.
 - Quiz: In a quiz, a final score is calculated for each participant. These can be used, for instance, as skill assessment or electronic exams.
 - BRP Public consultation: Specifically for public consultations run via the Better Regulation Portal (published on the '[Have your say](#)' Europa website). **This is available only for internal users.**
- **Alias:** An abbreviation of your survey, used for identification. This is part of the URL that participants will use to access your survey.
- **Title:** Your survey's full title that will be displayed at the top.
- **Contact:** This can be an email address, a web page or the EUSurvey contact form. This is useful for allowing survey participants to contact the survey managers on emerging questions regarding. It will be integrated automatically in the published survey.
- **Security:** Open or secured.

- Choose "Open" for a survey that can be accessed by all participants knowing your survey's URL.
- Choose "Secured" for protected surveys that cannot be accessed without a password, EU Login account or individual access links (to be configured in the application).
- **Language:** The main language of the survey you are about to create. You can add translations later.

Confirm your choice by clicking on 'Create'. It creates your survey and opens the editor screen right away, ready for you to add form elements to your newly created survey.

Please note that by default all surveys save user and connection related data such as IP addresses. If you want to create an anonymous survey, please configure this setting in the Properties page of your survey.

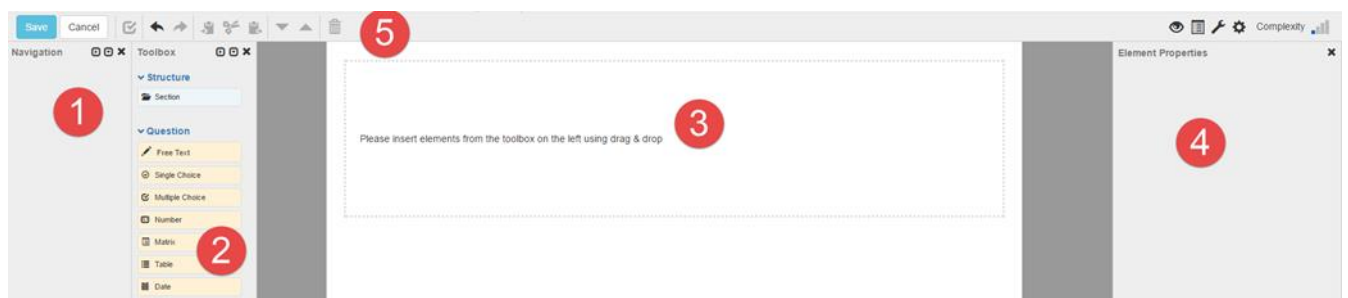
Step 3: Adding question elements to your survey

In the Editor, you can design your questionnaire by adding questions and other elements to your survey. You can drag form elements from your survey's toolbox on the left of the screen and drop them into your form that is visualized in the middle of the screen. Each element is displayed as it will be shown later on your published survey.

Use section elements to structure your content, media elements to add media content at every position of your form and special elements for advanced survey interaction.


Don't forget to save your work from time to time using the "Save" button on the top left of the screen.

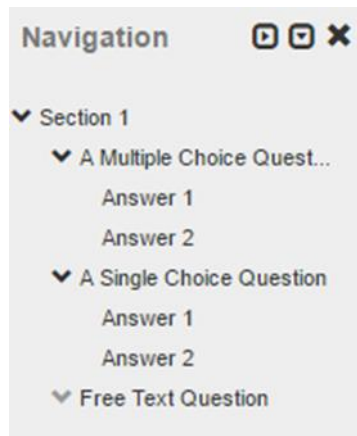
The editor consists of five main areas:



- **Navigation pane (1):** Provides a structured view of the questionnaire.
- **Toolbox pane (2):** Contains the different elements that can be added to the questionnaire.
- **Form area (3):** A preview of the questionnaire where the elements can be added and selected for editing.
- **Element properties pane (4):** Contains all available options for the selected element(s).
- **Toolbar (5):** Contains buttons for basic tasks.

The Navigation pane

It provides a detailed overview of the structure of your questionnaire. All elements are represented by their respective text label in the questionnaire. You can expand or collapse an element to view or hide its children elements by clicking on the  icon next to the element. When you select an element in the Navigation pane, the Form area jumps to the selected item, which is then highlighted in blue.



In order to expand or collapse all elements at the same time, use the buttons in the upper-right corner of the pane.

The Toolbox pane

The toolbox pane contains all the elements that you can add to your questionnaire. They can be added either by using the drag-and-drop feature or by double-clicking them.



The Form area

All elements are added here. It gives you a preview of how the elements will look like in the questionnaire. The input fields are deactivated.

You can click an element to edit it. Selected elements appear in blue, with the respective options visible in the Element properties pane.



The Element properties pane

It displays the settings for the selected element(s). You can edit the element(s) here, e.g. by changing the question text, adding help messages and changing all relevant settings to adapt the question to your needs.

Element Properties		✕
Type	Free Text	
Text	Free Text Question	
Mandatory	<input type="checkbox"/>	
Rows	1 ▼	
Help Message		
Accepted number of characters	min <input type="text"/> max <input type="text"/>	
Visibility	always visible	
Advanced		

By default, the pane displays all the basic options. To display more options, click on 'Advanced'.

To edit a text in the rich text editor:

1. Click the text or the pen icon
2. Modify the text
3. Click "Apply" to save the changes and see them in the Form area

The Toolbar

The toolbar includes all available general actions that you can perform when creating your questionnaire.

Step 4: Editing form elements

Selecting an element

Use your pointer to select any element in the Form area.

For matrix and text questions, you can also choose the individual questions/answers/rows/columns of the element by clicking the respective label text as indicated below.

Matrix

	Answer 1	Answer 2	Answer 3
Question 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Question 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Question 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The entire Matrix

Matrix

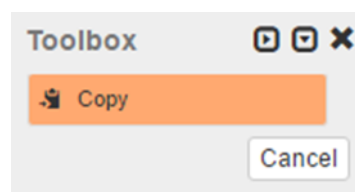
	Answer 1	Answer 2	Answer 3
Question 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Question 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Question 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Only Question 1

The Element properties pane will then adapt automatically and only show the available options for the current selection. For instance, you can select individual questions of a matrix or table element and make them mandatory.

Copying an element

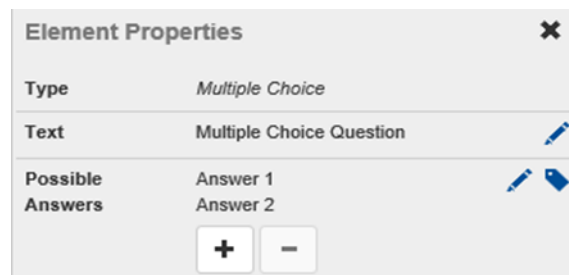
Any elements that have been copied or cut are depicted by a placeholder at the top of the Toolbox pane. You can add them to the questionnaire again using the drag-and-drop feature. You can also use the button next to the element to cancel this operation.



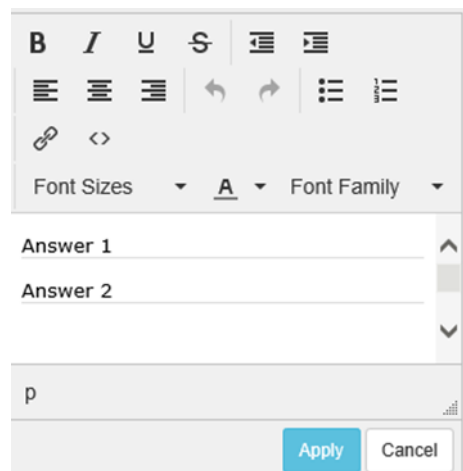
1. Select the element(s).
2. Click on 'Copy'.
3. Move the placeholder from the Toolbox to the Form area as described above or select the element in the Form area and click 'Paste after'.

Adding or removing possible answers in question elements

You can add or remove possible answers by clicking on the plus/minus button in the Element properties pane.



Edit the text of the existing answer options by clicking on the pen icon next to 'Possible Answers'. You can then edit them in the rich text editor.



Make a question mandatory

Select the check box in the Element properties pane after selecting the respective element.

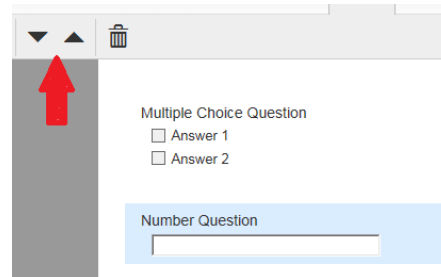
Mandatory questions will be marked with a red asterisk at the beginning of the question.

Moving elements within the questionnaire

You can change the position of an element in your questionnaire by using one of the following options:

- **Drag-and-drop:** Select the element(s) in the Form area and drag it to where you want in the questionnaire

- **Cut-and-paste:** Cut the element(s) you want to move and use the drag-and-drop feature to move the placeholder to where you want to put it
- **Move buttons:** Select the element you want to move and click the respective arrow icon to move it up or down



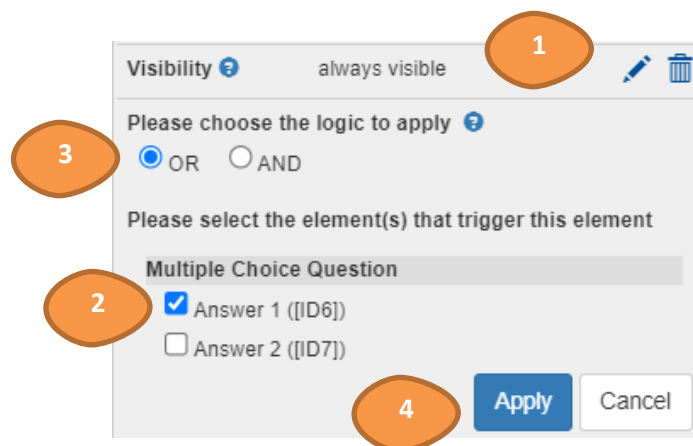
Visibility feature (dependencies)

By using this feature, you can display and hide elements depending on answers given by the participants to either single/multiple choice or matrix questions.

By default, all elements are set to 'always visible' which means that everybody will see the question when accessing the survey.

To create a dependency, follow these steps:

1. Add a single/multiple choice or matrix question to your questionnaire
2. Add further elements to your questionnaire
3. Select an element that follows a single/multiple choice or matrix element and that should only appear when a specific answer has been chosen
4. Click on the pen icon (1) to edit the visibility settings. All available questions of the type Single Choice, Multiple Choice and Matrix that are placed above the selected element(s) are displayed, including the question text and the possible answers
5. Select the type of the logic that can be "OR" or "AND"
6. Select the answer that, when chosen, will display the selected element (2)
7. Click "Apply" to confirm the visibility setting (3)



If multiple elements are selected, you can edit the visibility settings for all of them at once.

Note: This modification will only affect the questionnaire on the Test page and in published mode. All elements will still be visible in the editor.

When activated, arrows are displayed next to the connected elements to visualise the visibility settings in the Form area. Answers that trigger any element are displayed with an arrow pointing down. Elements that are triggered by any answer are marked with an arrow pointing up.

New Matrix

	New Text	New Text	New Text
New Text	<input type="radio"/> ↓	<input type="radio"/>	<input type="radio"/>
New Text	<input type="radio"/> ↓	<input type="radio"/>	<input type="radio"/>
New Text	<input type="radio"/> ↓	<input type="radio"/>	<input type="radio"/>

↑ Date

between 17/05/2017 and 25/05/2017

When moving the pointer over the arrows or IDs in the Element properties pane, the connected elements are highlighted in the Form area and Navigation pane.

Elements with visibility settings that have been edited will be hidden in the questionnaire until at least one of the configured answers has been selected by the participant when filling in the questionnaire.

Step 5: Publishing your Survey

From the "Overview" page, click "Publish" to activate your survey.

The screenshot shows the EUSurvey interface for the 'User Satisfaction Survey 2021' (USS2021). The top navigation bar includes 'USS2021', 'Dashboard', 'Surveys', 'Exports', 'Address Book', 'Settings', and 'New Survey'. Below this, the 'Overview' tab is selected, with other tabs like 'Editor', 'Test', 'Results', 'Participants', 'Privileges', 'Translations', 'Properties', and 'Activity' visible. The main content area displays the survey details: 'User Satisfaction Survey 2021' with a 'Not published' status. The 'Published survey link' is <https://ec.europa.eu/eusurvey/runner/USS2021>. Other details include: Owner: admin; Starts on: Unset; Ends on: Unset; Answers: 0; Results: Not published. A red circle highlights the 'Publish' button. A 'Show pending changes' button is also visible.

The survey is available by clicking the link next to "Published survey link".

The screenshot shows the EUSurvey interface for the 'User Satisfaction Survey 2021' (USS2021) in the 'Published' state. The top navigation bar is the same as in the previous screenshot. The main content area displays the survey details: 'User Satisfaction Survey 2021' with a 'Published' status. The 'Published survey link' is <https://ec.europa.eu/eusurvey/runner/USS2021>, which is highlighted with a red box. Other details include: Owner: admin; Starts on: Unset; Ends on: Unset; Answers: 0; Results: Not published. An 'Unpublish' button is visible. A 'Show pending changes' button is also visible.

More information about the creation of surveys and frequently asked questions can be found on the **documentation page**, available from the EUSurvey **help page** at:

<https://ec.europa.eu/eusurvey/home/documentation>

A **tutorial** survey showing all elements in use is available at

<https://ec.europa.eu/eusurvey/runner/TutorialEUSurvey>

Should you have any problems creating a new EUSurvey online survey or need further support, DIGIT EUSURVEY SUPPORT is at your disposal. Internal Commission users are asked to contact their IT helpdesk and create an incident for DIGIT EUSURVEY SUPPORT. Please describe the incident as precisely as possible including the survey's name if you already created a survey.

All users can use the [Contact us](#) form too to create an incident that will be assigned to the EUSurvey Support Team automatically.