

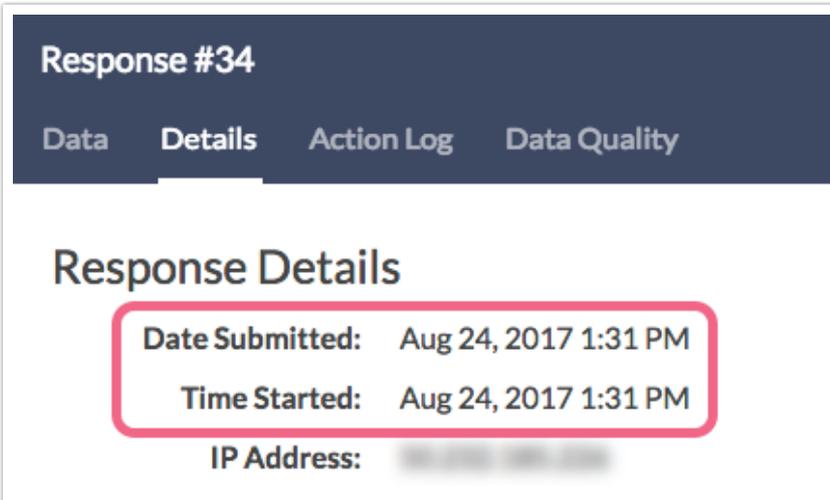
Understanding Time Started and Date Submitted in your responses

By default, SurveyGizmo surveys record both the date and time the response was started and the date and time the response was submitted.

Time Started is the date and time the respondent clicked the first Next or Submit button in your survey. If you have a one page survey the Time Started and Date Submitted will be the same.

Date Submitted is the date and time the respondent last clicked a Next or Submit button in your survey. This may or may not be the last page in your survey. If it is a Partial response it will be the date and time for the last page they submitted.

These times are available in the time zone you specify for the application in [Individual Responses](#) and [Exports](#) .



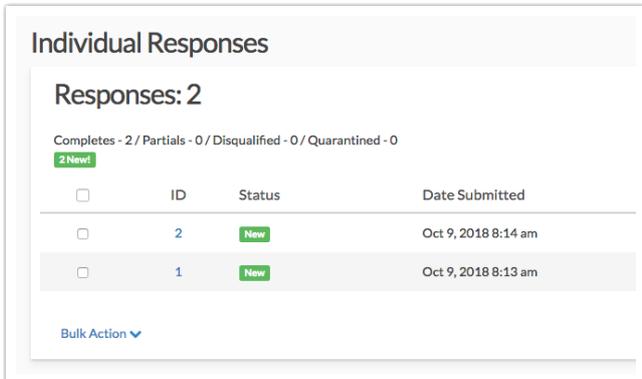
The screenshot shows a dark blue header for 'Response #34' with tabs for 'Data', 'Details', 'Action Log', and 'Data Quality'. Below the header, the 'Response Details' section is visible. A red rounded rectangle highlights the following information:

Date Submitted:	Aug 24, 2017 1:31 PM
Time Started:	Aug 24, 2017 1:31 PM
IP Address:	[REDACTED]

Why are the date and time submitted incorrect?

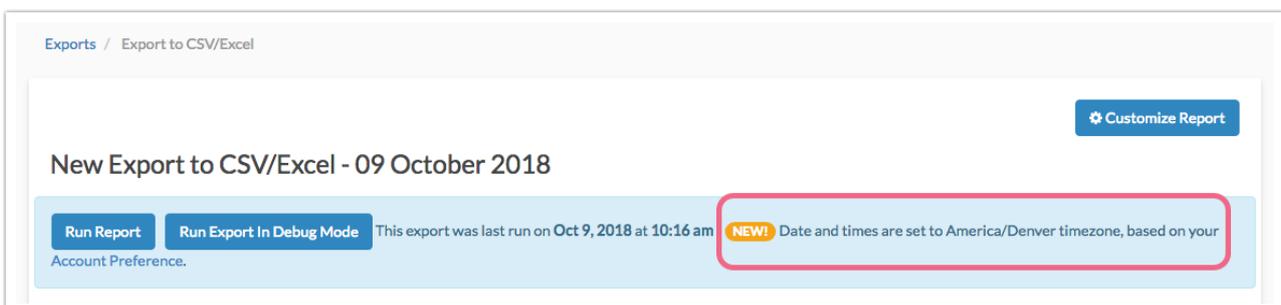
Have you noticed that the times and/or dates of your responses or exported data don't seem to be correct?

If you're looking at your responses under **Results > Individual Responses** or the Time Started and Date Submitted information available in [CSV / Excel Exports](#) and the time-stamp looks incorrect, you probably just need to adjust your account time zone.



The screenshot shows a table titled "Individual Responses" with a sub-header "Responses: 2". Below this, it indicates "Completes - 2 / Partial - 0 / Disqualified - 0 / Quarantined - 0" and a "2 New!" badge. The table has four columns: a checkbox, ID, Status, and Date Submitted. Two rows are visible, both with "New" badges. A "Bulk Action" dropdown is located at the bottom left.

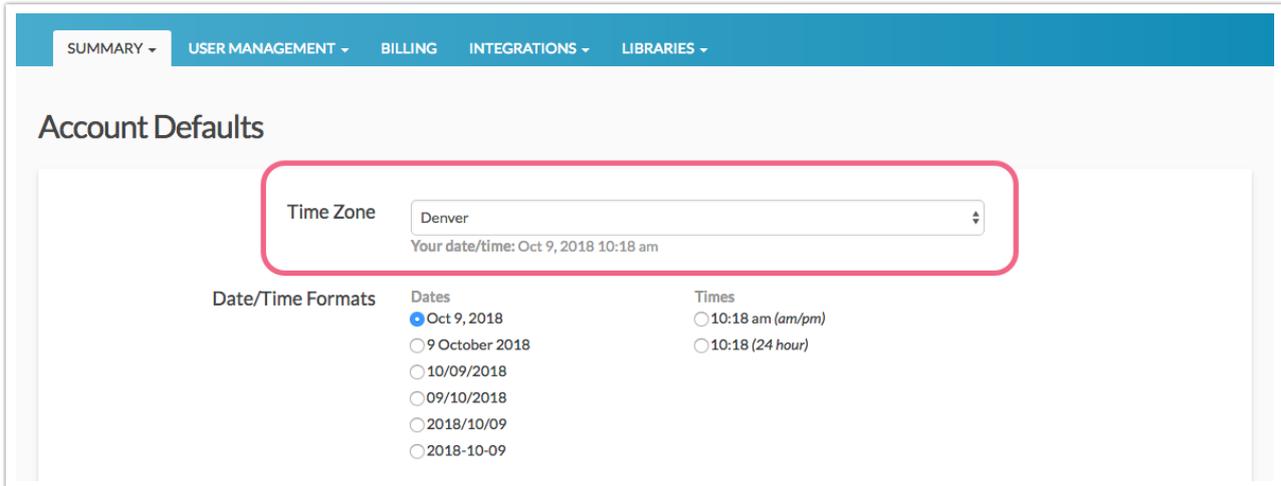
<input type="checkbox"/>	ID	Status	Date Submitted
<input type="checkbox"/>	2	New	Oct 9, 2018 8:14 am
<input type="checkbox"/>	1	New	Oct 9, 2018 8:13 am



The screenshot shows the "Exports / Export to CSV/Excel" interface. It features a "Customize Report" button in the top right. The main heading is "New Export to CSV/Excel - 09 October 2018". Below this, there are two buttons: "Run Report" and "Run Export In Debug Mode". To the right of these buttons, it says "This export was last run on Oct 9, 2018 at 10:16 am". A red box highlights a "NEW!" badge followed by the text "Date and times are set to America/Denver timezone, based on your Account Preference."

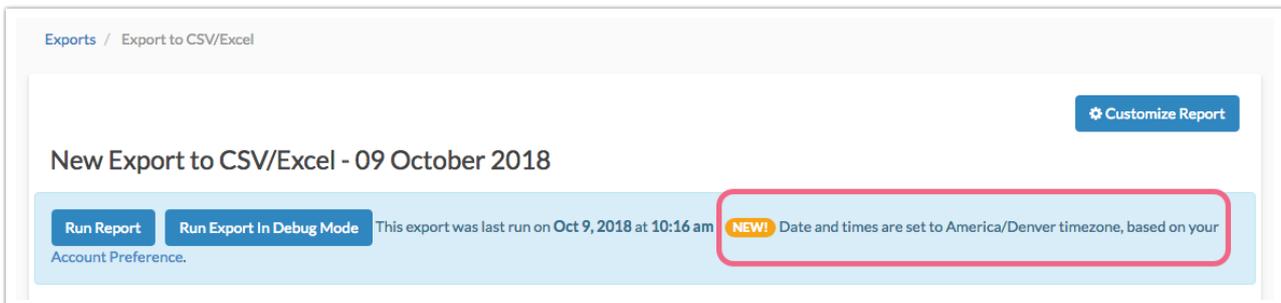
To adjust your account time zone, navigate to **Account > Summary > Account Defaults** then select the appropriate **Time Zone** and **Save**. You also have the option to customize the **Date/Time Formats** here, if needed.

This feature is only available to account administrators. If you are not an account admin, please reach out to your account admin to make this change. This will change the time zone for all users on the account.



A Note About Exports

As of September 19, 2016, the **Time Started** and **Date Submitted** fields in **CSV / Excel Exports** will reflect the Time Zone and Date/Time Format settings of your SurveyGizmo account. These settings can be adjusted by an Account Administrator under **Account Settings > General**.



Previously this information was reported in EST/EDT (GMT -5/GMT -4) regardless of your time zone settings in the application. It is important to note that Excel will auto-convert the **Sep 26, 2014** format shown above into **09/26/2016**.

Related Articles