

Save & Resume

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Overview

Long forms and workflows can benefit from giving respondents the option to save and resume the process at another time.

Configure the Reply-To Email and Name

Once you have enabled the Save and Resume feature on a Form step, a "Form Saved" path will be created. This will include the Form Saved Confirmation Email step and a confirmation page for the respondent.

We recommend that you fill in the Reply-To Email and Name fields in the Form Saved Confirmation Email step so that you can receive any email responses from your respondents.

Sensitive Data

If a user saves and resumes a form, fields marked as "Credit Card Number" or "CVV Code" will be cleared. The previous information that the user entered into the field will no longer be available.

PII, PHI, and General Sensitive Data can be resumed with the stored values displayed, like other fields.

Send Reminder and Reset Password

If your respondent forgets their saved password, you can resend them access from the Responses page.
