

## OVERVIEW

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### January 2017

To enhance security we have added an HTTPS Only survey feature to Clicktools. This is designed to only allow content delivered over HTTPS protocol. This will not allow for HTTP connections to the survey/form as a redirect to HTTPS takes place.

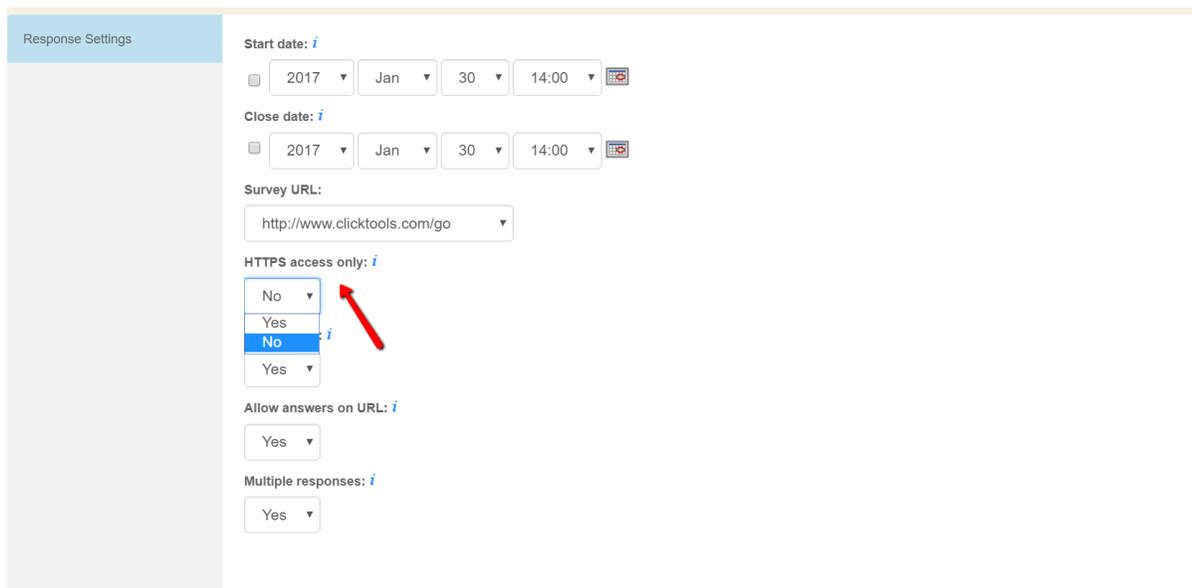
Surveys using HTTPS are more secure than those using HTTP because with HTTPS, the communication between the respondent and the Clicktools web server is encrypted. This means the respondent's personal information and survey answers cannot be intercepted during transmission.

### NEW

- The Distribute > Response Settings screen for a survey has a new HTTPS Only option. When set to **Yes** this means that when respondents access the survey's URL they will be automatically redirected to use HTTPS. When set to **No** then this automatic redirection will not happen, and HTTP survey URLs will continue to use HTTP.

### For organizations without Custom survey URLs:

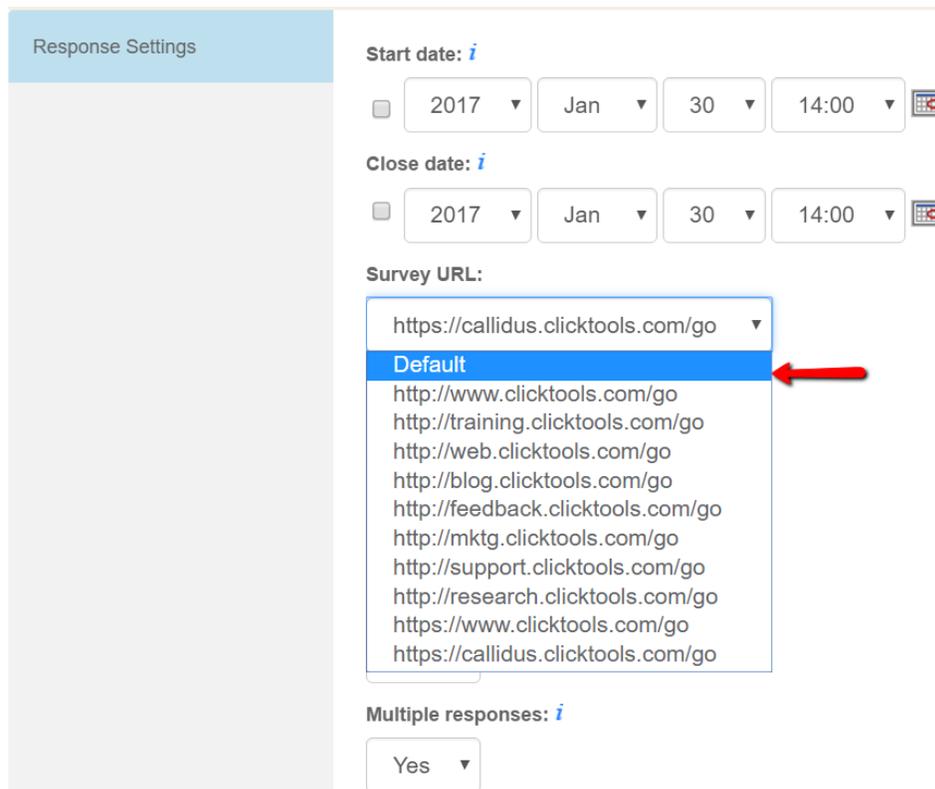
- When creating new surveys, the HTTPS Only option will be set to **Yes** and survey deployments will use the HTTPS Clicktools survey URL.
- For existing surveys, the HTTPS Only option will be set to **No** and survey deployments will use the HTTP Clicktools survey URL.



The screenshot shows the 'Response Settings' interface. It includes fields for 'Start date' (2017, Jan, 30, 14:00) and 'Close date' (2017, Jan, 30, 14:00). The 'Survey URL' is set to 'http://www.clicktools.com/go'. The 'HTTPS access only' dropdown menu is open, with 'No' selected. A red arrow points to the 'No' option. Other settings include 'Allow answers on URL' (Yes) and 'Multiple responses' (Yes).

## For organizations with Custom survey URLs:

- When creating new surveys or using existing ones, if you do not choose a particular Custom URL in Distribute > Response Settings > Survey URL, then deployments of your survey will use the first Custom URL in your organization's configuration\*. If your Custom URL is HTTP then the HTTPS Only option will be set to **No**.
- Distribute > Response Settings > Survey URL has a new "Default" option. If you select this, survey deployments will use the default Clicktools survey URL rather than a Custom URL. If HTTPS Only is set to **Yes** then the Clicktools survey URL will use HTTPS, otherwise it will use HTTP.



The screenshot shows the 'Response Settings' configuration page. It includes fields for 'Start date' and 'Close date', both set to 2017 Jan 30 at 14:00. The 'Survey URL' dropdown menu is open, showing a list of options. The 'Default' option is highlighted in blue, and a red arrow points to it. Below the dropdown is the 'Multiple responses' field, which is currently set to 'Yes'.

\* (not customer configurable, this is configured by Clicktools Support when you purchase a Custom URL)

## Warning

If your survey has HTTPS Only set to **Yes** but your survey contains content retrieved through HTTP, some of your survey will be transmitted over HTTPS (secure) but some over HTTP (insecure). This is called a **mixed content page**. It causes web browsers to display security warnings to the survey respondent and could even block your survey altogether.

HTTP is often used in the source URL in these types of content:

- Links (this includes links to CSS stylesheets)
- CSS styles that make use of the "url" value (@font-face, cursor, background-image, etc.)
- Images
- Audio files
- Video files
- Scripts (eg. Javascript held on an external server)
- iframes

If you want to use HTTPS please check the following areas to make sure they have no HTTP links in them:

- If you are running the Clicktools survey inside an iframe on your website check the src attribute of the iframe. <https://clicktools.force.com/s/article/Web-Based-Surveys>
- Branding templates (check all aspects mentioned in the HTTP content list above) <https://clicktools.force.com/s/article/Branding>
- Images (check the src attribute) <https://clicktools.force.com/s/article/Inserting-an-Image-into-a-Survey>
- Text/Script elements in your survey design (check all aspects mentioned in the HTTP content list above) <https://clicktools.force.com/s/article/Survey-Element-Text-Script>  
<https://clicktools.force.com/s/article/Embedding-Links-in-your-Clicktools-Survey>

## COMING SOON

- Offline deployment of surveys is currently only available over HTTP. We are looking into including support for HTTPS at a later date.