

MS Forms: FAQs



Consideration needs to be given to the data collected via the Form and the retention of that data to ensure it complies with data protection regulations. Where there is doubt, contact the Data Protection Officers (dpa@abdn.ac.uk) to advise.

MS Forms does not have a recycle bin - therefore any responses deleted are permanently deleted and cannot be recovered.

Caution should also be given with copying forms and deleting responses as often the original form's responses can be deleted as well.

Frequently Asked Questions

How do I use MS Forms when the data needs to go into SharePoint?

Please use the integrated forms experience within SharePoint Lists. This will automatically save responses to the list, and data retention can be managed at the SharePoint level. See this [Microsoft blog post on Lists forms](#) for more information.

If you have an existing standalone form, it is possible to create a Power Automate flow to save your responses to a SharePoint list or send custom emails etc. However, we recommend you recreate the form on a SharePoint site to better manage the Forms/SharePoint experience as they are already integrated.

If you do not want to change your Form, then please contact the [Service Desk](#) so we can provide a PowerAutomate guide to get you started.

Who should the form owner be?

A form should be assigned to a Group rather than an individual so it can still be used if someone leaves the University. Please see the below links to Microsoft documentation for this task.

- i. [Manage Your Forms Easily with Ownership Transfer](#)
- ii. [Move your form to a group | Microsoft Support](#)

Responses from a form have been deleted - can they be recovered?

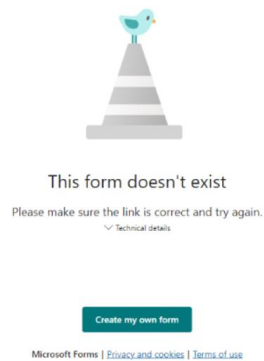
No. Once responses have been deleted from a form, it is not possible to recover them.

If I copy a form, then delete responses from the copy, are the original form responses affected?

They can be. There are known bugs within Forms that have not yet been addressed. This means that two separate copies of the form can still be linked together. Therefore, any responses deleted from one, will also be removed from the other.

A workaround for this is to ensure that, prior to removing any responses from the copied form, the original responses are backed up elsewhere (SharePoint or Excel file). This avoids any unintentional data loss.

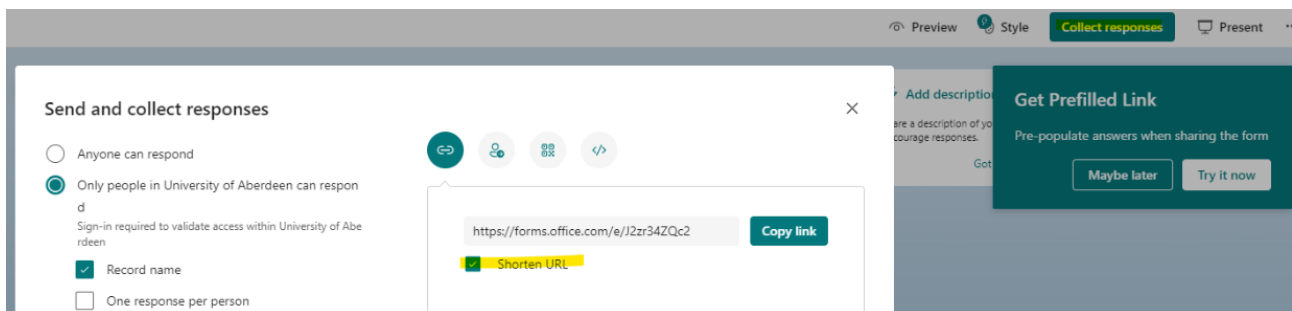
What do I do if I see a message saying “This form doesn't exist” when opening a link to a form?



The form may have been deleted by the Owner. You will need to contact them to check if the form is still active, and ask them to share the correct link.

If the Owner has left the University, their IT account and the forms they owned will have been deleted. It may be possible to recover a form, depending on when the person left, please raise a [Service Desk ticket](#) to request assistance.

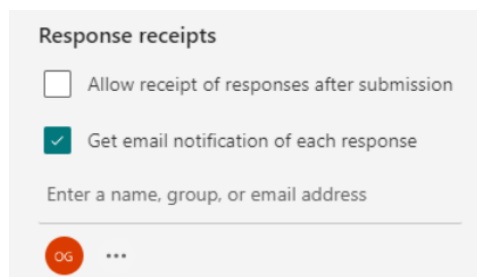
If the problem persists, a workaround is to create a shortened URL to share with others which should allow users to access and submit the form.



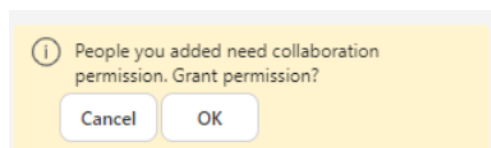
How do I adjust email notification settings?

Notifications of submitted forms can be sent to groups* or individuals.

- Click the Settings cog
- Scroll down to **Response receipts** and enter the person's name, or group's name in the box



- You may need to allow collaboration permission.



*If you are not receiving emails to a group it could be due to the association of the group. If the group is associated with a Team, email notifications should come through as standard. However, if the group is an M365 group, and not associated with a Team, in order to be notified, the people within the Group need to be both Owners and Members. To modify this please contact the Service Desk who can check this for you.

Why can't I add an 'Upload file' question?

Forms with the setting "Anyone can respond" will not allow files to be uploaded – this is for security reasons and cannot be changed.

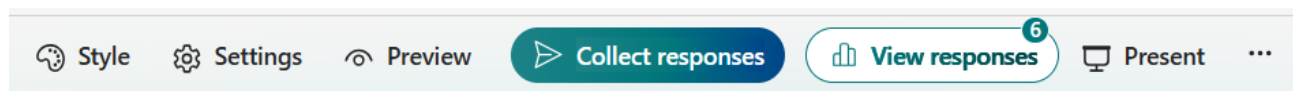
What do I do if I need to delete the data I collect via Forms after a certain amount of time?

There is no retention policy for MS Forms. You will need to manually delete responses for any form that is subject to data protection rules.

If you have a form that is collecting sensitive data, we strongly advise you move to using the integrated forms within a SharePoint list and manage retention based on the SharePoint entries using Power Automate. There are many guides and videos online about how to create this type of flow but for further information please contact the [Service Desk](#).

How do I set a form up so only specific users can respond?

To set up replies so only specific users can respond - click the **Collect Responses** button



and choose **Specific people in University of Aberdeen**.

Send and collect responses

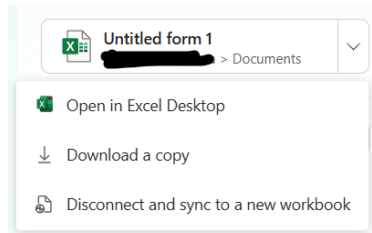
- ☐ Anyone can respond
 - ☐ Only people in University of Aberdeen can respond
 - ☒ Specific people in University of Aberdeen can respond
Sign-in required to validate access within University of Aberdeen
 - ☒ Record name
 - ☐ One response per person
- Enter a name, group, or email address

Enter usernames or a group name. You can uncheck **Record Name** to keep answers anonymous if necessary.

For assistance with getting a group name (i.e. for a school or department) please message the [Service Desk](#).

If I update the form questions, what do I need to do with the Excel file of responses?

If questions are updated the Excel file may need "refreshing" - this is done by clicking **View Responses**, clicking the drop-down beside the Excel file and clicking **Disconnect and sync to a new workbook**.



Refreshing will sync all the current responses from that form to the new workbook.

Where is the Excel file of form responses stored?

For individually owned forms, Excel files are stored within the form owner's OneDrive account.

Group-owned forms are stored in the associated SharePoint sites.

Further information and help

For issues and further help with MS Forms please contact the IT Service Desk: myit.abdn.ac.uk or use the following helpful links:

[Microsoft Forms help & learning | Microsoft Support](#)

[Share a form | Microsoft Support](#)

[Send a form and collect responses | Microsoft Support](#)

[Create a form with Microsoft Forms | Microsoft Support](#)

[Add sections to your survey or questionnaire | Microsoft Support](#)

[Use branching logic in Microsoft Forms | Microsoft Support](#)

[Adjust your form or quiz settings in Microsoft Forms | Microsoft Support](#)