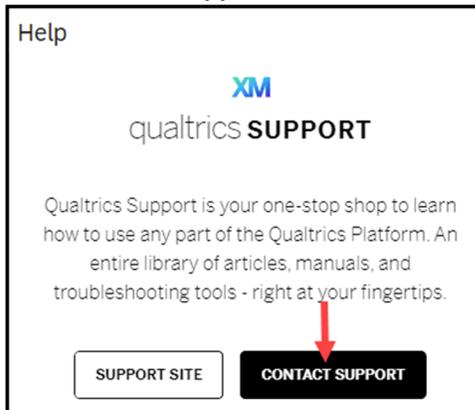


## QUALTRICS: How to contact Qualtrics Support

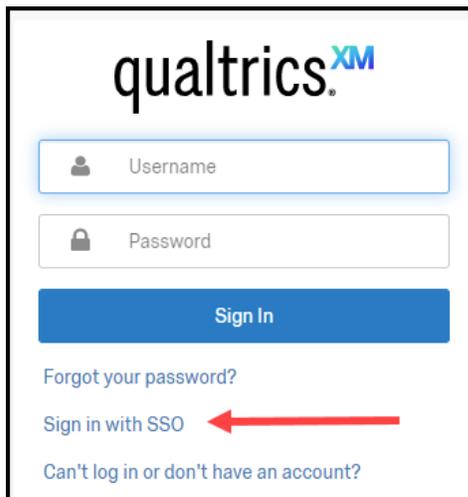
1. Login to your ISU Qualtrics account
2. Click **'Help'** ( in the upper right corner)



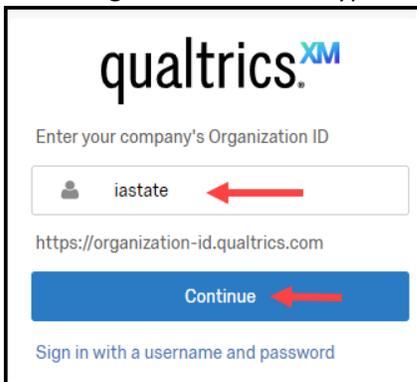
3. Click **'Contact Support'**



4. Leave the Username and Password boxes empty and click the **'Sign in with SSO'** link.



5. In the Organization ID box, type **iastate**, then click **'Continue'**

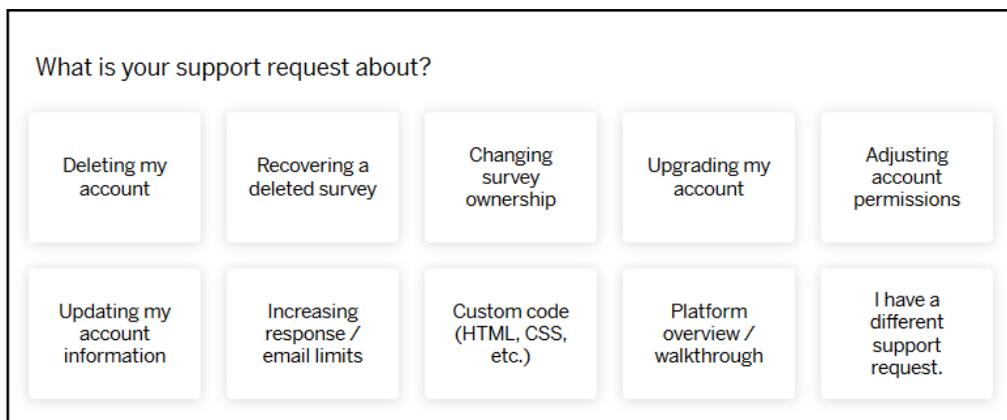


The image shows the Qualtrics XM login interface. At the top is the Qualtrics XM logo. Below it is the text "Enter your company's Organization ID". There is a text input field containing "iastate" with a red arrow pointing to it. Below the input field is the URL "https://organization-id.qualtrics.com". A blue "Continue" button is highlighted with a red arrow. At the bottom, there is a link that says "Sign in with a username and password".

You may be asked whether you are an Undergraduate Student, Graduate Students, or Faculty/Staff: select a button to answer accordingly.

The system will do an OKTA authentication, which may flash on the screen. If you are already logged into the ISU Qualtrics license you should not be promoted to re-authenticate.

A list of ten Qualtrics support categories is displayed:

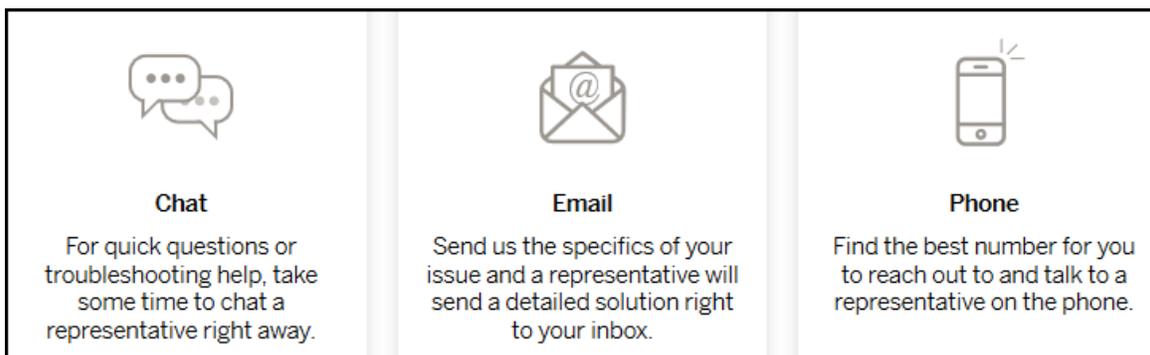


The image shows a grid of ten support request categories under the heading "What is your support request about?". The categories are:

- Deleting my account
- Recovering a deleted survey
- Changing survey ownership
- Upgrading my account
- Adjusting account permissions
- Updating my account information
- Increasing response / email limits
- Custom code (HTML, CSS, etc.)
- Platform overview / walkthrough
- I have a different support request.

Support for most of these categories can only be requested by the license **Brand Administrator**. Send these requests to ISU IT Services > [qualtrics-admins@iastate.edu](mailto:qualtrics-admins@iastate.edu)

If you choose **"I have a different support request"**, you are asked to identify the product. Select **'Survey Platform'**. Select your preferred communication mode and proceed with your support request.



The image shows three communication mode options:

- Chat**: For quick questions or troubleshooting help, take some time to chat a representative right away.
- Email**: Send us the specifics of your issue and a representative will send a detailed solution right to your inbox.
- Phone**: Find the best number for you to reach out to and talk to a representative on the phone.