Contacting Qualtrics Support

1. Click Help in top right when logged in

2. In Help window click ‘Contact Support’

3. In login Window click login with SSO
4. In organization ID box type in ‘staffordshire’ then click Continue

![Image of Qualtrics login page]

5. You will be logged in and taken to the Support Centre. Click ‘I have a different support request’.

![Image of Qualtrics Support Centre]

6. From the dropdown select ‘Survey Platform’ as the Qualtrics product.

![Image of Qualtrics dropdown menu]
7. Choose which support option you want: Chat, Email or Phone

8. If you select email, then you will see a form with your contact details already completed and you then need to provide further details of the issue. Enter a subject line then click the Technical Question/Issue button.

9. On the next screen fill in further details of the issue, including links to the survey, screenshots and other files. Give permission for them to log in to your account as that can help solve the problem.

10. When all details complete click Submit.

11. You will see a message that the request has been received.
Survey Link
Report Name
Contact List

Detailed Description of Issue

Please upload any helpful files (screenshots, CSV, etc.).

Drop files or click here to upload

Do you have additional files that you would like to upload?

Yes

Do you give us permission to login to your account, if necessary?*

Yes No

Submit