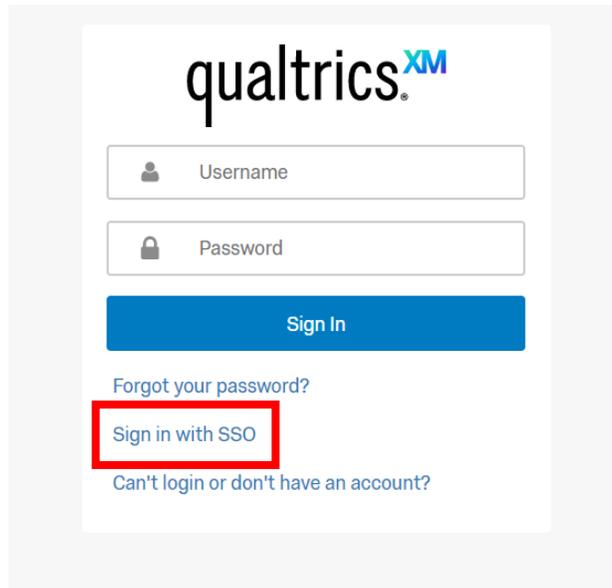


Instructions for Accessing Qualtrics Support:

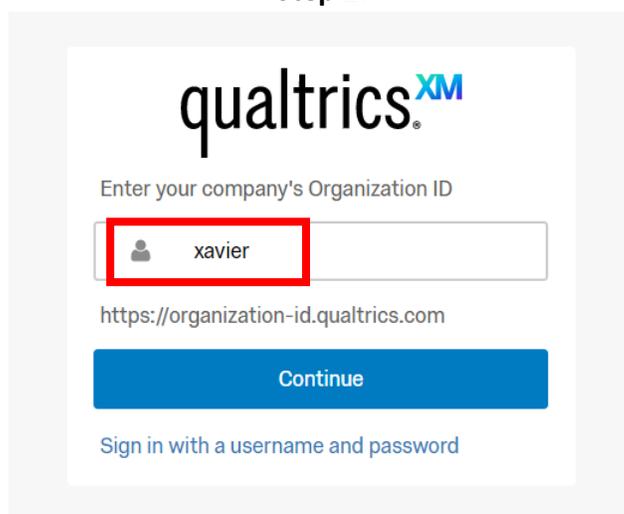
As of May 13, 2019 all Qualtrics users will need to login to the Qualtrics Support Center when submitting a Support Ticket. When prompted to login, select “Sign on with SSO” (Step 1) and enter the Organization ID: “xavier” (Step 2), then continue to sign in with your Xavier username (not full email address) and password (Step 3). When prompted for more details, select “I have a different support request” and “Survey Platform” as the survey platform we’re using (Step 4).

Step 1:



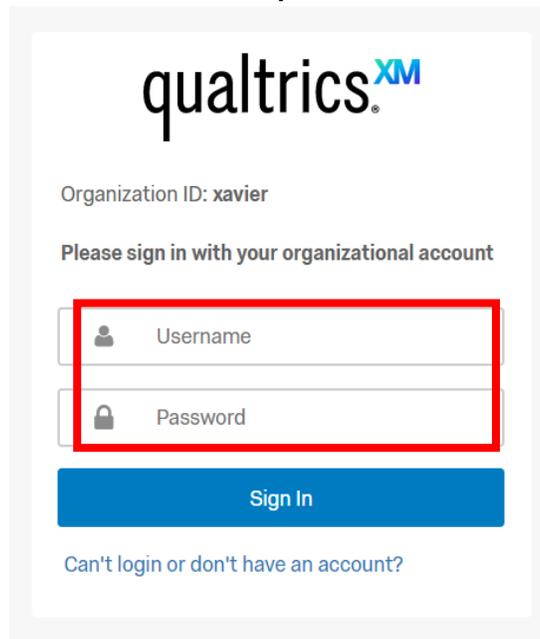
The screenshot shows the Qualtrics XM login interface. At the top is the Qualtrics XM logo. Below it are two input fields: 'Username' and 'Password'. A blue 'Sign In' button is positioned below the password field. Underneath the button are three links: 'Forgot your password?', 'Sign in with SSO' (which is highlighted with a red rectangular box), and 'Can't login or don't have an account?'.

Step 2:



The screenshot shows the Qualtrics XM Organization ID entry page. At the top is the Qualtrics XM logo. Below it is the text 'Enter your company's Organization ID'. There is an input field containing the text 'xavier', which is highlighted with a red rectangular box. Below the input field is the URL 'https://organization-id.qualtrics.com'. A blue 'Continue' button is located below the URL. At the bottom of the page is a link that says 'Sign in with a username and password'.

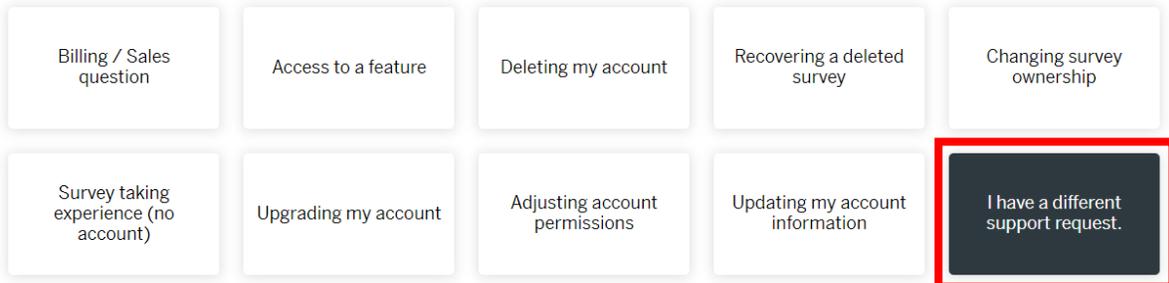
Step 3:



The image shows the Qualtrics XM login interface. At the top is the Qualtrics XM logo. Below it, the text 'Organization ID: xavier' is displayed. A prompt reads 'Please sign in with your organizational account'. There are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A blue 'Sign In' button is positioned below the fields. At the bottom, there is a link that says 'Can't login or don't have an account?'. A red rectangular box highlights the Username and Password input fields.

Step 4:

What is your support request about?



A grid of ten buttons representing different support request categories. The categories are: 'Billing / Sales question', 'Access to a feature', 'Deleting my account', 'Recovering a deleted survey', 'Changing survey ownership', 'Survey taking experience (no account)', 'Upgrading my account', 'Adjusting account permissions', 'Updating my account information', and 'I have a different support request.'. The 'I have a different support request.' button is highlighted with a red rectangular box.

What Qualtrics product are you using?



A dropdown menu with 'Survey Platform' selected. To the right of the dropdown is a link that says 'I'm not sure what product I'm using'. A red rectangular box highlights the dropdown menu.