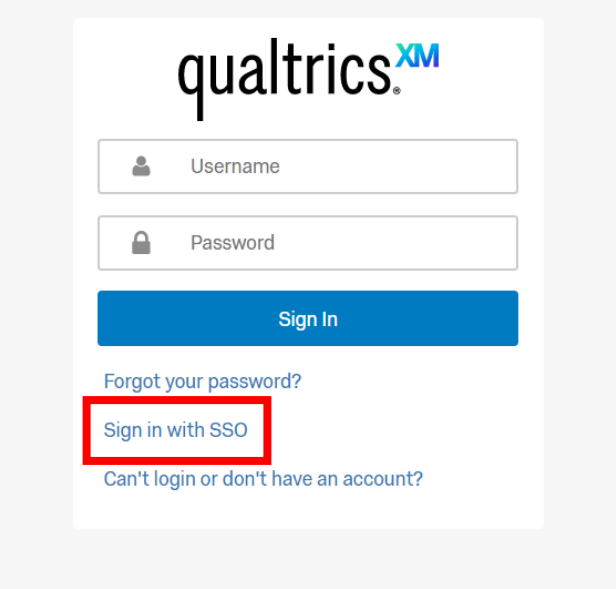
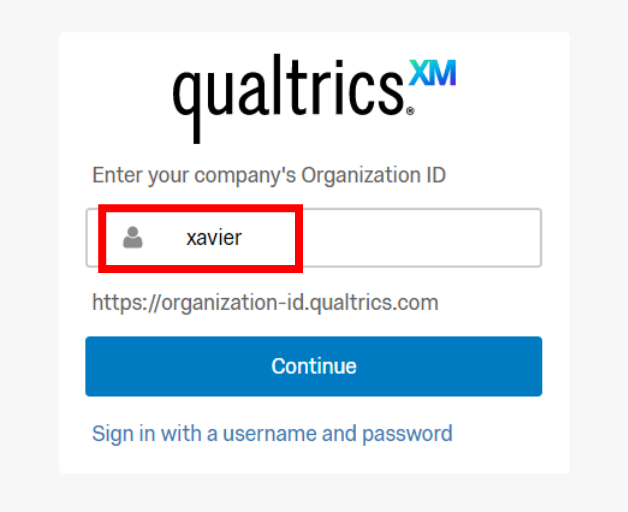
Instructions for Accessing Qualtrics Support:

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).

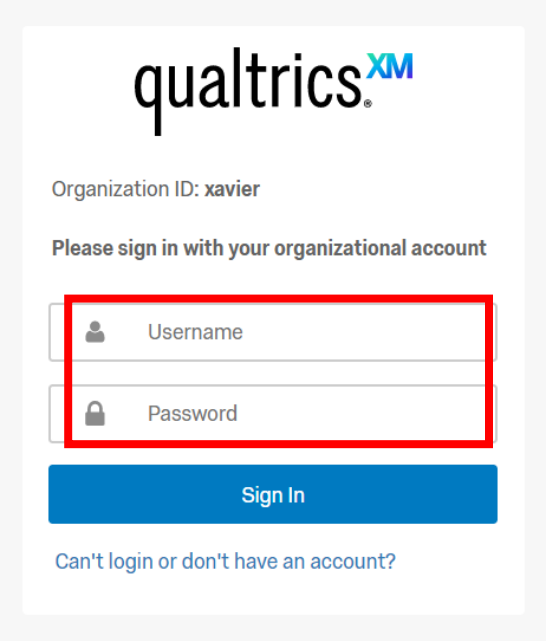
Step 1:



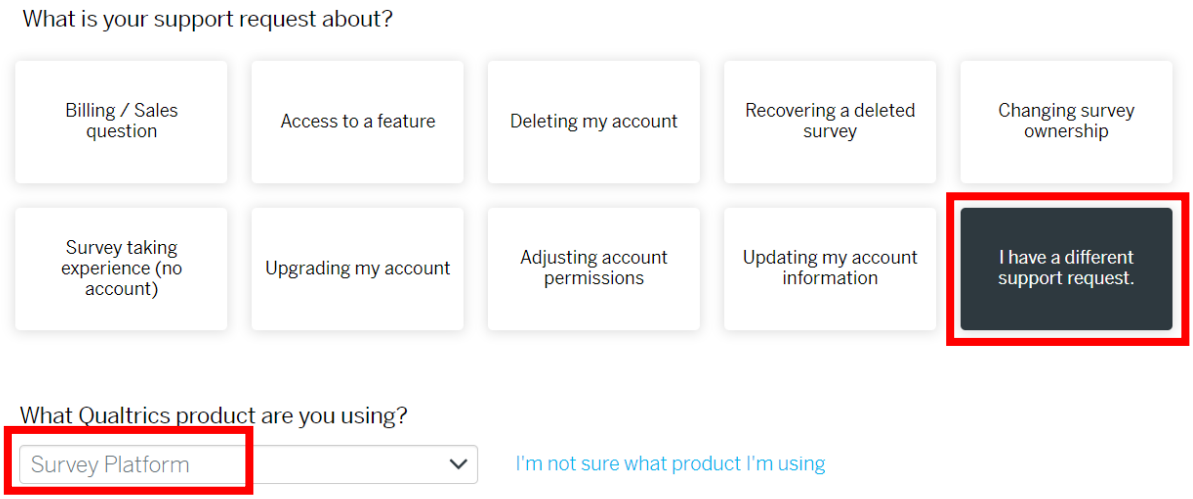
Step 2:



Step 3:


qualtrics XM
Organization ID: xavier
Please sign in with your organizational account
Username
Password
Sign In
Can't login or don't have an account?

Step 4:


What is your support request about?
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
I have a different support request.
What Qualtrics product are you using?
Survey Platform
I'm not sure what product I'm using