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:

![Sign in with SSO](image1)

Step 2:

![Organization ID](image2)
Step 3:

Step 4: