Getting Help

As of **August 19, 2020**, Qualtrics users seeking phone support (1-800-340-9194) will be required to **login** to Support Portal in order to connect with Qualtrics Support.

**Procedure to login to Support Portal:**

1. Copy/Paste the link [https://www.bgsu.edu/institutional-research/qualtrics.html](https://www.bgsu.edu/institutional-research/qualtrics.html) into your internet browser

2. **Click “Simply sign in here” under “Obtaining Access”**

Qualtrics

[Bowling Green State University / Office of Institutional Research / Qualtrics](https://www.bgsu.edu/institutional-research/qualtrics.html)

Qualtrics is an easy to learn tool for both student evaluations and research surveys offered to all faculty, staff and current students free of charge. By signing in with your BGSU Account information, you will automatically be granted access as an individual user.

**Obtaining Access:**

[Simply sign in here](https://www.bgsu.edu/institutional-research/qualtrics.html) or use the button link on this page. Once you have signed into the system, your account will be setup.

3. **Enter your normal BGSU login info**

![BGSU Single Sign On](https://www.bgsu.edu/institutional-research/qualtrics.html)

4. **Click ![icon](https://www.bgsu.edu/institutional-research/qualtrics.html)**
5. Click “CONTACT SUPPORT”

Qualtrics Support is your one-stop shop to learn how to use any part of the Qualtrics Platform. An entire library of articles, manuals, and troubleshooting tools - right at your fingertips.

6. Click “Sign in with SSO”

7. Type in BGSU over “Organization ID” then click Continue

8. You are at Qualtrics’ Support Portal site