

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> into your internet browser
2. Click **“Simply sign in here”** under **“Obtaining Access”**

Qualtrics

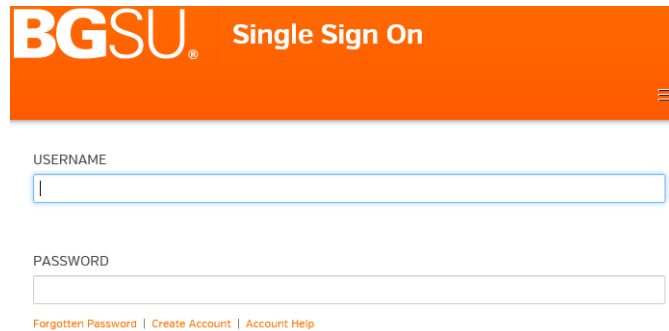
Bowling Green State University / Office of Institutional Research / Qualtrics

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:

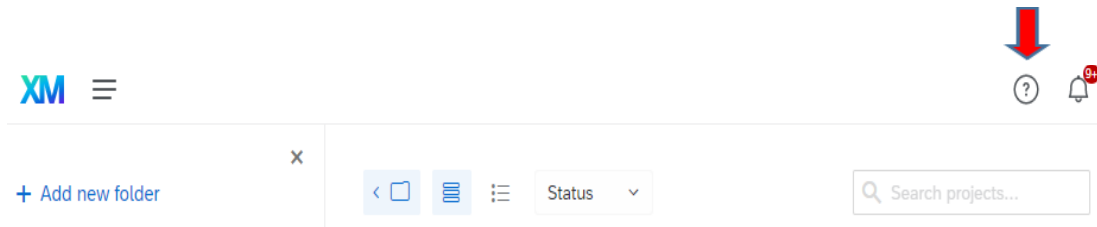
 **Simply sign in here** or use the button link on this page. Once you have signed into the system, your account will be setup.

3. Enter your normal BGSU login info



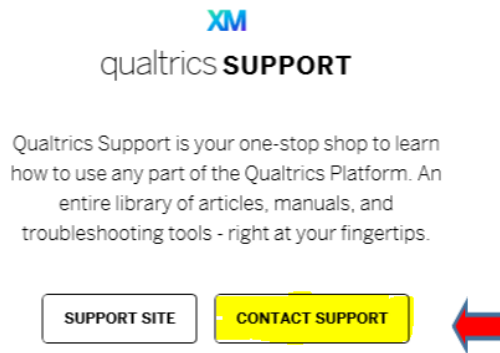
The image shows the BGSU Single Sign On login page. It features an orange header with the BGSU logo and the text "Single Sign On". Below the header are two input fields: "USERNAME" and "PASSWORD". At the bottom of the form, there are links for "Forgotten Password", "Create Account", and "Account Help".

4. Click 

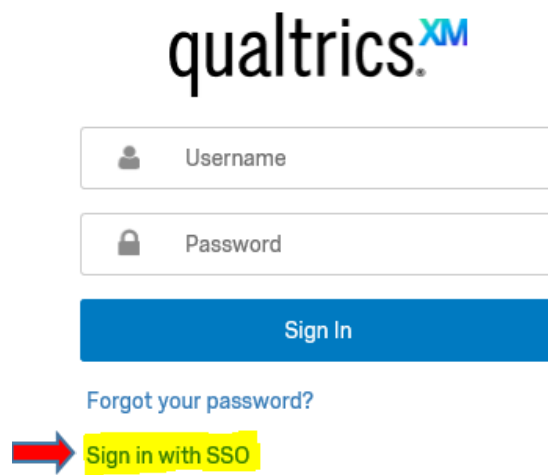


The image shows a screenshot of the XM interface. On the left, there is a blue "XM" logo with a hamburger menu icon. Below it is a search bar with the text "+ Add new folder" and a close button "x". In the center, there are navigation icons: a back arrow, a home icon, a list icon, and a "Status" dropdown menu. On the right, there is a search bar with the text "Search projects...". In the top right corner, there is a red arrow pointing down to a question mark icon and a notification bell icon with a red "9+" badge.

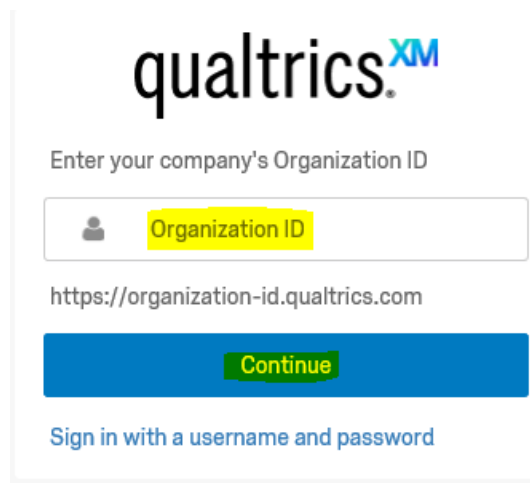
5. Click **“CONTACT SUPPORT”**



6. Click **“Sign in with SSO”**



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



8. You are at Qualtrics' **Support Portal** site