Getting Help

As of **August 19, 2020**, Qualtrics users seeking phone support (1-800-340-9194) will be required to **login** to [Support Portal](https://www.bgsu.edu/institutional-research/qualtrics.html) 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”

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

4. **Click “Help”**
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