Qualtrics

Overview
Qualtrics Research Suite is a web-based survey tool available to UWF faculty, staff, and students.

Pages on this Topic

Pages in the Business Process Library (for full-time employees)

Content by label
There is no content with the specified labels

Qualtrics Support

• Qualtrics is supported on the following web browsers: Internet Explorer 7+, Firefox 3+, Safari 4+ and Chrome 2+.
• If you have questions about how to use Qualtrics or are experiencing technical difficulties, you may open a ticket with Qualtrics by:
  • Logging into Qualtrics, scrolling over to the top right corner and clicking on "Support & Feedback". Fill in the required details and click submit.
  • Email support@qualtrics.com or call 1-800-340-9194. Qualtrics provides support Sunday 4PM - Friday 7PM Central & Saturday 10AM - 6PM Central.
• If you are a student, faculty, or staff and have difficulty accessing Qualtrics, please contact the ITS Help Desk at (850) 474-2075.

FAQs

✓ Why can't I see my surveys after I log in to Qualtrics?
  When your primary UWF email address changes and you log into Qualtrics, you will notice that you no longer see your surveys. If this happens, please contact the ITS Help Desk immediately for assistance.

✓ If I collaborate with a group of users repeatedly, do I need to search for each user each time to collaborate?
  If you repeatedly collaborate with the same group of individuals, a Qualtrics administrator can set up a Qualtrics Group for you. This will enable you to search only for the group that contain the users for collaboration purposes. These requests are only accepted for groups of 5 users or more. Please email your request to helpdesk@uwf.edu. In the request, include the UWF Argonet username of each user and the requested name of your group. Please allow up to 72 hours for the request to be processed.

✓ Does UWF offer classroom training sessions for Qualtrics?
  Please see the Registering for Qualtrics training sessions for more details.

✓ How do I create a copy of a Qualtrics survey?
  Visit the Creating a Project, Creating from a Copy for more details.

✓ Can I edit my 'reply-to' email in Qualtrics to a Department email account?
No. Qualtrics will only allow surveys to be sent from your email. This is a security measure that prevents users from sending as other users without their consent. As a workaround, we suggest composing an email in Gmail or Message Composer and inserting the survey link.

- **Do student accounts have more restrictions than facstaff accounts?**
  Yes. Below are the differences in restrictions for the 2 user types:

<table>
<thead>
<tr>
<th></th>
<th>Students</th>
<th>Facstaff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowed Outgoing Emails/Week</td>
<td>500</td>
<td>unlimited</td>
</tr>
<tr>
<td>Total Allowed Surveys</td>
<td>50</td>
<td>unlimited</td>
</tr>
<tr>
<td>Allowed Active Surveys</td>
<td>20</td>
<td>100</td>
</tr>
<tr>
<td>Allowed Graphics Storage (MB)</td>
<td>2000</td>
<td>10000</td>
</tr>
</tbody>
</table>

- **Where can I learn about new features?**
  You can learn about Qualtrics Research Core features at the [Experience Management Product Updates](#) website. Not all features will be available to UWF due to licensing. Please contact the ITS Help Desk for questions.

**ITS Help Desk**

(850) 474-2075
helpdesk@uwf.edu