



qualtrics.com[®]
Welcome Packet

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1 welcome to qualtrics

Qualtrics provides many resources to maximize your experience. Here are a few ways to learn more about your Qualtrics account.

LEARN THE SYSTEM

TRAINING—Qualtrics offers pre-recorded training videos that address anything from getting started in Qualtrics to finding customized survey solutions. For your convenience, we have also developed a 5-Step training program that will help you become a Qualtrics pro in minimal time.

Visit www.qualtrics.com/university to learn more.

SUPPORT— We pride ourselves on the help our support team can give you. You can contact them through email at support@qualtrics.com, talk to them in person at our support line [800-340-9194](tel:800-340-9194), tweet questions [@qualtrics](https://twitter.com/qualtrics), or visit our Facebook page at www.facebook.com/qualtrics. Our support team will get back to you quickly. Don't expect an invoice. Qualtrics support is free.

QUALTRICS UNIVERSITY WEBSITE—Qualtrics University has videos and articles to teach you how to use our software and do advanced research. You can visit Qualtrics University at www.qualtrics.com/university to find these resources.

BLOG—Qualtrics experts post a regular blog featuring company updates, customer highlights, and survey tips. Guest posts are always welcome and we encourage customer feedback. Be sure to visit the blog at www.qualtrics.com/blog.

FACEBOOK/TWITTER—Qualtrics is on Facebook and Twitter. Become a Qualtrics fan on Facebook at www.facebook.com/qualtrics. On this page, you can view tutorials and ask questions. You can also tweet support questions [@qualtrics](https://twitter.com/qualtrics), and our support team will get back to you with an answer.



2 getting started

Be sure to notify everyone in your organization who will use Qualtrics. We have sent you a flier that you can forward.

LOGIN PAGE

Within a week of invoicing, Qualtrics will set up a customized login page as a central location for users to create their accounts. Be sure to direct new users to the login page to create user accounts. This will ensure all user accounts can be administered under the same brand umbrella. (If users try to create accounts through the Qualtrics homepage, they will be disappointed to find that it is only a trial account). The Brand Administrator will have access to manage account permissions.

TRAINING SETUP

We have a number of online resources to make sure you can do anything from the simplest questionnaire to the most complex experimental design.

To help you get started, we offer pre-recorded training videos that you can watch at your convenience. Training videos last between 20 and 30 minutes. Watch a training at www.qualtrics.com/university.

BRAND ADMINISTRATOR TRAINING

Brand Administrators can receive special training on the “Administration” tab in Qualtrics. This tutorial is scheduled through your Account Representative or Qualtrics Training (training@qualtrics.com).

Brand Administrators are responsible for overseeing all user accounts and setting user permissions within a specific brand. They also relay information about Qualtrics to other users within the organization to promote its use.



The image shows a sample login page for Brigham Young University. It features the BYU logo on the left and a login form on the right. The form includes fields for 'Email / Username' and 'Password', a 'Login' button, and a link to 'Please click here to create an account.' Below the form, it says 'Powered by Qualtrics.com' and 'Forgot your password?'.

Example Login Page

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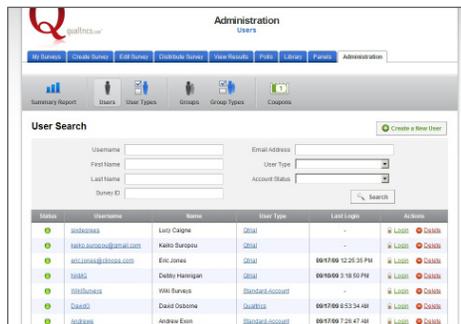
administrative tips

As your organization’s brand administrator, you may have questions. Here are some tips to help you get started.

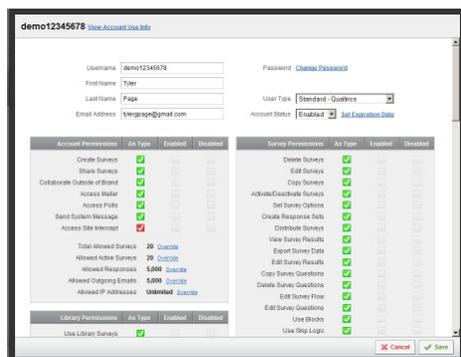
INTRODUCTION TO ADMINISTRATION

As your organization’s Brand Administrator, you have access to the Administration tab within your Qualtrics account. This tab enables you to create and manage users, reset passwords and control permissions.

You have the opportunity to participate in an Administrator Training, and we strongly recommend you do this within a few weeks of licensing. The Administrator Training is about 20-30 minutes long and will cover the functions of the “Administration” tab in Qualtrics. To schedule this or other trainings, contact training@qualtrics.com.



View/Search All Your Organization's Users



Control Individual User Permissions



4 key contacts

Qualtrics is ready to help you. Each of the resources listed here can help you get the most out of Qualtrics.

SUPPORT TEAM

Have a specific support problem and need to reach a human? Don't worry, Qualtrics has you covered. Email anytime, find us online, or give us a call, and our award winning support team will be there for you.

EMAIL: support@qualtrics.com

USA

CALL: 800.340.9194

HOURS: 9am–8pm EST

AUSTRALIA

CALL: +612 8011 3321

HOURS: 7am–5pm GMT+10

HONG KONG

CALL: +852 8199 0053

HOURS: 7am–3pm HKT

UK

CALL: +44 (0)2088 167 212

HOURS: 10am–1am GMT

TRAINING TEAM

Need to learn the tool? The training team is more than happy to show you the various training options available to you as part of your Qualtrics license.

EMAIL: training@qualtrics.com

CALL: 800.340.9194

PANELS TEAM

Need some respondents for your survey? The survey panels we provide are representative and help you find the people you need in order to get valid and appropriate results. [Click here](#) for more information.

EMAIL: panels@qualtrics.com

CALL: 800.340.9194

RESEARCH TEAM

Need a custom report or a quote on a specific project? Designing custom reports is an extra service provided by Qualtrics that helps your organization present results in the most professional and interactive way imaginable. [Click here](#) for more information.

EMAIL: research@qualtrics.com

CALL: 800.340.9194

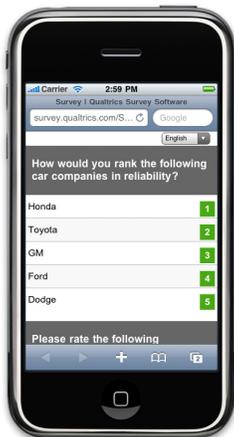


5 frequently asked questions

We know you will have questions about Qualtrics, and we are happy to answer them. Here are a few questions we hear most often.



Qualtrics University



Smart Phone Capabilities

IS THERE A MANUAL TO HELP ME LEARN QUALTRICS?

We now offer an all-encompassing guide to Qualtrics that you can download at www.qualtrics.com/thecompleteresearchsuite.

Also, the Qualtrics University website is available to you as a reference when working in Qualtrics. You can find answers to almost any question through this online resource. You can browse by topic for step-by-step instructions and watch our online training videos. Qualtrics offers pre-recorded trainings that address anything from getting started in Qualtrics to finding customized survey solutions. Please access Qualtrics University at www.qualtrics.com/university.

Also, within the system, the “Get Help” box will direct you to the Qualtrics University website which provides you with articles, tutorials, and assistance on specific functions within the system.

CAN QUALTRICS WORK WITH OTHER PROGRAMS I RUN?

Yes. Qualtrics can integrate via API's with other systems and databases.

WHERE CAN I USE QUALTRICS?

Qualtrics can be used anywhere the Internet is accessible. The Orlando Magic and other organizations have collected data during events, getting immediate feedback on smartphones and other devices. Qualtrics is very dynamic. If you have an idea, check with your account manager. We can probably do it.

HOW DO I GET ADDITIONAL RESPONSES IF I NEED THEM?

If you need additional resources of any kind, please contact your account manager. Our goal is to work with you to help you do great research.



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frequently asked questions

We know you will have questions about Qualtrics, and we are happy to answer them. Here are a few questions we hear most often.

CAN QUALTRICS CONNECT ME WITH PEOPLE WHO WILL TAKE MY SURVEY?

This is a special service we provide to our clients. Our panel team has access to several million panel members from all walks of life. Our panels are profiled so you can target the population your research requires. Also, we only charge based on valid completed responses so you are guaranteed to get the research you need without any additional costs after the fact.

Get a quote and speak with a panel manager about your project by emailing panels@qualtrics.com.

HOW DOES THE RENEWAL PROCESS WORK?

Your account manager will be in regular contact with you to answer questions and make sure you are happy with the software. When there are two months left in your license, we will contact you about renewing.

CAN QUALTRICS DO MY LAUNDRY? IT DOES EVERYTHING ELSE.

Not currently, but we'll take into consideration.



7 what else is available

Here are a few more services you can add to your Qualtrics account.



Conjoint Analysis



Custom Reports/Dashboards

PANEL SERVICES

Panels are a special service we provide exclusively to our clients. Our panels team has access to several million panel members from all walks of life. The panels are profiled so you can target the population your research requires. We only charge based on valid completed responses so you are guaranteed to get the research you need without any additional costs after the fact.

Get a quote and speak with a panel manager about your project by emailing us at panels@qualtrics.com.

PROFESSIONAL SERVICES

Our professional services team is designed to provide extra services to clients that are not available in traditional support.

- **CONJOINT ANALYSIS**- The professional services team can design, implement, and analyze conjoint projects.
- **CUSTOM REPORTS/DASHBOARDS**- Some situations require custom reporting and dashboards. The professional services team can customize reporting for your organization.

Contact research@qualtrics.com for more information.

SINGLE SIGN-ON

With a Qualtrics Enterprise license, administrators can set up a single sign-on system for Qualtrics. This makes it easy for administrators to control their sites and automatically revoke access to terminated employees and graduated students. Contact your account manager to find out more about single sign-on.

