



Frequently Asked Questions

Why Can't I Log in?

You should be trying to log in here: <https://westga.co1.qualtrics.com/WRQualtricsControlPanel/>

That is our personalized log in for our account and has SSO. You should be using your UWG user ID only (not full email), and westga password. Click 'I do not have a Qualtrics account' and your account should be created. If not, it is likely that at some point you created an account with the same email or tried to log in from the main Qualtrics page, which would have created an account separate from UWG as a trial user. If that occurred, log in from our page and click I do have an account and do not need to merge them.

Why can't I use the main Qualtrics Log in Page?

We use a UWG log in page so that everyone on campus can use a single ID and password to log in to UWG accounts, rather than having to memorize yet another password.

Can students use the account?

Yes! We have a license that is for all faculty, staff, and students. In order to ensure that students do not simply create surveys and send them out without oversight on a UWG branded background, a my.westga.edu account will need a self-enrollment code that can be provided by the Brand Administrator upon request from any faculty or staff member.

Where can I get support?

Qualtrics support is available at:

<https://www.qualtrics.com/support/>

Can I talk to someone at Qualtrics?

As of August 19, 2020, Qualtrics users seeking phone support will be required to login to the UWG Qualtrics page using their University User ID and Password and select "help" (upper right corner of the page). Once signed in, you will select a support topic so that Qualtrics can rout your request to the most qualified support person in that area. You can then request to receive help via chat, email, or phone.

Please see the *Contacting Support* page for detailed information found here:

<https://www.qualtrics.com/support/survey-platform/getting-started/help-and-feedback/#ContactingSupport>

This change is a required security update that continues to ensure the utmost privacy of user accounts, including preventing anyone from posing as another user.

Where can I find training?

We suggest going through the Qualtrics research suite found here:

<https://www.qualtrics.com/support/webinars/webinars/>

You can also request additional and/or specific training!

How do I transfer a survey in to (or out of) Qualtrics?

We suggest you contract Qualtrics support for help transferring surveys in or out of Qualtrics.