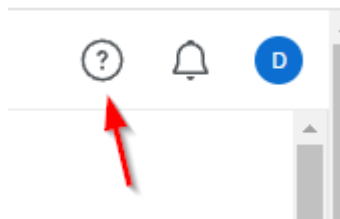


Requesting Support from Qualtrics

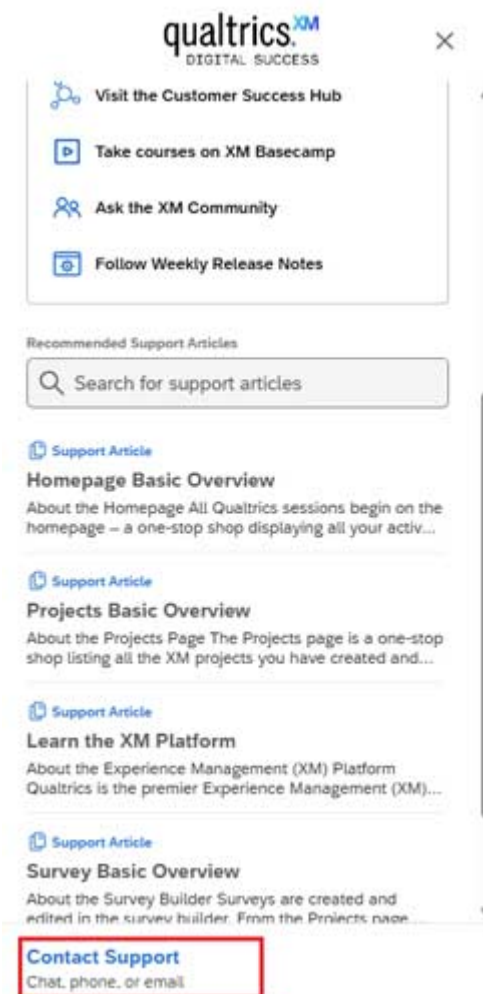
David Raco - 2025-04-14 - [Comments \(0\)](#) - [Qualtrics](#)

This article will guide you through the process of requesting help directly from Qualtrics.

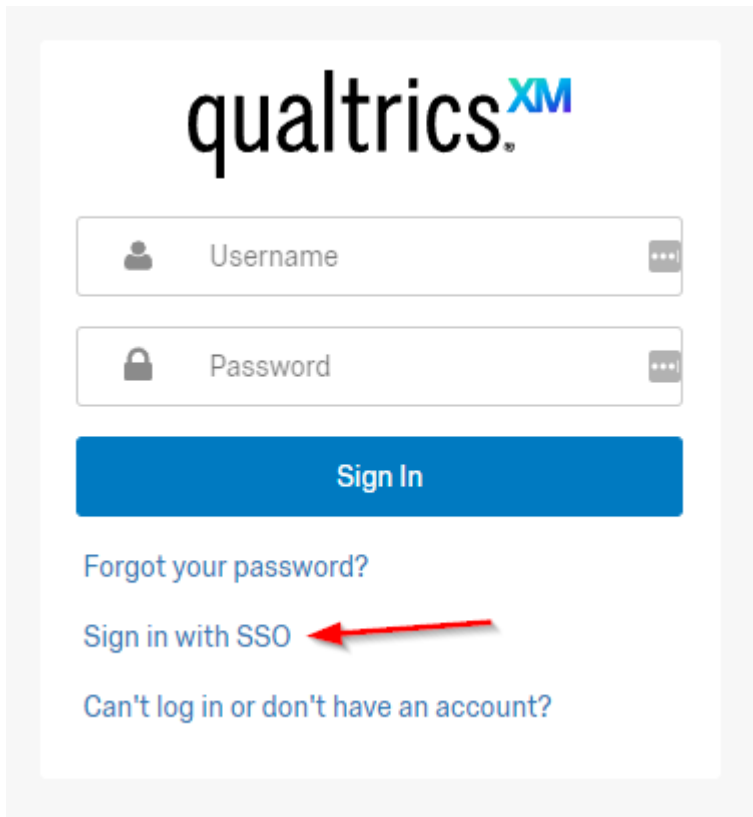
- Click the question mark icon in the top-right corner of the screen.



- Click the **Contact Support** button.

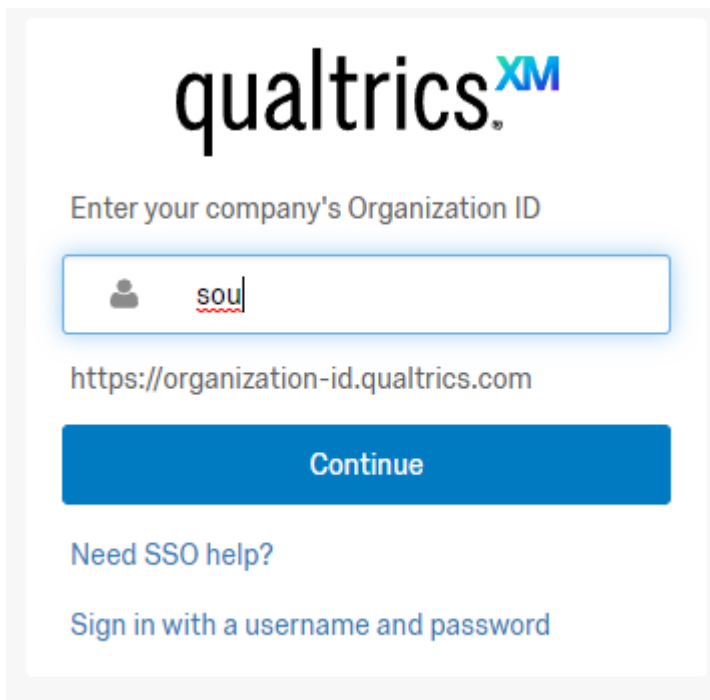


- Use the "Sign in with SSO" option



The image shows the Qualtrics XM login interface. At the top is the Qualtrics XM logo. Below it are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Both fields have a toggle icon on the right. A blue 'Sign In' button is positioned below the password field. Underneath the button are three links: 'Forgot your password?', 'Sign in with SSO' (which is highlighted with a red arrow), and 'Can't log in or don't have an account?'.

- Enter "sou" (without the quotes) as the organization ID and sign in.



The image shows the Qualtrics XM SSO organization ID entry screen. At the top is the Qualtrics XM logo. Below it is the text 'Enter your company's Organization ID'. There is a single input field containing the text 'sou'. Below the input field is the URL 'https://organization-id.qualtrics.com'. A blue 'Continue' button is located below the URL. At the bottom are two links: 'Need SSO help?' and 'Sign in with a username and password'.

- From there you can submit your support request to Qualtrics.

