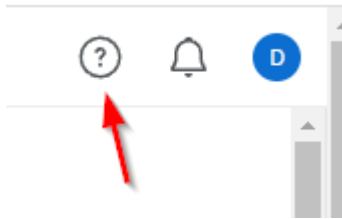


## Requesting Support from Qualtrics


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.

×


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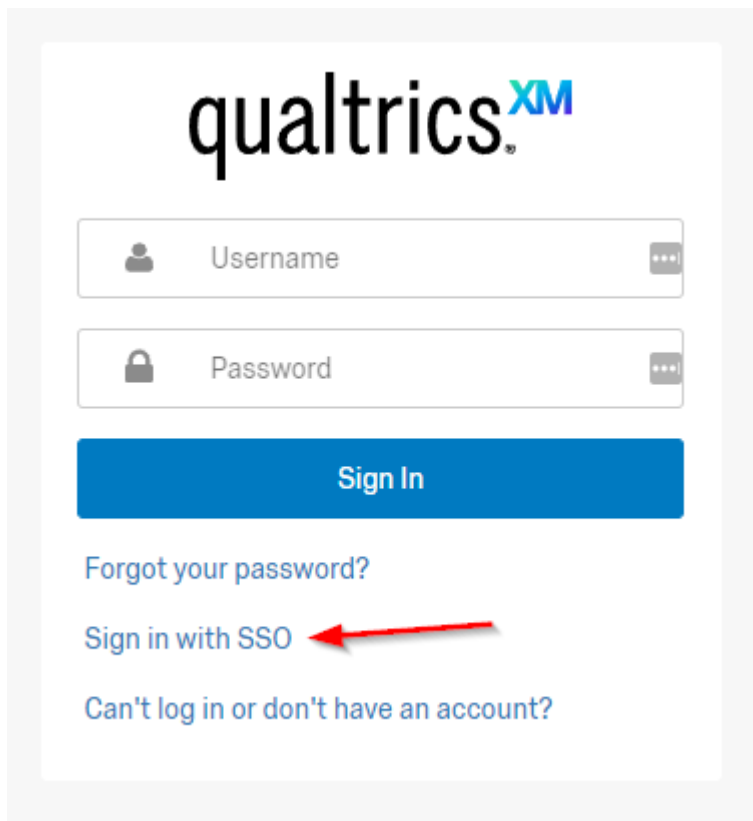
### Survey Basic Overview

About the Survey Builder Surveys are created and edited in the survey builder. From the Projects page...

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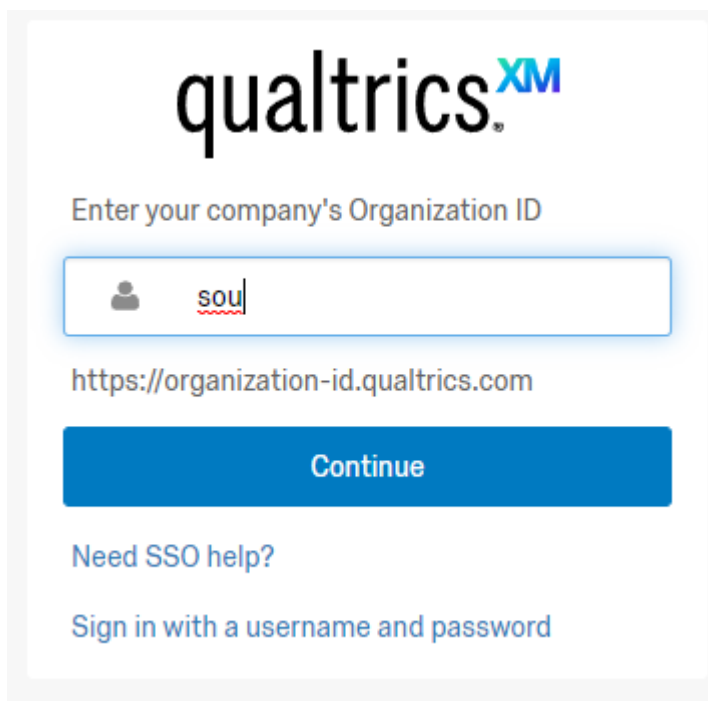
Chat, phone, or email

- 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. 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 has a red arrow pointing to it), 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 screen. At the top is the Qualtrics XM logo. Below it is the text 'Enter your company's Organization ID'. There is an 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.