How to access the Qualtrics CoreXM Survey Platform via your LU (Lincoln University) network/portal/web account:

1. In your web browser, use this direct URL (link)
   https://lincolnu.qualtrics.com

2. Next you will be directed to the LU sign on page. Sign in with your LU email address and password, then you will be redirected to your LU-Qualtrics account. You might have to sign on 2 times the first time you attempt to access your account.

Qualtrics XM Survey Platform Self Training Resources

Survey Projects Basic Overview
https://www.qualtrics.com/support/survey-platform/my-projects/my-projects-overview/

Learn to Use Qualtrics CoreXM (clikc here)
New to Qualtrics CoreXM? Start here! This video series will teach you the basics of building and distributing a survey project and how to report on your research data.

XM Basecamp (access to on demand and live training)
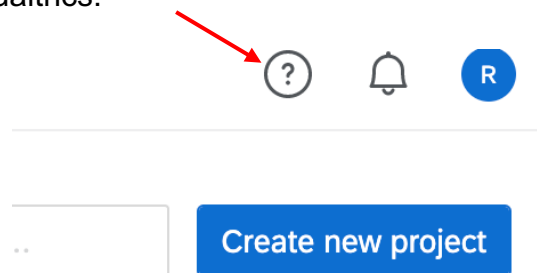https://basecamp.qualtrics.com/
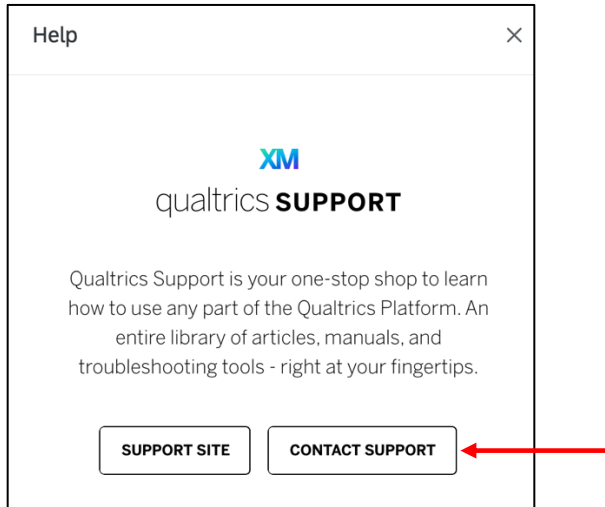
Qualtrics Support

Support is directly through Qualtrics through our annual service agreement included in the license and use fee. The Media Center is not trained to support Qualtrics so please access support direct from Qualtrics.

To access Qualtrics Support:

After you have logged in to your LU-Qualtrics account (instructions are on page 1). Click the circled question mark in the upper right corner for direct assistance from Qualtrics.
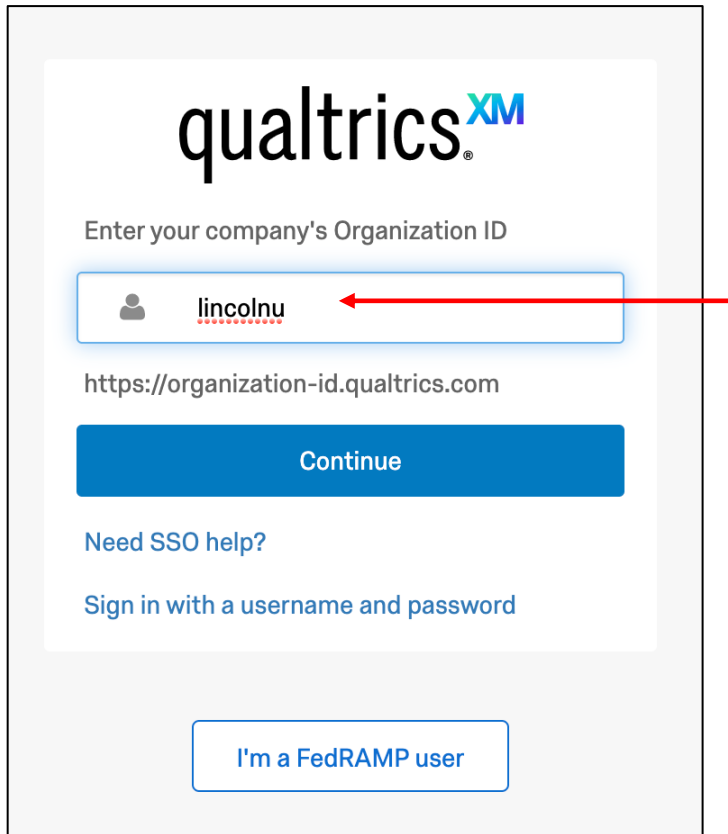

You will get a dialog box you can choose "Support Site" to search their help documents or click on "Contact Support"

Next you will be asked to sign in again make sure you click the "Sign in with SSO" option.

On the next page enter your company's Organization ID. It is: lincolnu

Then click the blue "Continue" button.

Next you will be directed to the LU sign on page. Enter your LU network/portal/web, username and password then click on SIGN IN, then you will be redirected to your LU-Qualtrics account.

Tip: Use your LU username (not your email address) e.g., asmi123

If you do not know it, you can use LU's self-service assistance here: https://selfservice.lincolnu.edu/Student/Account/ForgotUsername to get it sent to your LU email address.

Next, you will see choices, select "I have a different support request" then choose "Survey Platform" from the select a product drop down menu

Before getting in touch with our Support team, please answer the below questions.

What is your support request about?

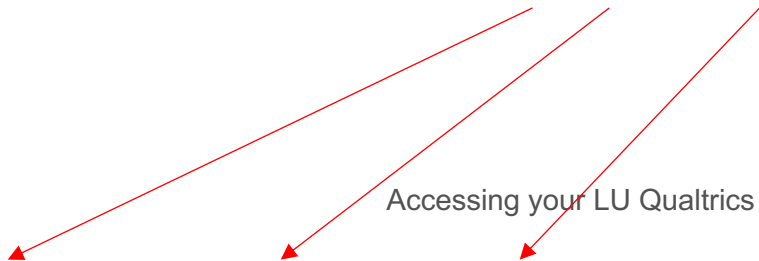| Custom theme request / update | Access to a feature | Upgrading my account | Custom code (HTML, CSS, etc.) | *I have a different support request.* |

What area of the Qualtrics product are you using?

*If you have questions regarding your COVID-19 Solutions build, please be sure to select **COVID-19 XM Solutions** below.*

✓ Select a product   I'm not sure what product area I'm using

- Survey Platform
- Stats iQ & Crosstabs
- SSO Settings / Setup
- CX & BX Dashboards
- XM Directory
- Website / App Feedback
- 360
- Employee Engagement
- Integrations / API
- COVID-19 XM Solutions
- Accessibility

You then can choose how to get support, either by Chat, Email or Telephone.

How would you like to get support today?

By submitting your request for Qualtrics Support, you agree that your personal data will be used and processed by Qualtrics LLC and its affiliates in accordance with the Qualtrics Privacy Statement. Please note, if you are a Qualtrics user, the ticket information you submit will be made available to your license's Brand Administrator.

Chat

For quick questions or troubleshooting help, take some time to chat a representative right away.

Email

Send us the specifics of your issue and a representative will send a detailed solution right to your inbox.

Phone

Get in touch with a representative over the phone right away.