To log into the Qualtrics support portal:

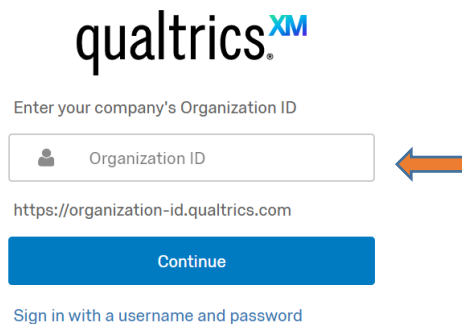1. Navigate to qualtrics.com/support

2. Click on **Contact Support** in the upper right-hand corner of the page
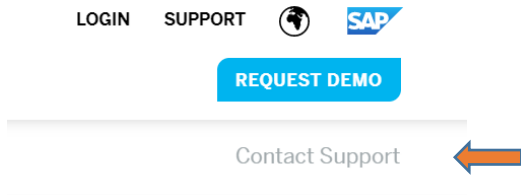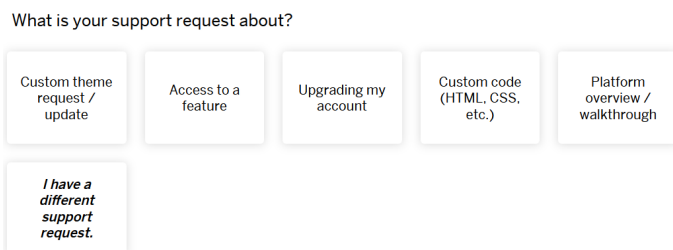

3. Click on **Sign in with SSO**
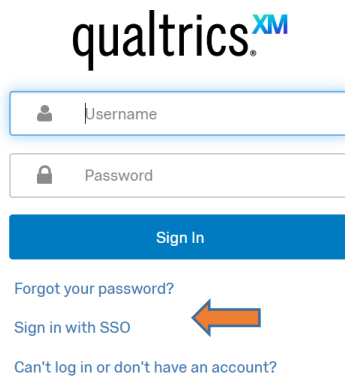
4. Enter "csueastbay" for organization ID

5. Select your request type

6. Select the area you need assistance with

What area of the Qualtrics product are you using?

If you have questions regarding your Daily Symptom Check (DSC), Mailing List to Survey Synchronizer (MLS), or Near Real Time Response (NRTR) surveys, please be sure to select **COVID-19 XM Solutions** *below.*

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

7. Select your choice of contact

How would you like to contact us?

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 and screen share upon request.

8. Log in using your Qualtrics SSO credentials

CALIFORNIA STATE UNIVERSITY EAST BAY

Login to Cal State East Bay

NetID

Password

☐ **Don't Remember Login**

Login

Note: Qualtrics no longer has a support phone number. Qualtrics will call you after you contact them through their support portal.