



## Qualtrics 101 – for CAES Faculty & Staff

### Technical Support

Contact OIT Help Desk at [oithelp@uga.edu](mailto:oithelp@uga.edu) or by phone at 706-542-2139

For more information and additional resources - <https://oit.caes.uga.edu/what-is-qualtrics-how-do-i-get-an-account/>

### Qualtrics Support

Phone or e-mail assistance from Qualtrics is available during their normal business hours, **9:00am - 8:00pm** Eastern Standard Time **Monday-Friday** (except holidays). Qualtrics will respond to support request calls or e-mails based on the order by which they are received.

- **Telephone (Toll Free):** 1-800-340-9194
- **Email:** [support@qualtrics.com](mailto:support@qualtrics.com)

### Online Training

Extensive online training material is available at [Qualtrics Survey University](https://www.qualtrics.com/support/).

- <https://www.qualtrics.com/support/>
- YouTube Videos: <https://www.youtube.com/user/QualtricsSoftware>
- The training material will help you to master Qualtrics in minimum time.
- A number of pre-recorded training sessions, as well as additional resources (such as "Free eBooks" and "Research Helps") can be accessed at this site.

