Qualtrics access, help and training

Qualtrics is a sophisticated online tool for creating forms and carrying out surveys and analysing responses, which is accessed via a web browser at lancaster.ac.uk/qualtrics.

Qualtrics maintains appropriate levels of data protection requirements and is approved by the University. Lancaster University has a full site licence for staff and students to use Qualtrics.

It is essential that surveys are accessible to everyone. People with visual impairments who use screen reading assistive technology may not be able to use some question types. Qualtrics includes a Check Survey Accessibility feature that will diagnose your survey, indicate which questions are inaccessible and provide recommendations for increased accessibility.

The following tips will help you to create accessible surveys:

- **Choose accessible survey questions.** Not all survey question types are accessible.
- **Add alt text** to all images.
- **Make sure your survey follows an accessible theme.**
- **Check the contrast, colour scheme and font size** to make sure that it is easily readable and can be interpreted by people with colour blindness and other visual impairments.

Further information is available on the Qualtrics Check Survey Accessibility website.

If you have previously used Qualtrics you can now migrate your existing surveys and results to your University login.

2. Log in using WebLogin.
3. When prompted, choose the option **I already have a Qualtrics account.**
4. Enter the e-mail address and password that you previously used to log in to Qualtrics.
5. Your existing account will be connected with your Lancaster login.
6. You will then be logged in to the Qualtrics control panel.
7. From this point on you should always login to Qualtrics with your University login via the link above.

If you have previously accessed Qualtrics only through surveys that people have shared with you, you will only be able to view those shared surveys based on the permissions that people have given you. To be able to create and edit surveys, you will need to log into Qualtrics directly at lancaster.ac.uk/qualtrics.

If you require assistance with Qualtrics that can’t be provided by ISS, you can contact Qualtrics support by:

1. Visiting the Qualtrics online support centre
2. Select 'contact support'
3. On the login screen select 'Sign in with SSO'
4. Enter 'lancasteruni' as the Organisational ID, you will now be taken to the Lancaster University web login page to authenticate. Please enter your University username and password.
5. Complete the form as required.