

UC Qualtrics Single Sign On (SSO) Guide

This guide is for UC staff and students accessing Qualtrics.

We made a simple improvement to how you access UC's Qualtrics licence. From **19 January 2026**, you will log in using Single Sign-On (SSO) via your UC Microsoft account (the same way you already access many university systems like Outlook, Teams, or AKO|LEARN).



Why?

- **Easier:** no more forgotten passwords or locked accounts
- **Faster:** your Qualtrics access is linked automatically to your UC Microsoft login
- **More secure:** ensures only active UC staff and students can access Qualtrics. You may be prompted for MFA, as you are for other UC systems.

Important: Your existing surveys and projects will remain completely accessible, and nothing is lost during the transition to SSO.

At a glance

- Qualtrics log in methods will change on 19 January 2026
- Most users: click **“Log in via UC Username (SSO)”**
- Your existing surveys and data are safe, and nothing will be lost
- Only teams using shared inboxes should use **“Qualtrics sign in page”**

How do I access UC Qualtrics?

Check out each of the sections below to see how to log in for **Existing Users**, **New Users**, and teams who log in to a **Shared Account using a shared inbox**. The next pages outline the simple steps for each user type, followed by a comprehensive list of FAQs.

Jump to:

- [**Existing User: I already have a UC Qualtrics account**](#)
- [**New User: I've never had a UC Qualtrics Account**](#)
- [**Shared Account: I use my team's shared email to log into a shared Qualtrics Account**](#)
- [**FAQs**](#)

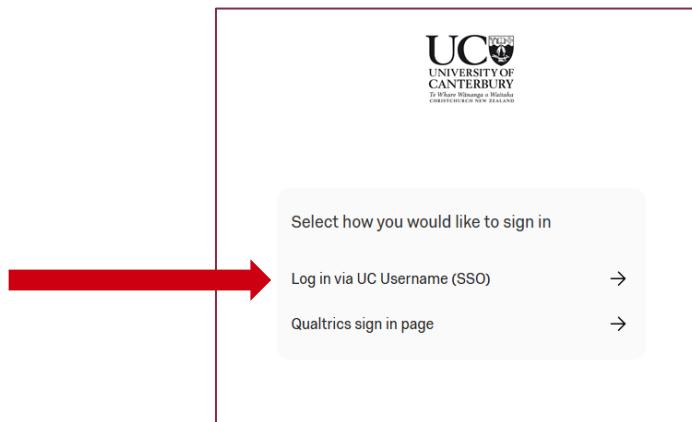
I need help! Something isn't working!

Email surveys@canterbury.ac.nz

Existing User: I already have a UC Qualtrics account

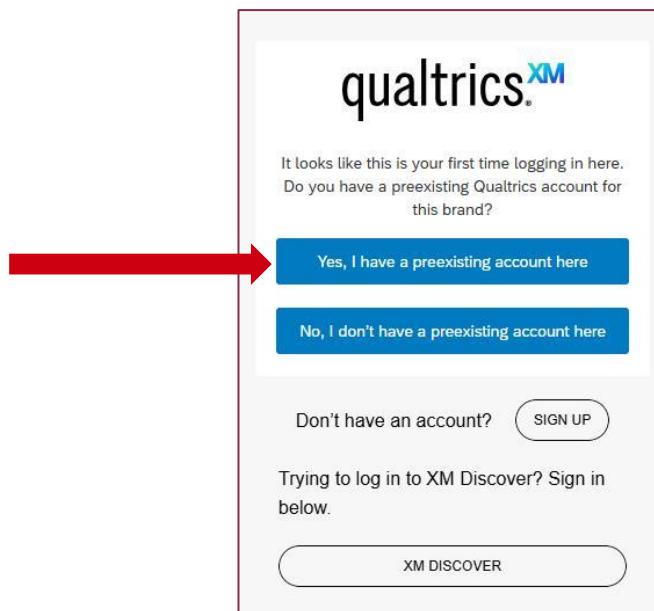
You're an Existing User if you previously had an account in the UC Qualtrics Brand.

- When you log in at <https://canterbury.qualtrics.com/>, you will see the screen below. Click “**Log in via UC Username (SSO)**”



- You will be directed to your Microsoft sign-in. Enter your usual UC username and password. *You may be asked to do multi-factor authentication (MFA).*
- For the very first time you log in using SSO, you may see the screen below. Click “Yes, I have a preexisting account here.”

This searches for an account that matches your UC email address. If you don't see this screen, don't worry.



- If you're then directed to your account, and see your preexisting survey projects:
 - Then you're in! Continue to use the “**Log in via UC Username (SSO)**” option.
- If you're then directed to an account that seems to be missing your survey projects:
 - don't worry - none of your surveys or data is lost! The system couldn't automatically find your existing account. Please email surveys@canterbury.ac.nz, and we will fix it.

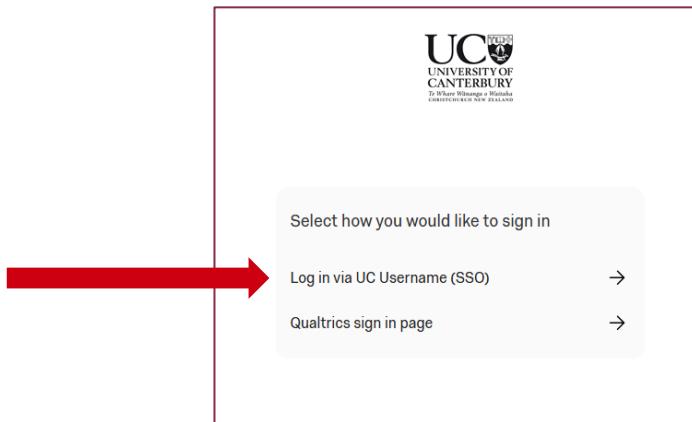
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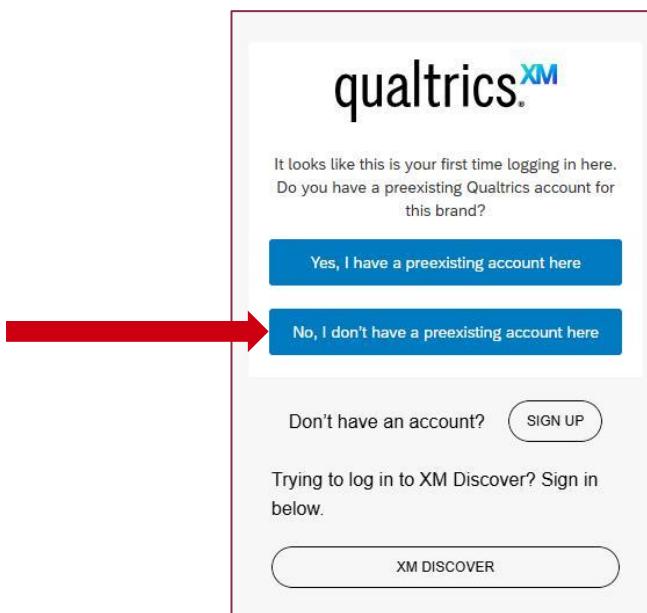
New User: I've never had a UC Qualtrics Account

You're a New User and want an account to use UC's Qualtrics.

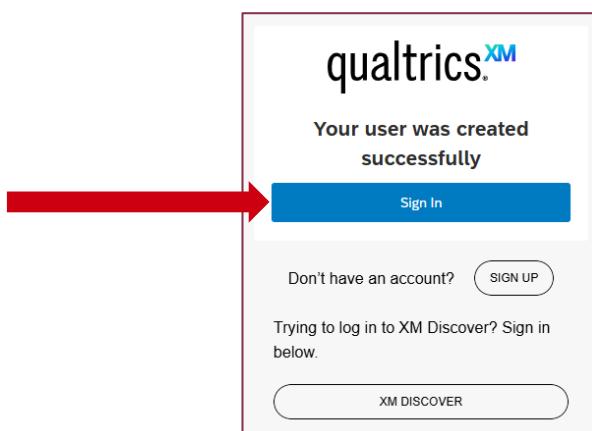
1. When you log in at <https://canterbury.qualtrics.com/>, you will see the screen below. Click “**Log in via UC Username (SSO)**”



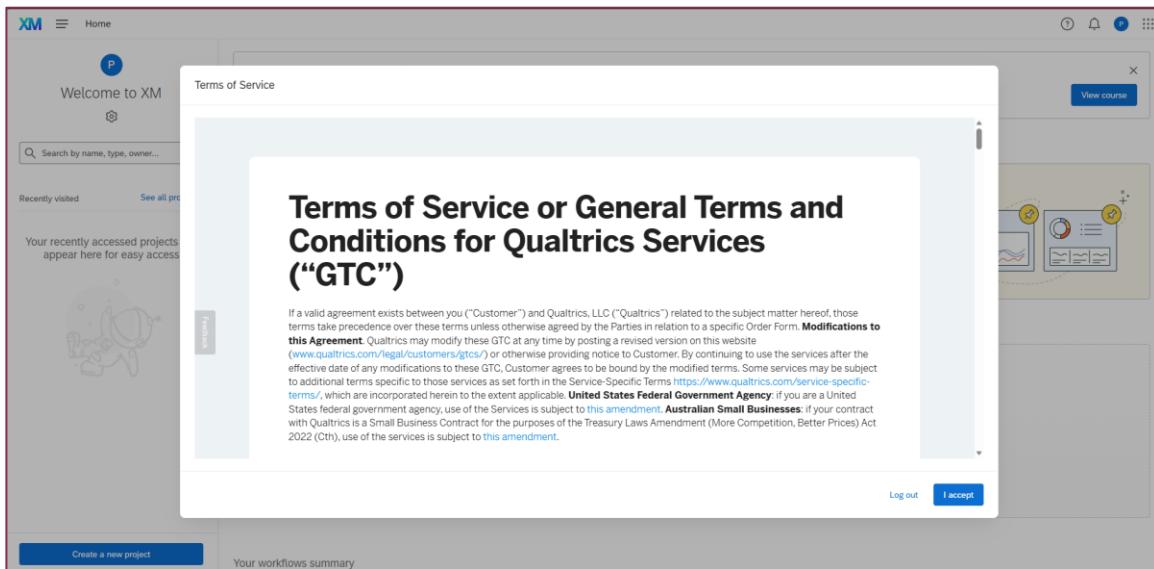
2. You will be directed to your Microsoft sign-in. Enter your usual UC username and password. *You may be asked to do multi-factor authentication (MFA).*
3. For the very first time you log in using SSO, you may see the screen below. Click “**No, I don't have a preexisting account here.**” *If you don't see this screen, don't worry.*



4. You will then see the screen below, confirming account creation. Click “**Sign In**”:



5. You will be directed to the Qualtrics platform. You'll see a screen like this; click "I accept":



6. That's it - you're ready to start using Qualtrics.

Continue to use the "**Log in via UC Username (SSO)**" option.

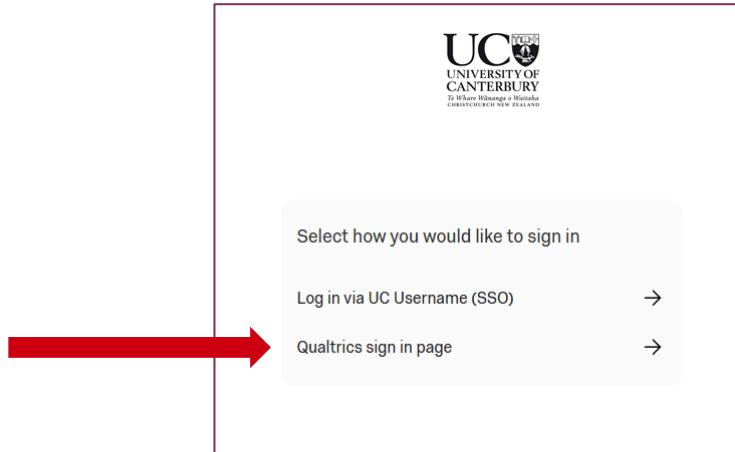
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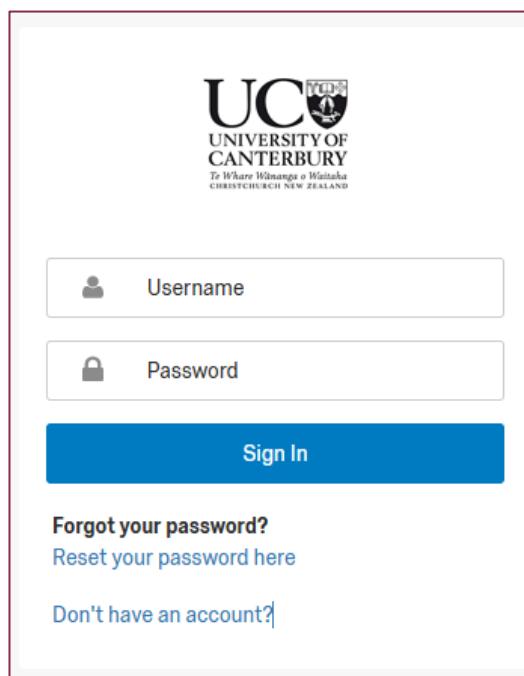
Shared Account: I use my team's shared email inbox to log into a shared Qualtrics Account

You're part of a team that uses a shared email account to log into a shared Qualtrics Account.

1. When you log in at <https://canterbury.qualtrics.com/>, you will see the screen below. Click “Qualtrics sign in page”



2. You will then see the screen below; log in using your shared email address as the username and type in the shared password:



3. You will be directed to the Qualtrics platform, and all your survey projects should be present.

Important: Shared accounts should only be used where necessary. Individual users should log in using SSO wherever possible.

I need help! Something isn't working!

Email surveys@canterbury.ac.nz

FAQs

- **I have an account already. Do I need to do anything before I use the SSO login?**
 - No. You don't need to create a new account or move any content. Just log in using "Log in via UC Username (SSO)" from the change date.
- **Will my existing surveys, data, and reports be affected?**
 - No. All your existing surveys, responses, reports, and files remain available.
- **What if my UC email address has changed since I first used Qualtrics?**
 - SSO matches accounts using your UC identity. In some cases, accounts created under an old or alternate email address may not be automatically matched. If this happens, email surveys@canterbury.ac.nz and we will merge your accounts.
- **Do I still need my Qualtrics password?**
 - No. If you are logging into an individual account, once you start using SSO, your UC Microsoft login replaces your Qualtrics password.
- **Why am I being asked to use the Authenticator app to log in?**
 - You may be prompted to approve multi-factor authentication (MFA) as part of UC's standard security process. This is the same process used for other UC systems.
- **I clicked "Yes" to merge, but I don't see my surveys — what should I do?**
 - Don't worry — nothing has been deleted. Email surveys@canterbury.ac.nz, and we'll help link your previous account to your SSO login.
- **I accidentally clicked "No" instead of "Yes" when asked to merge. Is that a problem?**
 - Not a problem. Contact surveys@canterbury.ac.nz, and we can merge your accounts for you.
- **I can log in, but I see fewer surveys than expected. Why?**
 - This usually means:
 - Your previous account couldn't be automatically matched, or
 - You're logged into a brand-new account created by SSO, or
 - You may have an account created using generic Qualtrics.com, outside of the UC licence.
 - Email surveys@canterbury.ac.nz and we'll resolve it.
- **What if I'm on leave / recently left UC / about to leave UC?**
 - Access to UC Qualtrics is for enrolled students and employed staff members. Access via SSO is tied to your UC Microsoft account. If your UC account is inactive, you may not be able to log in. Your Qualtrics account won't be deleted, but you may not be able to access it. Email us at surveys@canterbury.ac.nz if you have specific concerns.
- **I use my team's shared inbox to log in. Can we still use shared Qualtrics accounts?**
 - Yes. Shared accounts remain available using "Qualtrics sign in page." See [Shared Account section](#).
- **Should our team switch from a shared account to individual SSO logins?**
 - Where possible, individual SSO accounts are recommended. They provide better security, auditing, and support. Individuals can easily share and work together on surveys using [Collaborate](#) (opens new window). Shared accounts should only be used where necessary.
- **Will shared accounts move to SSO in the future?**
 - At this stage, shared accounts will continue to use the legacy login method. Any future changes will be communicated in advance.
- **Can I still log in from off-campus?**
 - Yes. SSO works from anywhere with an internet connection.
- **Will collaborators still be able to access surveys I own?**
 - Yes. Survey sharing and collaborator access work the same way as before.
- **Do I need to re-share surveys with collaborators after the change?**
 - No. Existing sharing settings are unaffected.
- **Does this change how participants access my survey links?**
 - No. Survey links and distribution methods are unchanged.
- **Is my data stored somewhere new?**
 - No. Data storage and hosting remain unchanged.