

## July 2020

If you have a UC Qualtrics account, log in here:

- <https://canterbury.qualtrics.com/login?path=%2FControlPanel%2F&product=ControlPanel>

If you **don't** have a UC Qualtrics account:

- Email [surveys@canterbury.ac.nz](mailto:surveys@canterbury.ac.nz) and we will make one for you

## Basic introductions to the Qualtrics Survey Tool

- **Qualtrics XM Basecamp**
  - Learn to Use Qualtrics CoreXM:
    - <https://basecamp.qualtrics.com/series/learn-to-use-qualtrics-research-core>
  - Implementing Research Methodology:
    - <https://basecamp.qualtrics.com/series/research-methodology>
- **Qualtrics Support Pages**
  - Managing multiple surveys, or 'Projects'
    - Projects Page:
      - <https://www.qualtrics.com/support/survey-platform/my-projects/my-projects-overview/>
  - Actually Building the survey
    - Survey Tab:
      - <https://www.qualtrics.com/support/survey-platform/survey-module/survey-module-overview/>
  - Getting the survey out
    - Distributions Tab
      - <https://www.qualtrics.com/support/survey-platform/distributions-module/distributions-overview/>
  - Taking data out of Qualtrics or looking at results during data collection
    - Data & Analysis Tab
      - <https://www.qualtrics.com/support/survey-platform/data-and-analysis-module/data-and-analysis-overview/>
  - Instructions for how to offer a survey incentive while keeping survey responses anonymised
    - <https://www.qualtrics.com/support/survey-platform/common-use-cases-rc/creating-an-anonymized-raffle/>
  - Survey Tips & Tricks
    - <https://www.qualtrics.com/support/survey-platform/common-use-cases-rc/survey-tips-tricks/>

### ***How do I make sure I've created my account under UC's Qualtrics license?***

Once you are logged into your Qualtrics account, select the account icon in the top right corner. Beneath your name, it will say where your account is affiliated; if it says the University of Canterbury, your account is within the UC Qualtrics license. If it says Qualtrics Sharing or QTrial, this indicates your account was made as a free account on a generic Qualtrics webpage and thus is not affiliated with UC. We will not be able to increase permissions, and we do not recommend surveying from this free account, as you will have issues extracting data and sending out multiple survey mailings.

### ***What should I do if I accidentally created an account on Qualtrics.com, and it's not affiliated with UC?***

If you created a free Qualtrics account on Qualtrics.com, we cannot increase permissions or provide access to features that you would have under the UC Qualtrics license. Thus, we highly recommend that you initiate a User Move by contacting Qualtrics 24/7 Support at +64 9 887 3168 or [support@qualtrics.com](mailto:support@qualtrics.com). Note, you may need to log in at <https://www.qualtrics.com/support/> for support. Please also contact UC Qualtrics system administrator at [surveys@canterbury.ac.nz](mailto:surveys@canterbury.ac.nz) as Qualtrics needs to verify your right to access the UC licence.

*A Qualtrics User Move can take anywhere from a few days, to several weeks, so we recommend initiating this process as soon as possible, as we cannot speed up this process at UC's end.*

Contact [surveys@canterbury.ac.nz](mailto:surveys@canterbury.ac.nz) with further questions.