



## **Quick Start Guide**

**Naval Postgraduate School**

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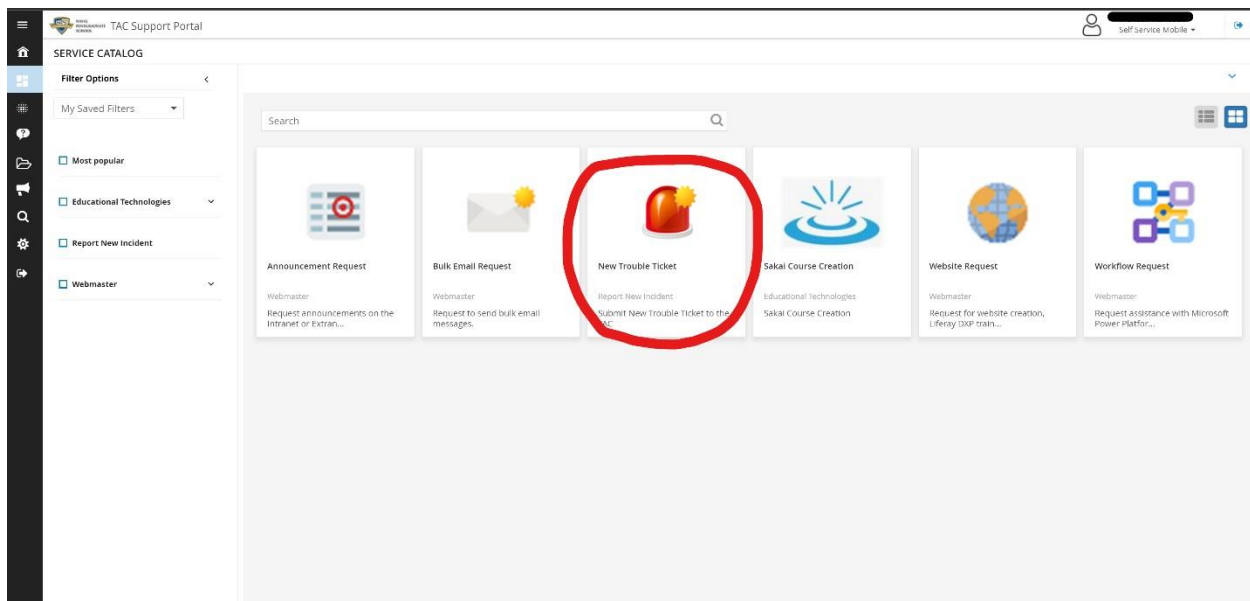
# How to Request a Qualtrics Account


Create a new self-service trouble ticket at the [TAC Support Portal](#)


If you are logged in on the NPS EDU network, single sign-on will automatically authenticate you.


- **Summary:** Request to Add Account to Qualtrics active directory group
- **Description:** Please add the following accounts to the Qualtrics (*STUDENT, STAFF, FACULTY*) active directory group: [USERNAME@NPS.EDU](#)

**\*\* DO NOT PUT ALL THREE ROLES** in your request. Pick the role that you are currently in. *You may submit multiple accounts in one request if they are the same role.*



 **TAC Support Portal**


 [Service Catalog](#)

 **New Trouble Ticket**  
 Submit New Trouble Ticket to the TAC

**Incident ID:** 5001851  
**Status:** Logged


**Reported For Another Person**

**Summary**  
 \* Request to Add Account to Qualtrics AD Grc

**Description**  
 None | **B** | *I* | U | >> | 

Please add the following accounts to the Qualtrics (STAFF, FACULTY, STUDENT) active directory group USERNAME@nps.edu

**Urgency**



**Attachments**  
[Attach](#)

- Please contact the TAC at [ITHelp@nps.edu](mailto:ITHelp@nps.edu) with any questions or the NPS ITACS Webmaster team at [webmaster@nps.edu](mailto:webmaster@nps.edu).

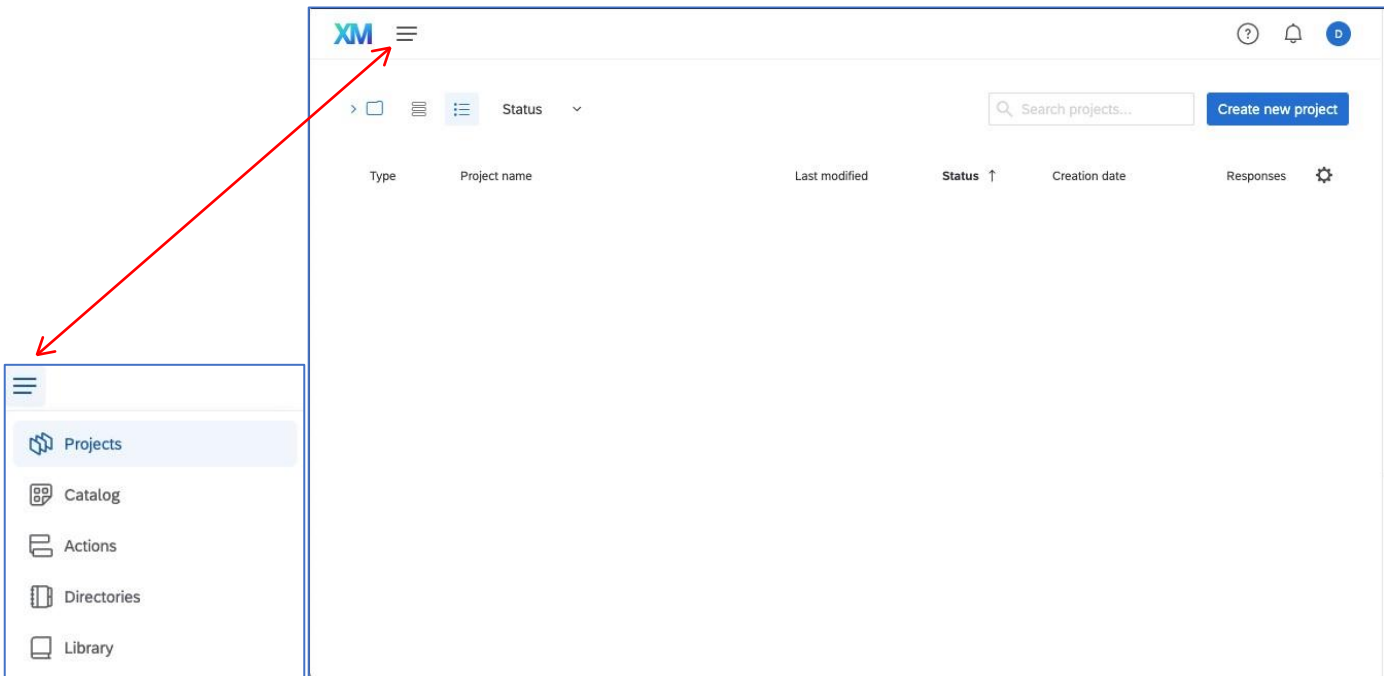
## Access Qualtrics with Single Sign-on

- Use the [NPS single sign-on](#) (SSO) page
- You should see the login dialog below



- Select “My organization’s single sign-on (SSO) →”

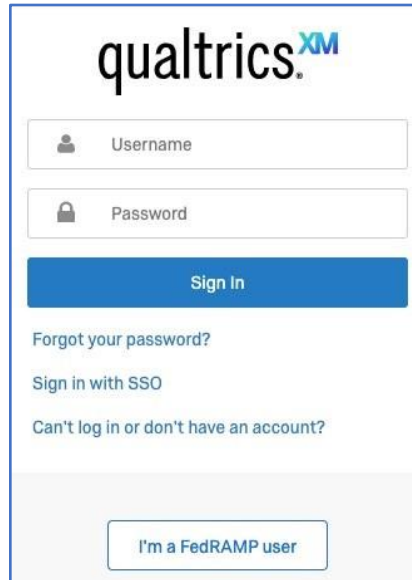
- 
- You will arrive at the Qualtrics Projects page
  - Use the menu to access other pages



## How to Contact Qualtrics Support

This requires everyone to click on “FedRAMP user” and use SSO

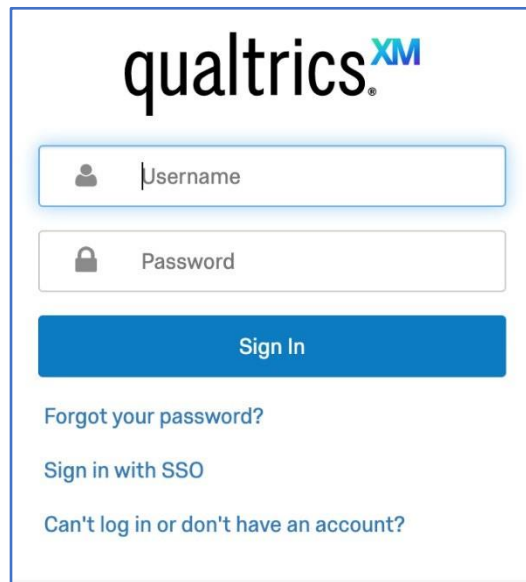
- Use the [Qualtrics FedRAMP user login page](#)
- You should see the login screen below



The image shows a login form for Qualtrics XM. At the top is the logo "qualtrics XM". Below it are two input fields: "Username" with a person icon and "Password" with a lock icon. A blue "Sign In" button is positioned below the fields. Underneath the button are three links: "Forgot your password?", "Sign in with SSO", and "Can't log in or don't have an account?". At the bottom of the form is a button labeled "I'm a FedRAMP user".

- Select “I’m a FedRAMP user”
- 

- *This leads to another login screen that looks very similar to the first login, but without the “I’m a FedRAMP user” button*



The image shows a second login form for Qualtrics XM, which is identical to the first one but lacks the "I'm a FedRAMP user" button at the bottom. It features the "qualtrics XM" logo, "Username" and "Password" input fields, a blue "Sign In" button, and links for "Forgot your password?", "Sign in with SSO", and "Can't log in or don't have an account?".

- On this screen select “Sign in with SSO”
-

The image shows a Qualtrics XM login screen. At the top is the Qualtrics XM logo. Below it, the text reads "Enter your company's Organization ID". There is a text input field containing the Organization ID "navalpostgradfedramp". Below the input field, the URL "https://organization-id.qualtrics.com" is displayed. A blue "Continue" button is positioned below the URL. At the bottom of the screen, there is a link that says "Sign in with a username and password".

- Enter our Organization ID: **navalpostgradfedramp**
- Continue

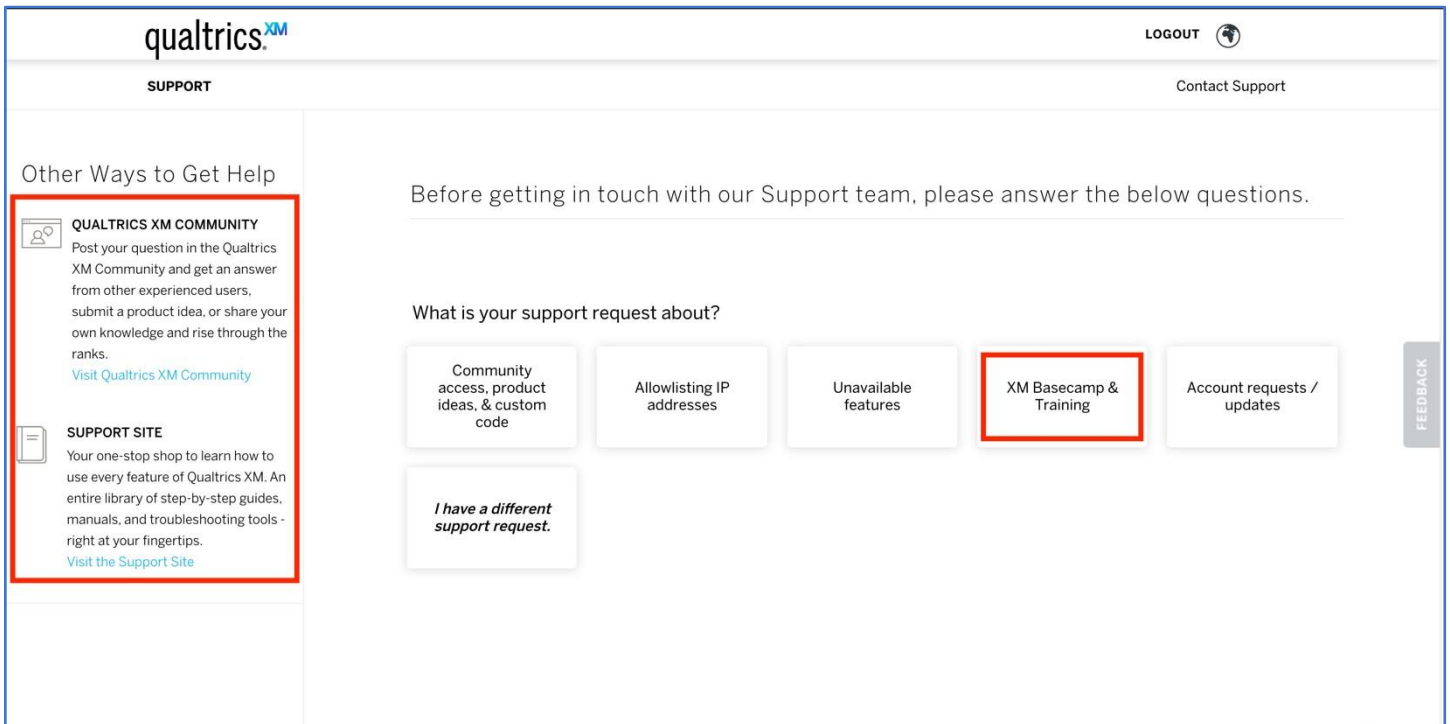
- 
- *This leads to a fourth login screen that looks like the original*

The image shows a Qualtrics XM login screen. At the top is the Qualtrics XM logo. Below it, the text reads "Select how you would like to sign in". There are two options listed: "Qualtrics sign in page" with a right-pointing arrow, and "My organization's single sign-on (SSO)" with a right-pointing arrow.

- Select **"My organization's single sign-on (SSO) →"**

- 
- *You should arrive at the Qualtrics support page*

- The links under “Other Ways to Get Help” are a must:
  - [Qualtrics XM Community](#)
  - [Support Site](#)
- Also see “[XM Basecamp & Training](#)” for on-demand, and live training

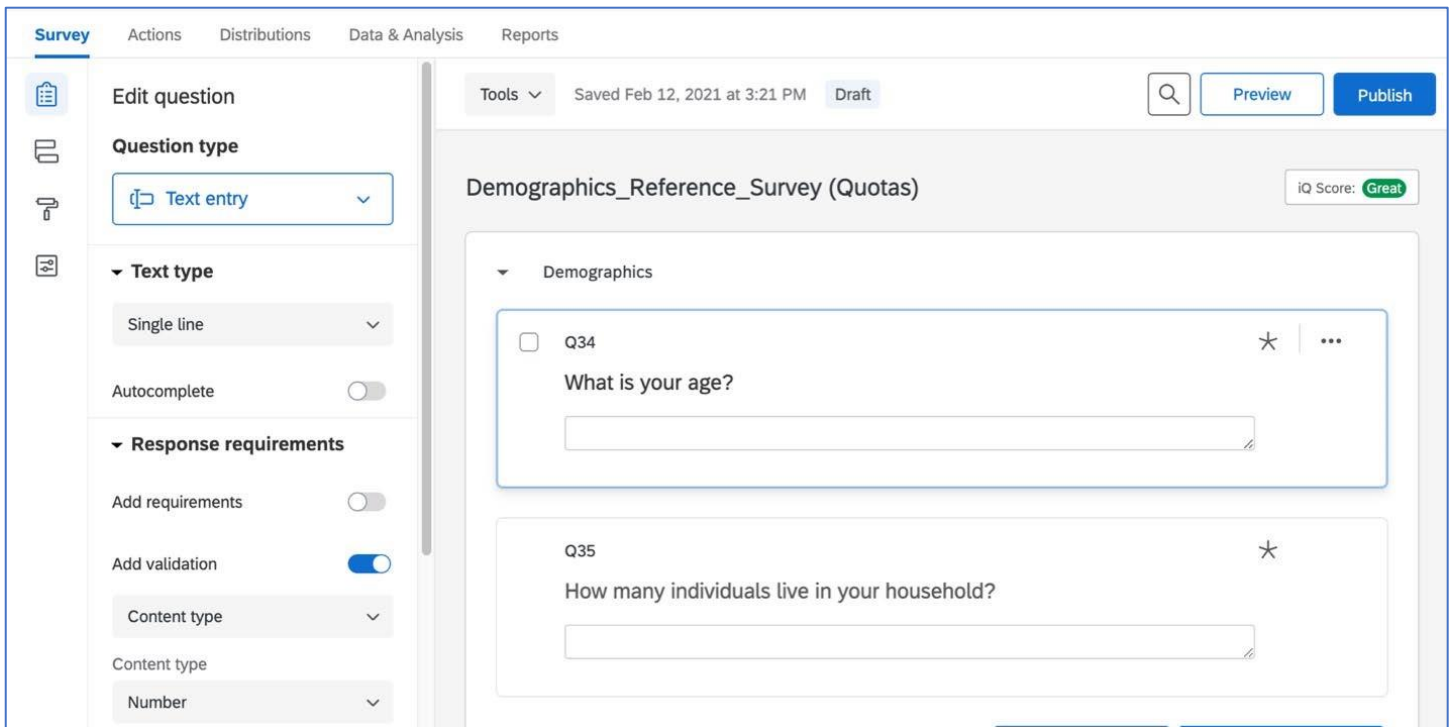


## Working with Surveys

Survey    Actions    Distributions    Data & Analysis    Reports

The Survey tab lets you design, build, and edit surveys. Here you’ll create insightful questions, add logic, deploy validation, apply a look and feel that will engage your participants, and highlight your brand. Learn how to build effective surveys in this [Basic Overview](#).

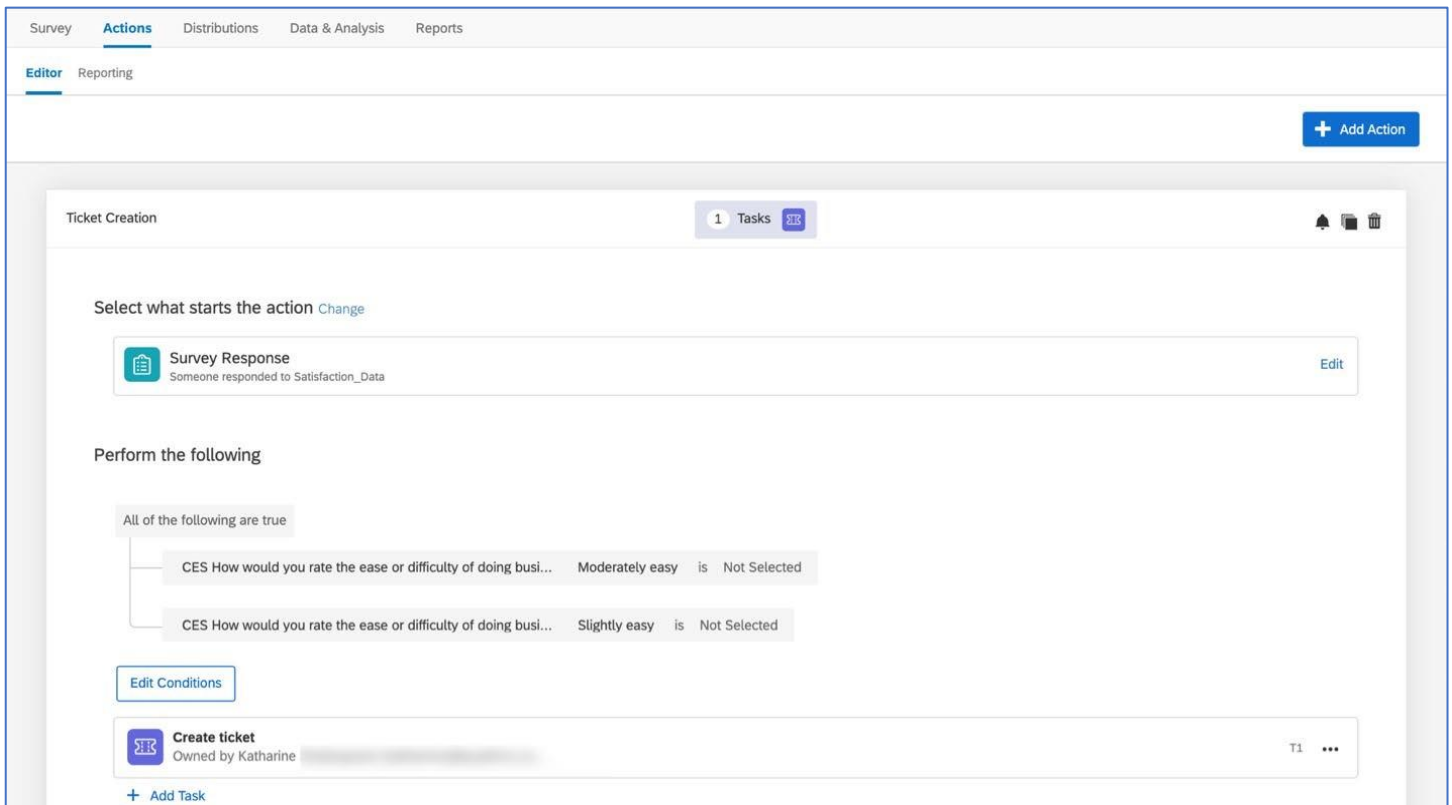




## Working with Actions

Survey   Actions   Distributions   Data & Analysis   Reports

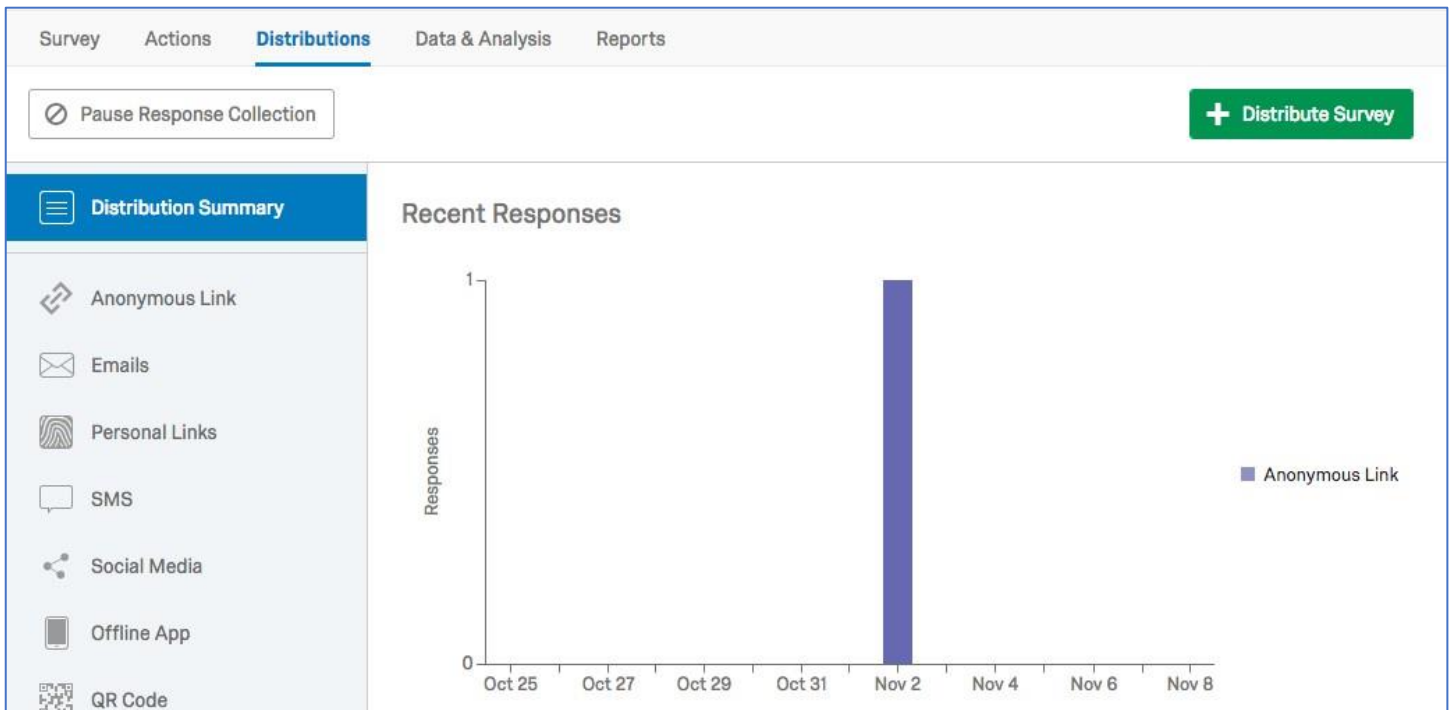
The Actions tab reacts to live survey responses with a variety of tasks, like response tickets, email responses, Salesforce triggers, and more. An unhappy response can trigger a high priority ticket to your support center and fire a trigger to Salesforce. A student request for Biology tutoring can trigger a message to a department's tutorial team. Learn more in this [Basic Overview](#).



## Working with Distributions

Survey    Actions    Distributions    Data & Analysis    Reports

The Distributions tab lets you pick from a wide variety of distribution channels. Choose the most effective distribution for your audience: email, mobile device, SMS, QR code™, anonymous link, or an appropriate social media channel. Learn how in this [Basic Overview](#).



## Working with Data & Analysis

Survey    Actions    Distributions    Data & Analysis    Reports

The Data & Analysis tab manages and analyzes participant responses. The tab hosts six powerful sections: Data, Text, Stats iQ, Predict iQ, Crosstabs, and Weighting. (If you have an Stats iQ section, this means you have the Stats iQ product. Be sure to check out the [Stats iQ Basic Overview](#) support page for details on this section.) From these tools you can view, filter, tag, edit, translate, weight, and delete responses. You can review text analytics, apply cross tabulations, import and export responses, and more. Learn more in this [Basic Overview](#).

Survey   Actions   Distributions <b>Data &amp; Analysis</b> Reports			
<b>Data</b> Text   Stats iQ   Predict iQ   Crosstabs   Weighting			
Add Filter ▾		Response Quality <span style="color: green;">100%</span>	Recorded Responses <b>50</b> Responses in Progress <b>0</b>
With Selected ▾		Page 1 of 3 ▾	Export & Import ▾   Edit   Tools ▾
<input type="checkbox"/>	Recorded Date	Q4 - How satisfied are you with your visit today?	Actions
<input type="checkbox"/>	Dec 3, 2019 11:12 AM	Extremely satisfied	▾
<input type="checkbox"/>	Dec 3, 2019 11:12 AM	Slightly dissatisfied	▾
<input type="checkbox"/>	Dec 3, 2019 11:12 AM	Moderately satisfied	▾
<input type="checkbox"/>	Dec 3, 2019 11:12 AM	Extremely satisfied	▾

## Working with Reports

Survey   Actions   Distributions   Data & Analysis   Reports

The Reports tab lets you present the insights you've gathered with powerful visualizations, graphs, tables, charts, and more. This tab lets you filter data, pages, and visualizations to create custom report pages for many potential and different audiences. Investigate your Results-Reports in the [Results-Reports Basic Overview](#) and your Advanced-Reports in the [Advanced-Reports Basic Overview](#). For differences between Results-Reports and Advanced-Reports, visit the [Results vs. Reports](#) support page.

Survey   Actions   Distributions   Data & Analysis   **Reports**

**Results**   Reports

Report: **Default Report** ▾   Add Filter ▾

Share Report ▾   ⚙️ ▾

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← Add Report Breakout ▾

🔍 Search Questions

+ Create Custom Page

- — Overall - Overall, how satisfied or dissatisfied are you with our company?
- — CES - How would you rate the ease or difficulty of doing business with our company?
- — ContactFreq - How often have you contacted our company directly with specific questions or concerns?

Overall - Overall, how satisfied or dissatisfied are you with our company? Page Options ▾

Satisfaction Level	Percentage
extremely dissatisfied	25%
slightly dissatisfied	35%
neither satisfied nor dissatisfied	15%
slightly satisfied	20%
extremely satisfied	45%