

# Qualtrics Account

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Qualtrics can help you create and distribute business/customer surveys, collect results, and analyze results. Full-time Wharton faculty, staff, and students are eligible for a Qualtrics account as long as their PennKey account remains active (student access ends following graduation).

Before you start you will need:

- An active PennKey Account

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On **July 24th, 2023** we migrated PennKey Qualtrics accounts to SSO Login. If you had an account prior to that date and used a password to log in to Qualtrics, you should now select **PennKey sign in page**. All of your work will appear just as it had prior to the migration.

If you manage an account that is not connected to a PennKey, such as a service account or departmental group account, select **Qualtrics sign in page** and use the same username and password as before.

## Creating an Account

To sign up for a Qualtrics account, follow the instructions listed below.

1. Go to <https://wharton.qualtrics.com>
2. Click the **PennKey sign in page** option.



Select how you would like to sign in

<input checked="" type="radio"/> PennKey sign in page	→
<input type="radio"/> Qualtrics sign in page	→

3. Read and accept the Terms of Service.

## Account Support

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If you need help with your account, contact the [Wharton Computing Student Support Team](#) or your [departmental IT representative](#) or email [qualtrics-support@wharton.upenn.edu](mailto:qualtrics-support@wharton.upenn.edu) for assistance.

## Getting Started with Qualtrics

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Qualtrics has [robust documentation](#) that can help you with any questions you may have. If you're new to Qualtrics you should check out their series of [Basic Feature Overviews](#) which show you how to do common tasks and will save you some frustration.

## Graduating Students

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Undergraduate and MBA students should expect their accounts to be deleted after graduation. To save your work from disappearing forever, you must [export your surveys](#) and [response data](#) before graduation. If you also worked at Wharton while studying, and created surveys as part of your job, see the [Departing Staff](#) section, too.

## Departing Staff

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If you created surveys as part of your job, make sure to transfer ownership of those surveys before you leave. To transfer, email [qualtrics-support@wharton.upenn.edu](mailto:qualtrics-support@wharton.upenn.edu) and let us know who should receive your surveys.

## Departing PhDs, Postdocs, and Faculty

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If your career takes you to another institution, the Wharton Qualtrics surveys and response data you generated can follow you. Contact Qualtrics directly to request a [User Move](#), or email [qualtrics-support@wharton.upenn.edu](mailto:qualtrics-support@wharton.upenn.edu) and we'll get the process started.

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## Qualtrics Support

For questions on how to use the software, system outages, or user interface questions, contact Qualtrics Support directly during their business hours (11am-10pm EST):

**Phone:** 800.340.9194

**Website:** <https://www.qualtrics.com/product-support/>

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