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 Wharton account remains active (student access ends following graduation).

Before you start you will need:

- An active Wharton Account

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Creating an Account

**Note:** Make sure you sign up for the account well before you need it; the registration process can take some time.

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

1. Go to [https://wharton.qualtrics.com](https://wharton.qualtrics.com)
2. Click **Don't have an account**
3. Enter your Wharton email address and leave **Access Code** blank
4. Navigate to your Wharton email inbox, find the verification email, and click **Verify My Email**
5. Enter a password, first name, and last name
6. Click **Create Account**

**NOTE:** If you receive an error that your Wharton email address is already in use or are unable to create any surveys, you’ll need to create a new account using your **Alumni Forwarding Address** (students) or **UPenn address** (faculty/staff).

Account Support

If you do not receive a registration email or have a disabled Wharton account, contact the **Wharton Computing Student Support Team** or your **departmental IT representative** for assistance.

**Please Note:** The verification email from Qualtrics can take up to an hour to be delivered. (Be sure to check your junk email folder.)
Getting Started with Qualtrics

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.

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/