

Qualtrics Survey Website: College of Human and Health Sciences

Getting Started

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If you created an account using Qualtrics' main website (www.qualtrics.com) and your Swansea University email address, you will need to contact Qualtrics directly in order to move it inside our licence group since we cannot do this ourselves.

Creating an account inside our licence

1. Register using your Swansea email at the following website. The 'access code' box can be ignored – you only require your Swansea email address.

<https://swanseachhs.eu.qualtrics.com/>

USE THIS URL ONLY AND NOT THE MAIN QUALTRICS WEBPAGE

2. Tell your supervisor that you have an account and liaise with them to set-up and develop your online survey. Your supervisor needs to create a blank survey and share it with you, so that you can edit it (see training resources below).

Note: if a survey is shared with you before you have created your account DO NOT follow the account-creation link in the notification email; use only the link above.

3. When you have finished developing your questionnaire, let your supervisor know. They will check that ethical approval has been received, and then activate the survey for distribution when it is ready.

Qualtrics helpline

Our licence includes free telephone support from Qualtrics' own support staff. **The telephone call is free.** This includes support for all Qualtrics usage and survey questions, not just technical issues. Click on the Help (question-mark) icon, then click on “**Contact support**” to submit a request for assistance.

Qualtrics support and tutorials

The Help section can be accessed via the question-mark icon in the top right-hand corner. Clicking this presents a dialog-box with links for contacting Qualtrics' freephone helpdesk, as well as for its [knowledgebase/support website](#), its [community forums](#) , and its [video tutorials](#).

Ethics

This guidance has been reviewed by the College of Human and Health Sciences Ethics Committee – for further advice on ethical issues associated with online data collection please see:

<https://www.swansea.ac.uk/humanandhealthsciences/research/research-ethics-committee/>