Error changing password in Qualtrics

Summary

If you try and change your Qualtrics password but it fails, it’s possible that you are signing into the wrong instance of Qualtrics. The University also maintains an instance.

Information

If you try and change your Qualtrics password but it fails, it’s possible that you are signing into the wrong instance of Qualtrics. The University also maintains an instance. It is possible the client may have signed up for the Yale license (yalesurvey.qualtrics.com) instead of the yale.qualtrics.com (which is SOM’s platform) because SOM’s instance is not behind CAS, that is, it will not ask for your NetID and password.

SOM IT cannot assist with passwords in a Qualtrics instance that is not in their domain of control. Users may need to contact central Yale ITS help desk at (203) 432-9000 or Email: helpdesk@yale.edu and request their account be removed in favor of creating an account on the SOM instance of Qualtrics.

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