Logging into the Qualtrics Offline Surveys App

Contact support@qualtrics.com if you have any questions
While logging into the offline app is not too difficult, there are a few steps that must be taken in a specific order. Fortunately logging in is typically a one time process so you’ll only have to go through this process once.

Getting Access
Generating a Token
Logging in
Logging in (SSO)
Getting Permission to use the app

The app is an add on feature to your Qualtrics license.  
(Feel free to contact Support to see if the app is covered in your license)

Even if your organization has purchased the offline app, it may not be turned on for your account.

A Qualtrics admin at your organization can grant access to use the app by using their administration tab within Qualtrics

(If your admin does not know how to enable access to the offline app, have them contact Qualtrics Support)
Generating an API token

To log into the app, you will first need to generate an API token.

To do so, go to your account settings:

- Click on the Qualtrics IDs icon.

And click on the “Generate Token” button.

You’ll never have to generate an API token again.
3 Logging into the App

After generating an API token, you are ready to log in.

You can now simply enter your username and password into the app login page and get right in.

If your organization uses an SSO login, there is a different procedure to login (see next page).
If your organization uses an SSO login to get into Qualtrics, we actually don’t store your password on our servers. As such you will need to log in using a special username as well as the API token we previously generated. Your API token will be in your account settings.

Your Username will by your normal SSO username combined with the “#” symbol and your organization’s Qualtrics name.

You can find your organization’s Qualtrics name by logging in and looking at the URL before the first period.

In this case, my username would be johnm#qualtricssupport.
4 Logging into the App (SSO)

After you get your special username and token, go into the app login page. You’ll notice that there is not a field for an API token. To gain access to this hidden field, rapidly triple tap on the silhouette image. Doing so will pull up two additional fields.

You can now put in your special username into the Username field and your token into the API Token field. (Leave the password and datacenter fields blank)

We recommend emailing your token to yourself and copying and pasting it into the app so that you don’t make a typo. If you do copy and paste in your credentials make sure that there is not an extra space before or after your token as this will prevent logging in.