

Using Qualtrics Offline Surveys

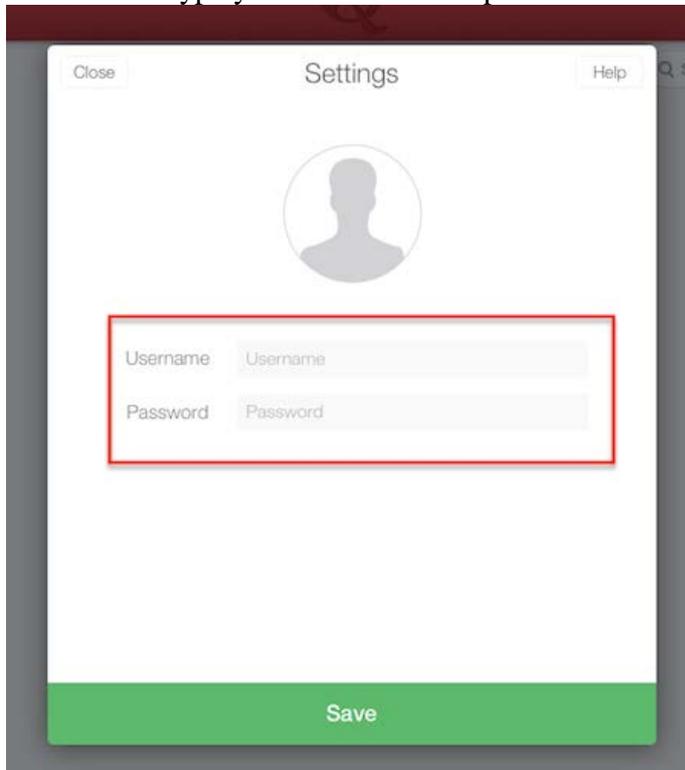
Qualtrics Offline Surveys is a new application available for iOS and Android that allows you to administer surveys on your mobile device without an internet connection. Responses can be collected in the field on your mobile device, and then uploaded back into Qualtrics as soon as you have an Internet connection. This app is available for iPad, iPhone, and Android tablets and smartphones running Android 4.0 and later.

Getting Started

Qualtrics Offline Surveys is an add-on feature for your Qualtrics license, and will need to be enabled to use the app. Check with your Qualtrics representative to see if this is already included in your license.

Once Qualtrics Offline Surveys has been enabled for your account, you can get started by downloading the app for free from the iTunes App Store for the iPad and iPhone, or from the Google Play Store for Android devices. You will find it by searching for “Qualtrics Surveys”. Or, if you prefer, you can download the Qualtrics Offline Surveys app to your device here: [iPad & iPhone](#) | [Android Tablets & Smartphones](#).

When you open Qualtrics Offline Surveys, you will be prompted to enter your Qualtrics credentials. Type your username and password and tap **Save**.



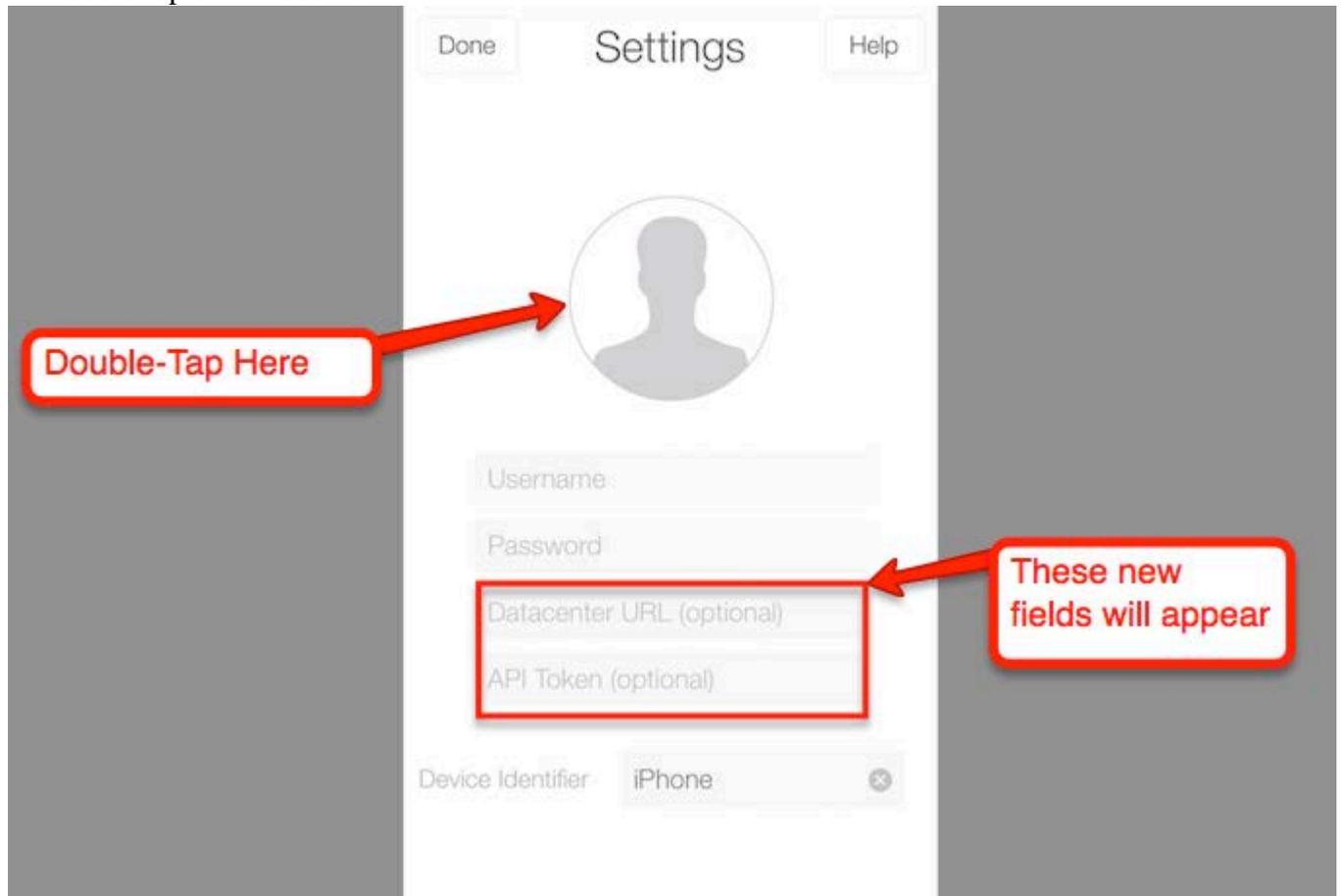
The image shows a mobile application interface for logging in. At the top, there's a header with 'Settings' in the center, 'Close' on the left, and 'Help' on the right. Below the header is a circular profile icon. Underneath the icon are two input fields: 'Username' and 'Password'. A red rectangular box highlights these two fields. At the bottom of the screen is a green bar with the word 'Save' in white text.

Qtip: Logging in to Qualtrics Offline Surveys requires an active Internet connection. Once you've logged in and downloaded any needed surveys, you'll be able to go offline while collecting responses.

Qtip: Feel free to log in to the same Qualtrics account from multiple devices. Responses collected on each mobile device can all be uploaded back to the same survey.

If your organization uses its own login system to access Qualtrics (Single Sign-On), the steps for connecting to your Qualtrics account will be slightly different.

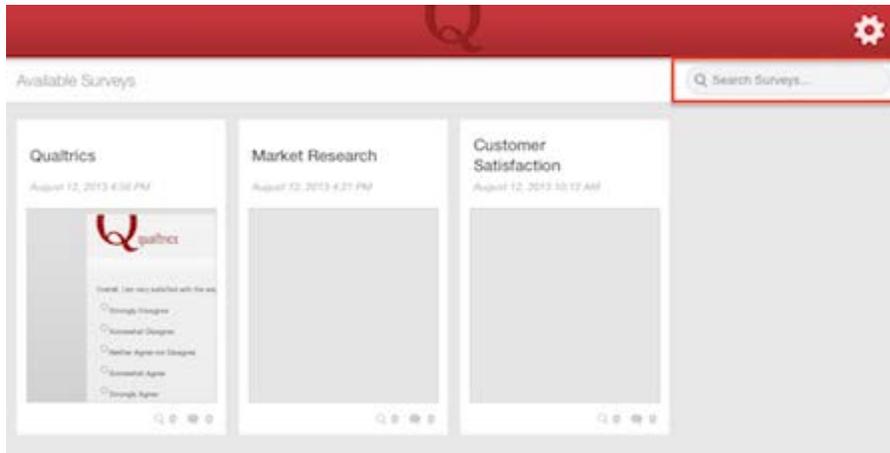
1. Log in to your Qualtrics account on a computer.
2. Click your name on the top right of the screen and select **Account Settings**.
3. Open the **Qualtrics IDs section** and find your **Organization ID** and **API token**. If you don't yet have an API token, click **Generate API Token**.
4. On the top right of the Qualtrics Offline Surveys app, tap the **grey cog symbol** to open the Settings section.
5. Double tap on the **user** to view hidden fields.



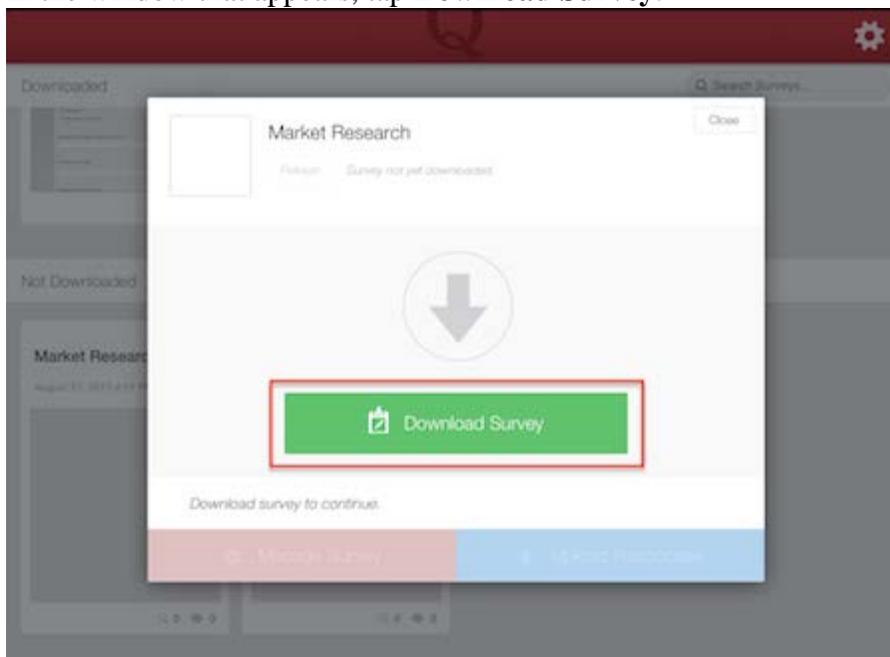
6. Enter your username, then the “#” symbol, and then the Organization ID you found online (i.e. myUsername#qualtrics).
7. Leave the password field blank and enter the API token you found online.

Downloading Surveys

Once you log into the Qualtrics Offline Surveys app, you will be presented with a list of your surveys. Tap on the survey you wish to download, or search for the survey using the search box on the top right of the screen.

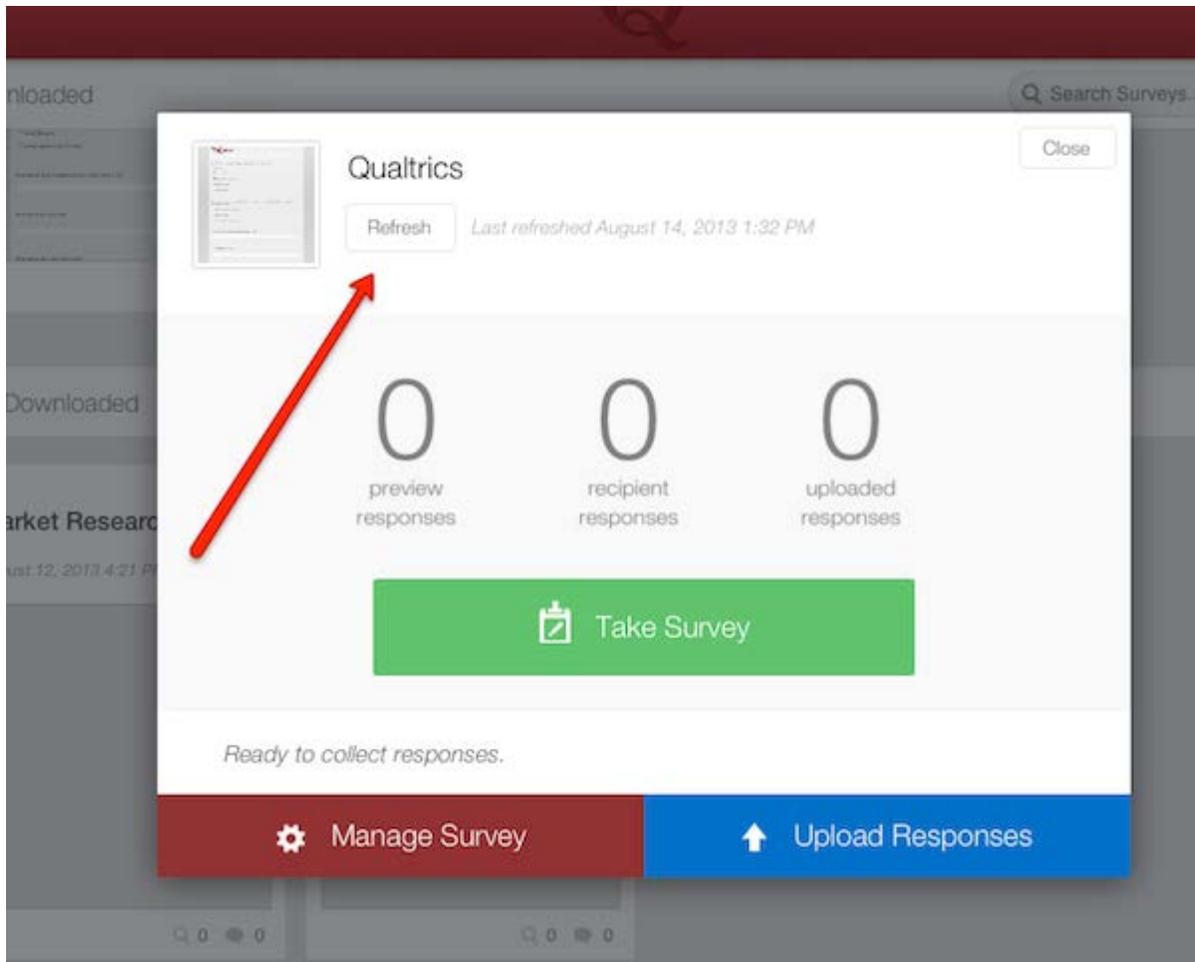


In the window that appears, tap **Download Survey**.



Qtip: Surveys are complex! With over 100 question types and countless variations of logic, not all surveys are yet compatible in the new offline format. When downloading, you will see a notice if your survey is not compatible. Once the Qualtrics Offline Surveys app has been enabled for your license, you'll also have access to the Mobile Compatibility Advisor, which will alert you to any questions in the survey editor that aren't compatible.

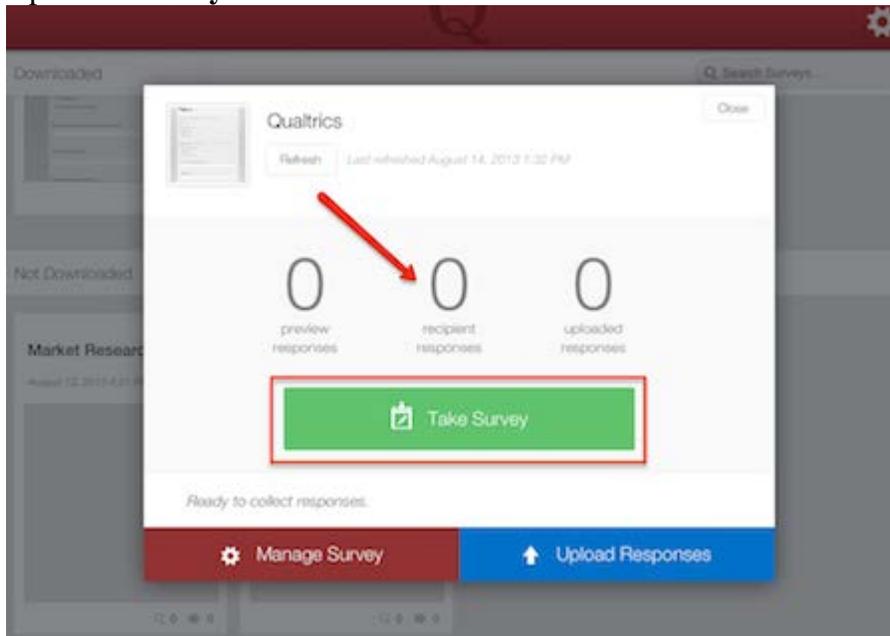
After downloading a survey, to have any further changes you've made online apply to the downloaded survey, simply click **Refresh** on the top left of the survey overview window.



Surveys on your mobile device will function similarly to surveys on a full-size computer, but question layout may be changed slightly to accommodate the smaller screen size. For example, some mobile devices will show a selection box as a drop-down list.

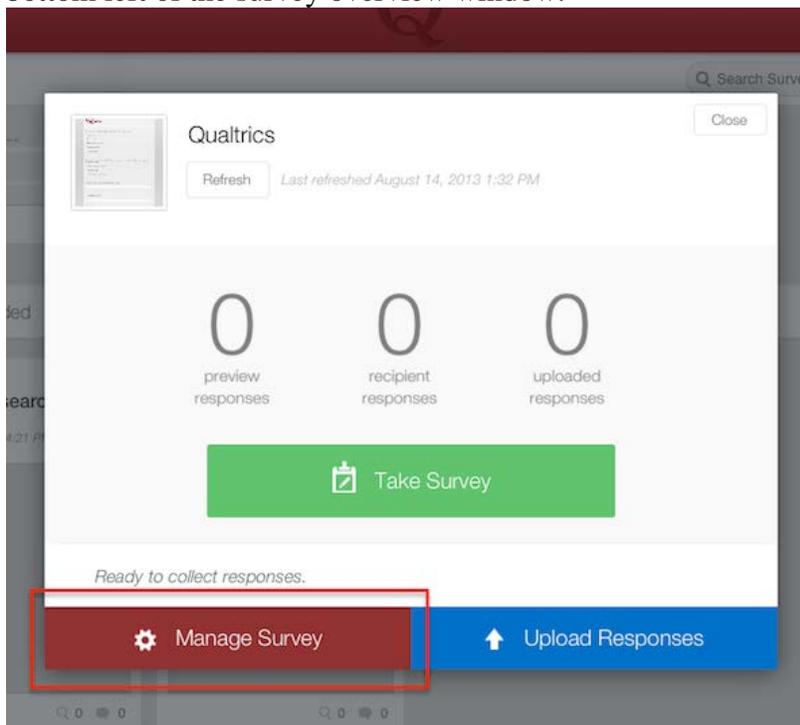
Collecting Responses

To begin collecting responses, tap any downloaded survey and, in the window that appears, tap **Take Survey**.



When a survey response is completed, the recipient responses number will be incremented.

Surveys in the Qualtrics Offline Surveys app have a unique set of options available to customize the participant's experience. These options are all found by tapping **Manage Survey** on the bottom left of the survey overview window.



The following survey settings are available:

Back

Survey Settings

- ON Show Restart Button
- ON Collect Geolocation Data
- OFF Ignore Validation
- ON Show Close Button
- OFF Preview Mode

Remove Responses

Remove Survey

- **Show Restart Button:** Turned on by default, this option allows participants to restart their survey session by tapping on the arrow in the upper left hand corner of the survey.
- **Ignore Validation:** By selecting **Ignore Validation**, you can ignore required questions in your survey. This is especially useful when you are still testing your survey and **Preview Mode**(discussed below) is turned on.
- **Show Close Button:** Turned on by default, this allows participants to exit their survey session by tapping on the X in the upper right hand corner of the survey.

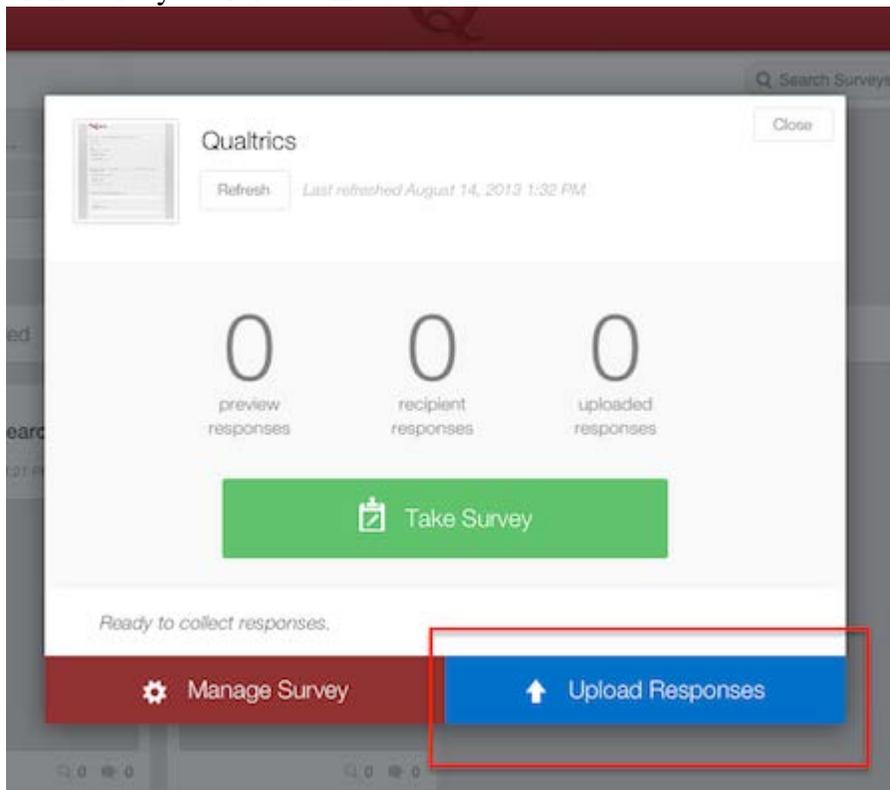
Qtip: Need to close a survey that doesn't have a close button? Simply tap on the survey twice with three fingers and a close button will appear.

- **Preview Mode:** By selecting **Preview Mode**, you can preview your survey before administering it to collect real responses. Taking the survey with this mode on increments the **preview responses** number on the survey overview window. When uploaded, each of these responses will be flagged in your online data set as a "Survey Preview".
- **Remove Responses:** This option will permanently delete all offline responses from the current survey. Responses that have already been uploaded to Qualtrics will not be affected.
- **Remove Survey:** This will remove the survey from the list of downloaded surveys. You will need to download the survey again to collect more responses.

Uploading Responses

Once you've collected responses and have an active Internet connection, you can upload the responses into to your Qualtrics account.

To send responses to your Qualtrics account, simply tap **Upload Responses** on the bottom right of the survey overview window.



Uploaded responses will be removed from your mobile device, and become available in the View Results section of your Qualtrics account. Uploading will also increment the **uploaded responses** number on the survey overview window.

For questions and issues during the regular workday, contact DU's Qualtrics Brand Administrator:
Kathleen Chaballa
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303-871-2381

For questions and issues outside of the regular workday, or if Qualtrics Brand Administrator is not available:
Qualtrics support line: 1-800-340-9194
(Ask for support.)