How to use Qualtrics Offline Survey app to collect surveys with no internet connection

Adapted from [these instructions from Qualtrics](#)

What you'll need

- A phone or tablet running iOS 9.0 or later or Android 4.0.3 or greater
- The Qualtrics Offline Surveys app*
- Your UA Log-in info

* **Because apps are always being improved, we recommend that you check back often and download the latest update from the App Store or Google Play Store.**

Because of difference across platforms (iOS vs. Android) and specific versions of the operating systems, you may experience some slight variations from these instructions. Hopefully there's enough information here to get you set-up, even if things may not look exactly like the screenshots here.

Getting Started – Downloading the Qualtrics Offline Surveys App

1. Go to the iTunes App Store if you have an iPad or iPhone, or go to the Google Play Store if you have an Android device.
2. Search for "Qualtrics Offline Surveys" and download the app called "Qualtrics Surveys".

   **Note that this is different from the app called just "Qualtrics XM."

   **Note that it may appear installed on your phone as just "Offline Surveys"
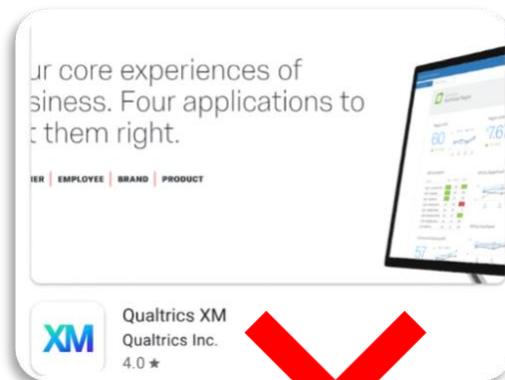
Tip: You can install the app on multiple devices and log in to the same Qualtrics account from multiple devices. Responses collected on each mobile device can all be uploaded back to the same survey and tagged with the Device Identifier.

Entering Your Qualtrics Credentials

Tip: Logging in to the Offline Surveys app requires an active internet connection. Once you've logged in and downloaded surveys you need, you'll be able to go offline while collecting responses.

Single Sign-on (SSO) Login
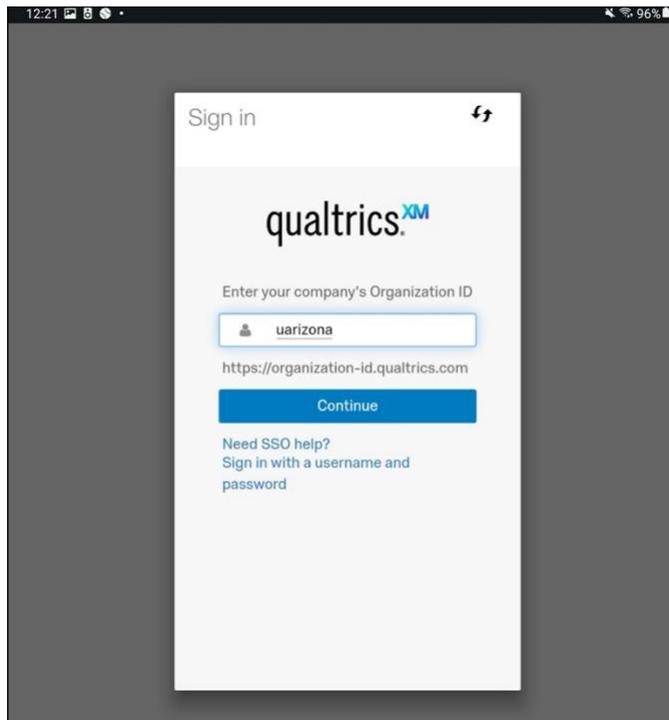
On the sign-in page, navigate to the SSO option. Enter "uarizona" in the organization ID field. This should then take you to your UA web auth page. Complete that information.

Naming the Device (optional)

If desired, set a Device Identifier name.

Tip: The Device Identifier field is useful for knowing which devices recorded which responses. This can be updated at any time by clicking the cog (or "Settings" in the top right corner), but it will only affect the Device Identifier for future responses. This field is also useful if one device will be used by many administrators. Each admin can change the identifier to their name so responses can be better organized. After responses are uploaded, the Device Identifier will appear in the dataset only if you add the DeviceIdentifier Embedded Data field to your survey flow.

Tap Save.

Downloading Surveys

To administer surveys without an internet connection, the survey must be downloaded to the Offline Surveys app. In the Offline Surveys app, **tap on the survey you wish to download** (you can search for specific surveys by using the search box at the top of the screen).
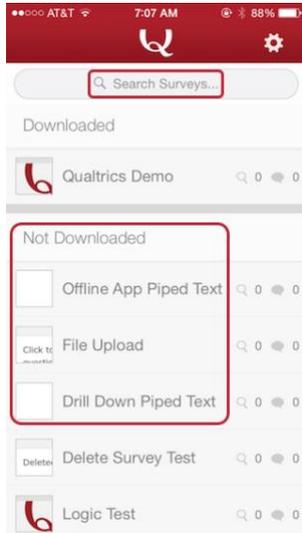
Tap Download Survey.

Tip: 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 that lists the questions or features that are currently 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.

To update your survey if you make any changes online, simply click Refresh on the top left of the survey overview window (note that you must be connected to the internet to refresh to the latest version of your survey).
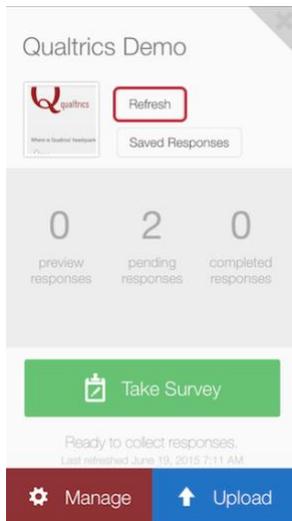
You can see your downloaded surveys above the rest of your surveys in the Downloaded section on the home screen.
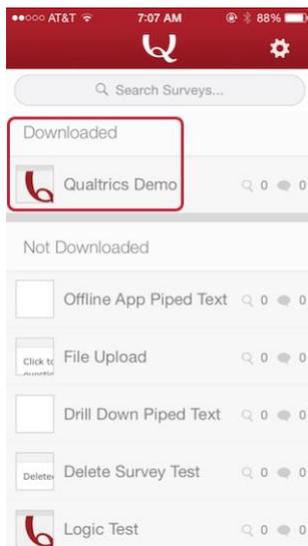
Collecting Responses

Tap your downloaded survey.
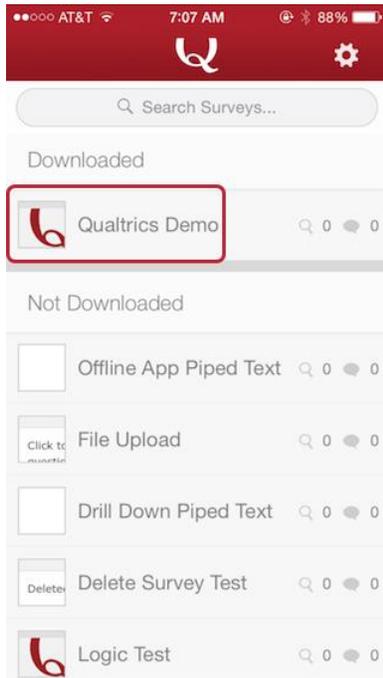
Tap Take Survey.
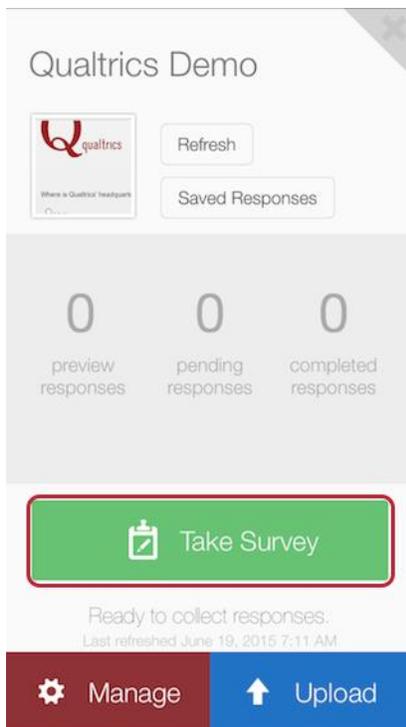
Complete the survey.

Click Restart to start a new survey session or click the X in the upper right to return to the survey screen.

We thank you for your time spent
taking this survey.
Your response has been
recorded.

Restart

Powered by Qualtrics

Tip: If someone exits a survey without finishing it, you can save the survey for them to return to. Make sure to give the survey a very specific name so you can find the correct survey for that person to return to.

When a survey response is completed, the Pending Responses count increments.

Qualtrics Demo

qualtrics   Refresh

Where is Qualtrics' headquart...   Saved Responses 1

0   2   0
preview   pending   completed
responses   responses   responses

✓ Take Survey

Ready to collect responses.
Saved responses must be completed before refresh..

⚙ Manage   ⬆ Upload
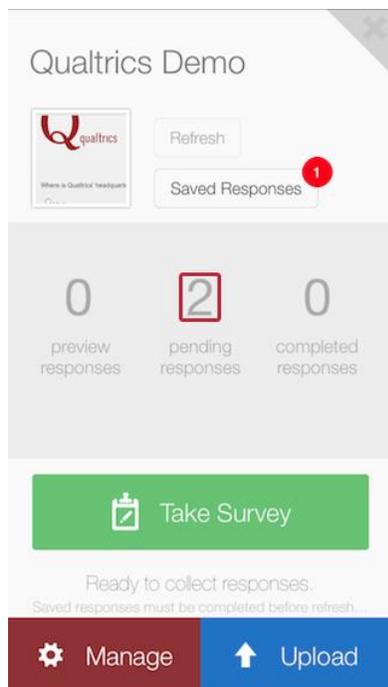
Uploading Responses

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

There are two ways to upload responses – manually and automated.

After tapping uploading, responses are removed from your mobile device and become available in the Responses and Results tabs of your Qualtrics account. Uploading also increments the Completed Responses number on the survey overview window.

Automatically Uploading Pending Responses
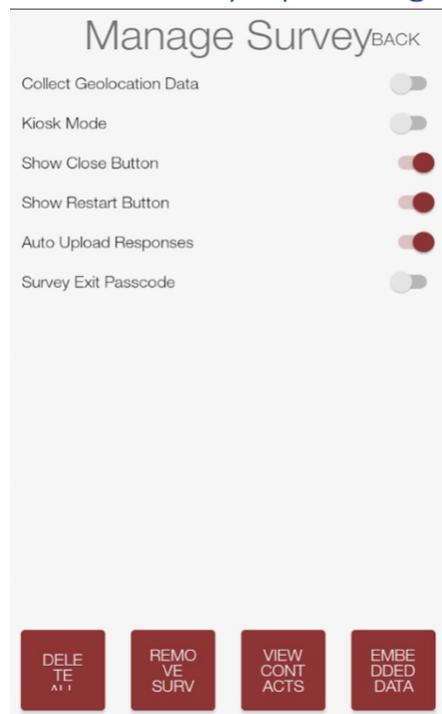
In the survey settings window (look for a gear icon or the word "Settings"), toggle the Auto Upload Responses to on. We recommend still verifying that responses collected while this is toggled on are correctly uploaded.

Manually Uploading Pending Responses

Navigate to the survey screen.

Tap Upload Responses on the bottom right of the survey screen.
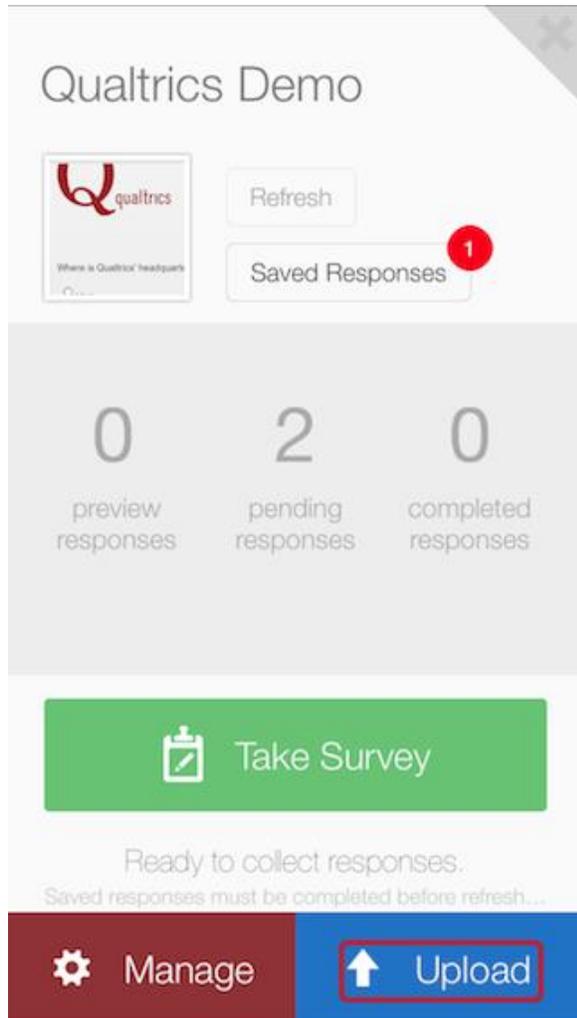
Troubleshooting

Occasionally, certain settings will restrict the app from uploading responses to your online account. In this case, there are several things you can check:

- Make sure you have the latest version of the app. Updating the app won't delete any responses as long as you don't log out.
- Find more stable WiFi.
- Log in to Qualtrics and make sure that "By Invitation Only" is not checked in the Survey Options. Also, if Quotas exist on the survey, make sure they are not filled.
- If working with a collaborated survey, be sure the survey is still collaborated with the account logged into the app.

Error messages

Some accounts have difficulty logging in due to the number of surveys in the account. If your account has over 100 surveys, you are at risk. You'll typically see an error message stating, "API Error: We were unable to retrieve data from our servers. Please ensure that you have a good internet connection and correct account permissions."

To mitigate this issue, many organizations create "Offline User" accounts that are used strictly for offline surveys. By collaborating the surveys to these accounts, they can easily be used to collect responses that filter into the original account.

Qualtrics permissions

If you are unsure if your account has access to the app, you may want to contact your Qualtrics Administrator to make sure the Use Offline Mobile App permission is turned on for your account.

If you are asked for an API token for logging in: Generating an API Token

1. Click the silhouette in the upper right corner of your account.
2. Select Account Settings.
3. Click the Qualtrics IDs tab.
4. If there is no API token, click Generate to receive a token.

Warning: If there is already an API token listed for you, do not generate another one.

Qualtrics Tip: If you're not seeing the generate token option at all, you may want to contact your Brand Administrator to make sure the Use Offline Mobile App permission is turned on for your account.

User IDs

Need to find your full user ID?

Log into your Qualtrics account, and click the silhouette in top right of the screen.

Select **Account Settings** and remain in the **User Settings** tab.

Navigate to **Recent Logins** and copy your full username. If your username does not end with a "#" symbol followed by your organization name, then you don't have Single Sign-on and should use the instructions in the **Standard Login** section above.