

## Limits in Qualtrics Account / Qualtrics Free Trial Accounts

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If you encounter limits within your Qualtrics account, you might have accidentally signed up for a Qualtrics free (trial) account with your Brown email address instead of creating an account in the Brown brand.

The limits on free accounts include number of questions, number of respondents, available question types, no access to workflow, limited look and feel options.

This may have happened if:

- you went directly to the Qualtrics website instead of [brown.qualtrics.com](https://brown.qualtrics.com) to sign up
- you clicked a link to create an account in a collaboration email before logging into Brown Qualtrics for the first time

Why is a free account a problem?

- Your account will have limits
- When someone with a free account creates important surveys and leaves Brown, we have no way to access or transfer those surveys

### What to Do About a Free Account

Here are the options if you have a free account:

1. If you haven't created content within your free account, simply [deactivate your free account](#) yourself. If you have surveys but they aren't currently in use, you could also [export surveys](#) from your account and import them into the Brown account once you create it. After deactivating your free account, visit [brown.qualtrics.com](https://brown.qualtrics.com) and log in to create your account.
2. If you have a lot of content in your free account, or if you have live surveys, you can [contact Qualtrics Support](#) using the Contact Support link at the top-right of Qualtrics pages. . Support can provide you with instructions on how to move your free account into Brown's license .

For more information, see Qualtrics' documentation on [Free Accounts](#)

### Preventing the Creation of Free Accounts

If you are sharing a survey with a colleague at Brown, make sure they first create their

Brown Qualtrics account by visiting [brown.qualtrics.com](https://brown.qualtrics.com), signing in for the first time, and indicating that they do not yet have an account. Then, you can collaborate with them - you should see their name autofill when you start typing it in the Collaborate user search field.

On the other hand, if their name does not auto-fill and you share with their email address anyway, they will receive an email which prompts them to create a free account.