

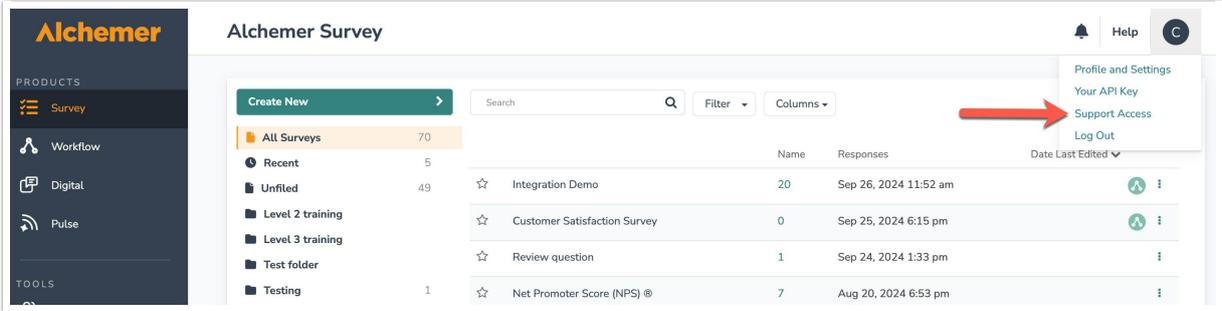
# Grant Account Access to the Alchemer Support Team

At times, you may need to contact Alchemer's Support Team with a question or a survey-related issue. Certain issues may require the Support Hero that you are working with to access your account and/or survey to troubleshoot the problem.

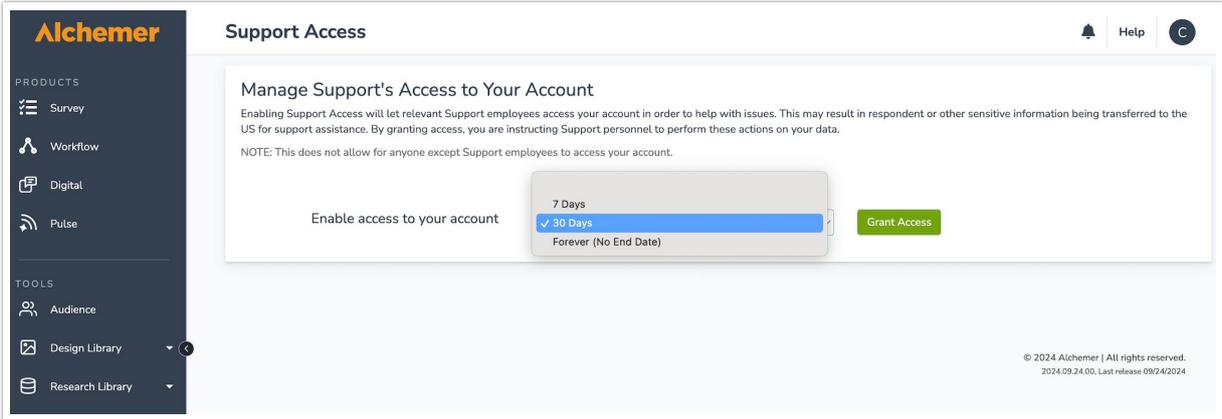
By default, Alchemer employees will not have access to your Alchemer account. Access will need to be granted for troubleshooting purposes.

## Grant Alchemer Support Access to Survey

The easiest way to grant access is when you are requesting support. Go to the Profile Icon in the upper-right corner of the application. Select Support Access.



From here, you as a general user can allow Alchemer employees access to your account for 7 days, 30 days, or Forever (No End Date). Select your preference and click Grant Access.



If you have Single-Sign-On (SSO) enabled, you will likely need to disable it before an Alchemer employee can access your account.

**Single Sign-On**

Alchemer uses the widely used SAML 2.0 protocol for single sign-on for **Survey builders** and **Survey takers**.  
Check [this list](#) to see if your provider is compatible.

▪ **Integration Name**

▪ **Authentication Type**

Allow Users to login to the Alchemer Application

Allow Respondents to take Surveys

**Login Domain**

You can choose which of our domains is used for application login. If you change this after initial setup, you will need to reconfigure your IdP to inherit the new value.  
[View Documentation](#)

**Status**

Enable SSO

Disable SSO

Note: This does not allow for anyone except Alchemer employees to access your account.

### Revoke Previously Granted Access

If you have previously granted account access to Alchemer employees and now wish to revoke that access, you can do so via **Account > Summary > Grant Support Access** (Located in the right corner list).

Here, you will see the details regarding the access granted and an option to **Revoke Access**.

**Alchemer**

- Survey
- Workflow
- Digital
- Pulse

TOOLS

- Audience
- Design Library
- Research Library
- Integrations

**Support Access**

**Manage Support's Access to Your Account**

Enabling Support Access will let relevant Support employees access your account in order to help with issues. This may result in respondent or other sensitive information being transferred to the US for support assistance. By granting access, you are instructing Support personnel to perform these actions on your data.

NOTE: This does not allow for anyone except Support employees to access your account.

Support access is currently enabled for your account ( [redacted] ) for the next 7 days. Revoke Access

Access Granted Activity	Username	Email	Status
	[redacted]	[redacted]	7 days remaining

You can revoke a user's support access by editing that user from the users page.

Help

### Account Administrators

Account Administrators can find the **Support Access** preferences under **Account > Support Access**.

From here, you as the administrator can allow Alchemer employees access to your account for **7 days**, **30 days**, or **Forever (No End Date)**. Select your preference and click **Grant Access**.

## Support Access

### Manage Support's Access to Your Account

Enabling Support Access will let relevant Support employees access your account in order to help with issues. This may result in respondent or other sensitive information being transferred to the US for support assistance. By granting access, you are instructing Support personnel to perform these actions on your data.

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Enable access to your account

30 Days

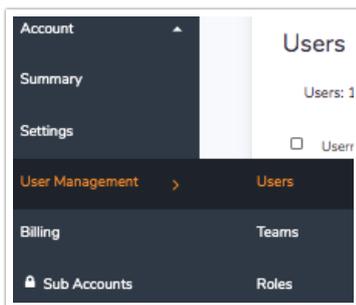
Grant Access

Note: This does not allow for anyone except Alchemer employees to access your account.

## Control Your Users' Ability to Grant Access

As an account administrator, you have further control regarding Alchemer employees' access to your account. In multi-user accounts, other users can also grant such access.

If you want to remove one of your users' ability to grant Alchemer employee access, you can do so from clicking from the Lefthand Navigation Menu **Account > User Management > Users**.

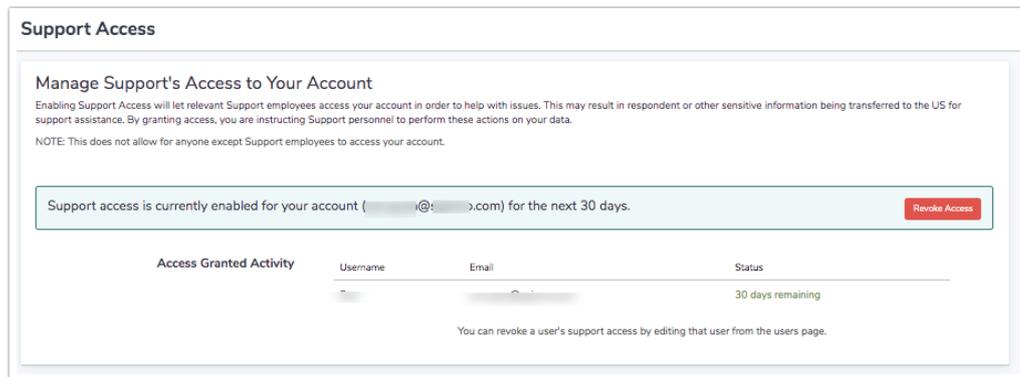


Click on the specific user whose ability to grant access you wish to revoke. Access the user **Permissions** and check the box corresponding to the **Restrict Alchemer Support Access** section. Last, **Save User**.

A screenshot of a user permissions configuration page. At the top, there is a link 'Edit User Fields'. Below it is the 'Permissions' section with three checkboxes: 'Account Admin', 'Restrict API Access - User cannot access the API', and 'Restrict Granting of Support Access - User cannot allow Support to access this account'. The third checkbox is checked and highlighted with a red rounded rectangle. Below the permissions section are two other sections: 'Premium Support' with a checkbox 'User gets extended support hours and priority queueing' and a note 'Note: To purchase additional Premium Support seats, contact our Sales Team.', and 'Private Domains Only' with a checkbox 'User can only create links with private domains'.

## Review User Activity

As an Account Administrator, you have visibility into which other users on your account have granted access to Alchemer employees. Visit **Account > Support Access** and if any other users have granted access, the details will be visible here.



## Enable support access in Alchemer Dashboard

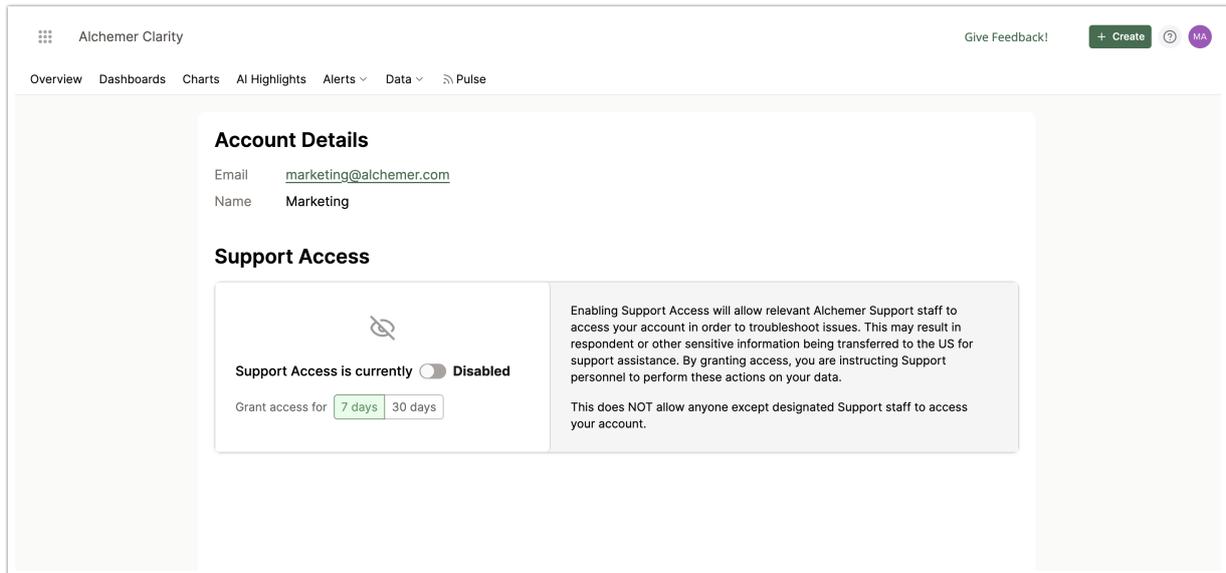
If you're working in **Alchemer Dashboard** and need assistance from our Support team, you may be asked to temporarily enable support access. This allows our team to view your Dashboard configuration and troubleshoot issues more efficiently and securely.

Support access is disabled by default and must be manually enabled by an account administrator.

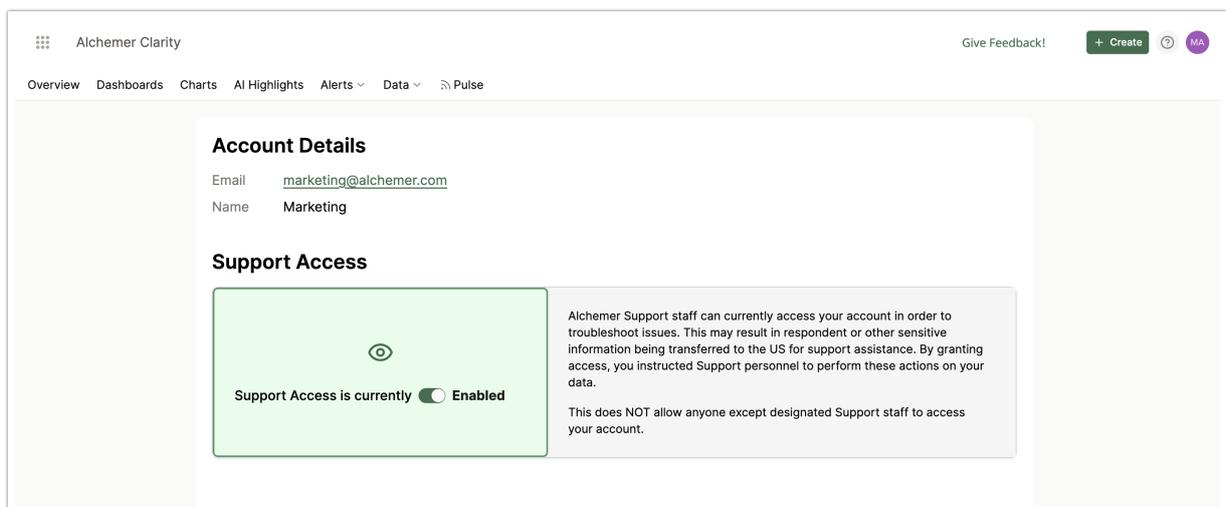
1. Log in to **Alchemer Dashboard**.
2. Select your **profile icon** in the upper-right corner.



3. Navigate to **Account Settings** (or **Admin Settings**, depending on your role).
4. Locate the **Support Access** section.



## 5. Toggle Enable Alchemer Support Access to On.



## 6. Confirm the action when prompted.

Once enabled, our Support team will have temporary access to review your Dashboard configuration.

### Important notes

- Only **account administrators** can enable or disable support access.
- Access is intended for troubleshooting and technical assistance only.
- You can disable access at any time by returning to the same setting and toggling it off.
- If requested by Support, let them know once access has been enabled so they can proceed with troubleshooting.

If you're unsure whether you have the correct permissions, contact your account administrator for assistance.

## FAQ

### Why do I not have the ability to grant access?

In multi-user accounts, Account Administrators have the ability to control general users' ability to grant access to the account. If you are a general user and your ability to grant access has been revoked, you will see the following message when attempting to grant access:

Your account is not configured to grant Alchemer access. For further details, contact your account administrator.

If you require the ability to grant access, you will need to contact your Account Administrator and request that this ability is added to your user permissions.

### Alchemer Supports Listed Users on Accounts

The Alchemer Support Team is deeply invested in maintaining the security and integrity of customers' accounts and data. Via our Terms and Conditions of Service, Alchemer team members work only with users whose name is present as a username on an account. For ease of service and account security, Alchemer recommends having the first and last name of users on an account always up to date in the Name field found in the **Profile and Settings** menu located in the top right corner of the application when the circular icon is clicked.

Our team may also identify customers by the email address that is used to log into the application. For tracking purposes and for data security, cases submitted from the **Help menu** in the application sends receipts and replies to a username email address. To ensure replies for support cases arrive to the appropriate user on an account, Alchemer recommends making username-specific email addresses for users within an account, rather than a group email address.



## Related Articles