

Account and Login FAQs

Get answers to all your account and login questions and issues in this list of FAQs.

- + What features are available in a free trial account? Are there limitations?
- + Can I switch my Free Trial to a different license to check out additional features?
- + How do I activate my free trial?
- + What happens when my free trial expires?
- + How do I sign up for a Free Plan?
- + What features are available on a Free Plan? Are there limitations?
- + Having trouble logging in?
- + Why am I not receiving my password reset emails?
- + Why am I receiving a "There are currently multiple sessions logged in with this username and password" error message when I log in?
- + How do I find my Alchemer Account ID (CID)?
- + How do I change my login email address?
- + How do I change the Alchemer Account Administrator to new email?
- + How do I reset my password?
- + Why can't I see my survey on my home page?
- + Why am I getting a "That email address is already in use" error?
- + How do I log out of Alchemer?
- + How do I move a survey to another account?
- + How do I transfer my surveys to the EU or Canadian server?
- + Does Alchemer offer Multi-factor Authentication?

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