

Account & Login- FAQ and Troubleshooting

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 signup 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?

Welcome Back!

Email

[Need an account?](#)

username@example.com

Password

[Forgot your password?](#)

Log In

Are you using Okta, Ping, or SAML?

[Log In Using Your Identity Provider](#)

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