

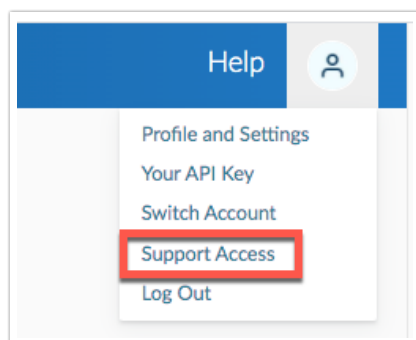
# Grant Account Access to the SurveyGizmo Support Team

At times, you may need to contact SurveyGizmo'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.

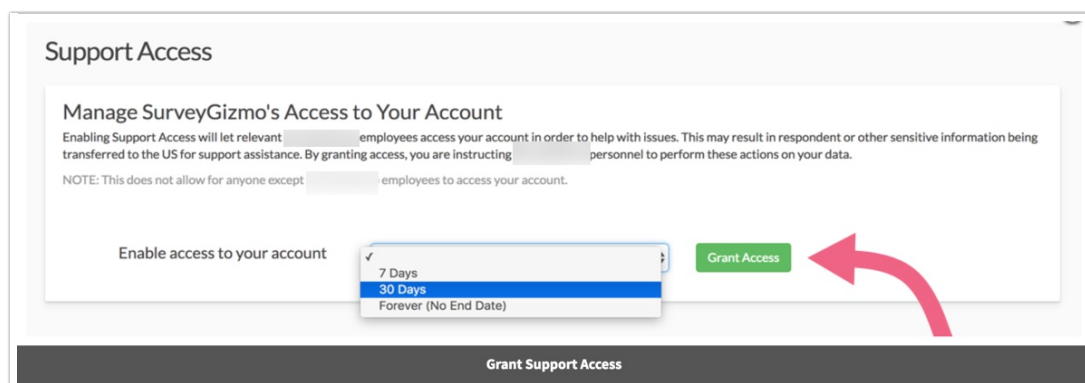
By default, SurveyGizmo employees will not have access to your SurveyGizmo account. **Access will need to be granted for troubleshooting purposes.**

## Grant Access to SurveyGizmo Support

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 SurveyGizmo employees access to your account for **7 days, 30 days, or Forever (No End Date)**. Select your preference and click **Grant Access**.

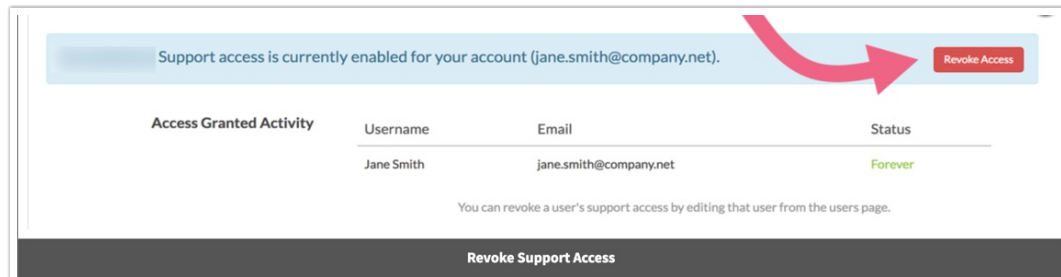


Note: This does not allow for anyone except SurveyGizmo employees to access your account.

## Revoke Previously Granted Access

If you have previously granted account access to SurveyGizmo employees and now wish to revoke that access, you can do so via **Account > Support Access**.

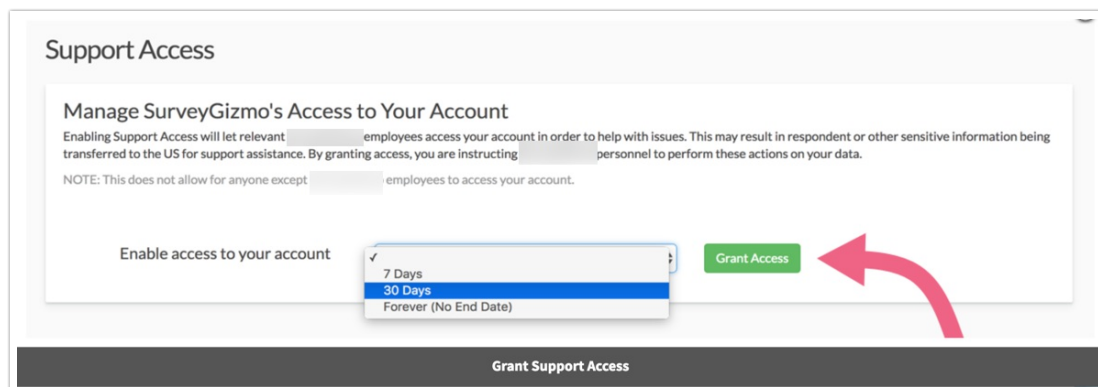
Here, you will see the details regarding the access granted and an option to **Revoke Access**.



## Account Administrators

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

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

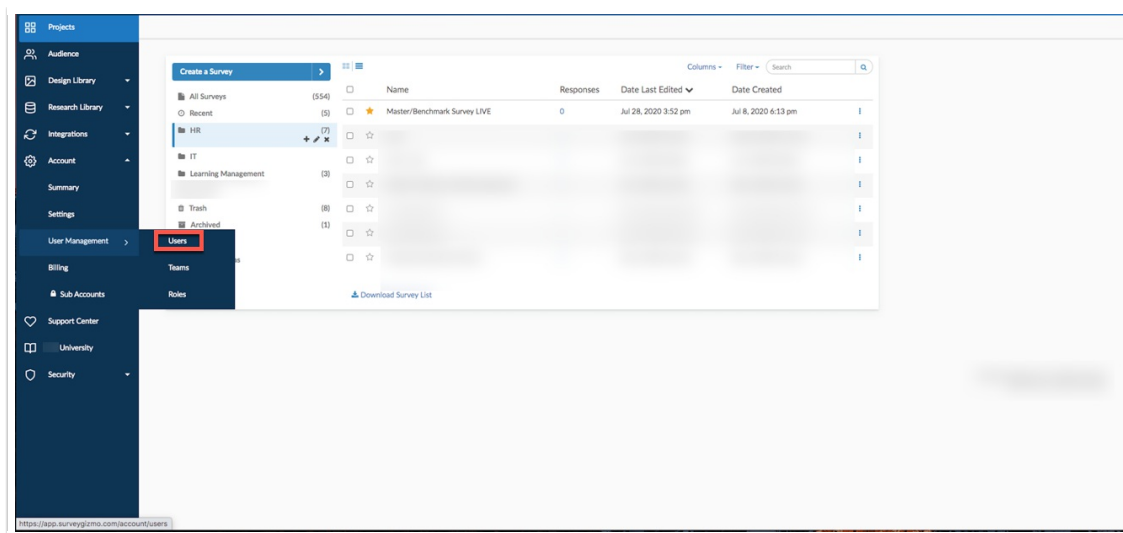


Note: This does not allow for anyone except SurveyGizmo employees to access your account.

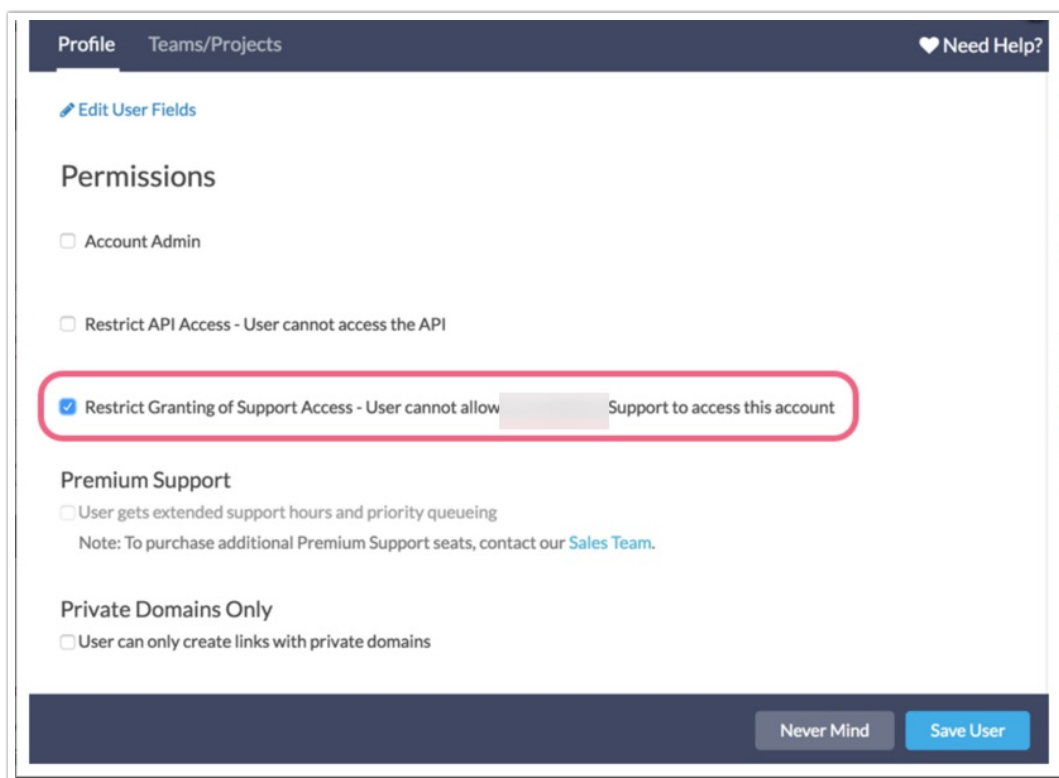
## Control Your Users' Ability to Grant Access

As an account administrator, you have further control regarding SurveyGizmo 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 SurveyGizmo 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 SurveyGizmo Support Access** section. Last, **Save User**.



## Review User Activity

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

### Manage SurveyGizmo's Access to Your Account

Enabling Support Access will let relevant 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 personnel to perform these actions on your data.

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

Support access is currently enabled for your account (jane.smith@company.net).

Revoke Access

Access Granted Activity	Username	Email	Status
	Jane Smith	jane.smith@company.net	Forever

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

Access Granted Activity

## 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 SurveyGizmo 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.

Related Articles