

Phone Support Access Code

When contacting SurveyGizmo Support you'll likely want to [grant support access](#) to the Support team to log into your account. Doing so in advance will save potential back-and-forth and get you a speedier resolution!

Depending on your account type and [user role within that account](#), different phone support options are available. When phoning for support, you will need to provide your phone support [Access Code](#).

Standard Phone Support

All non-Administrator Users on the below account types will have access to *Standard Phone Support (6am - 6pm MT Mon-Fri)* as well as a UK phone number for our European based Phone support (*06:00-18:00 Central European Time*):

- Account Managed accounts
- Non-Account Managed SurveyGizmo accounts (with the exception of Collaborator)
- Legacy accounts above Basic

Access Phone Support

1. To access your Phone Support options, click the **Need Help** option in the upper right of your account.
 2. If the suggested help articles do not address your question, click **No, show additional support options** to navigate to the next page.
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The screenshot shows a help center interface. At the top right, there is a blue navigation bar with a gear icon and the text 'ACCOUNT', and a white button with a heart icon and the text 'NEED HELP?'. Below this is a grey header with the text 'We are here for you!'. A search bar with the placeholder text 'Search for articles' and a magnifying glass icon is positioned below the header. The main content area is titled 'Most Common Questions for this Area' and lists several articles with 'View Documentation' links. A large red arrow points from the right side of the page towards the 'No, show additional support options' button at the bottom.

ACCOUNT

NEED HELP?

We are here for you!

Search for articles

Most Common Questions for this Area

First-time User Walkthrough

If this is your first time, this is the best place to start. Get your project off on the right foot! Learn about common survey terms and how the application works.

[View Documentation](#)

How Do I Save My New Survey?

Learn how to save and return to your newly created survey.

[View Documentation](#)

How Do I Create a Quiz?

Create pass/fail & tally quizzes using

[View Documentation](#)

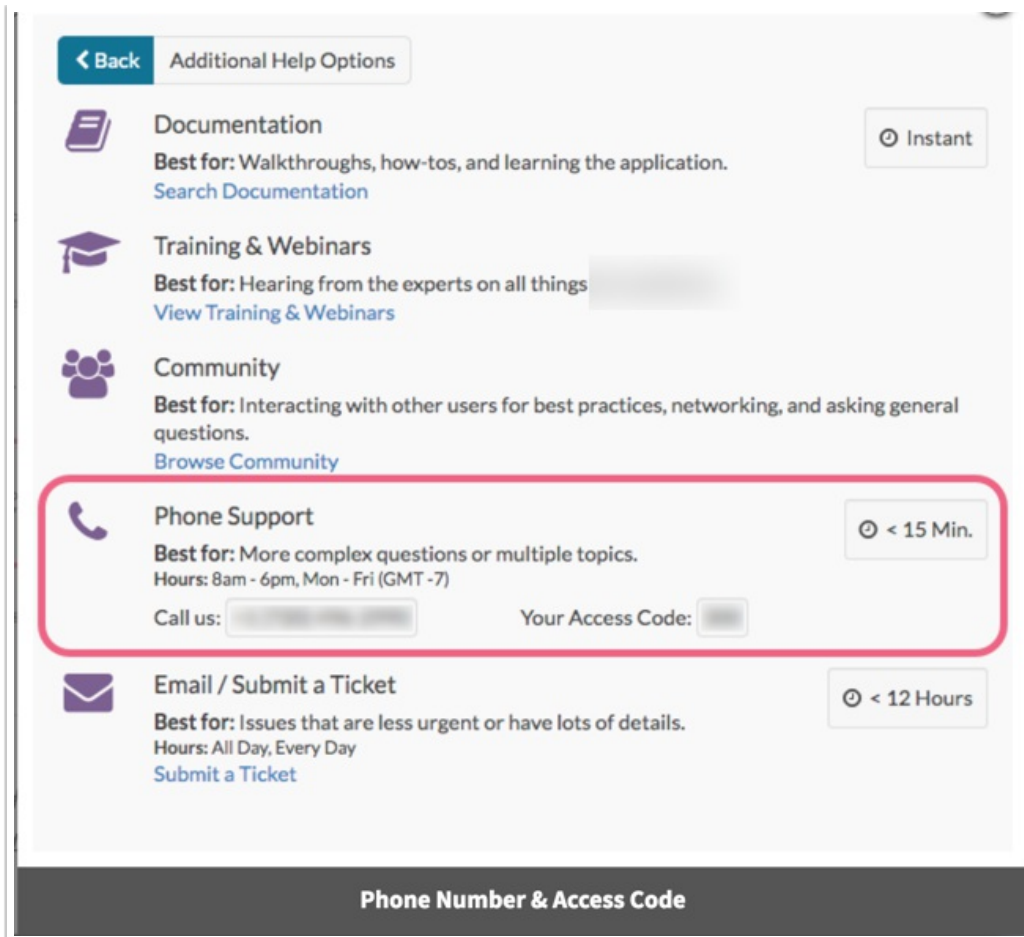
Customize Your Home Page

Learn how to use and customize the home page.

[View Documentation](#)

Does this solve your problem?

- Under the **Phone Support Section** displays both phone numbers for *US/CA* Support, as well as a *UK phone number* for our *European* based Support Team.



** If you enter your access code before being prompted, you may not get connected! Please enter your code only after you have been instructed to do so.*

FAQ

Why is the Phone Support option not available?

When phone support is not available, it is due to one of two things:

- You have Standard phone support and are looking to access phone support outside of phone support hours. Standard phone support is available 6 am - 6 pm MT (Monday - Friday).
- European based Phone Support is available from 6 am - 6 pm Central European Time (Monday - Friday).
- You do not have access to phone support due to your account/license level. See the breakdown below.

| Standard Support | Available to: |
|-------------------------------------|--|
| Community (Browse, Ask & Answer) | Everyone |
| Documentation | Everyone |
| | SurveyGizmo users with the following licenses: |

| | |
|--|---|
| <p>Standard Email Support (24/7)</p> | <p>Collaborator Professional Full Access Available to: Legacy Accounts: Basic, Pro, Premier, Enterprise, Enterprise Plus & Dedicated</p> |
| <p>Standard Phone Support (6am - 6pm MT) Mon - Fri</p> | <p>SurveyGizmo with the following licenses: Professional Full Access Legacy Accounts: Pro, Premier, Enterprise, Enterprise Plus & Dedicated</p> |

@plans @grid

Related Articles