

## For SANOFI Clinical Applications

your single point of contact should be  
<https://race.sanofi.com>



### When contacting Sanofi Services

THE FOLLOWING INFORMATION THAT IS VITAL IN THE RESOLUTION OR HANDLING OF YOUR REQUEST

- Your full name
- Your phone number and e-mail address
- Your study ID and site number
- Your FX ID (Username)
- The application causing the issue
- Description of the issue and a screenshot are highly appreciated

### Contact us:

via e-mail:  
[Sanofi\\_Services@Stefanini.com](mailto:Sanofi_Services@Stefanini.com)  
 Via phone:

Country	Toll Free Number	Country	Toll Free Number
Argentina	08004448324	Korea (South)	0079885215925
Australia	1800016053	Latvia	802 050 11
Austria	0800301070	Lithuania	80022029
Belgium	080058057	Malaysia	18008 13998
Belarus	882000110060	Mexico	0018005146669
Brazil	08008810031	Netherlands	08000201116
Bulgaria	008001100298	New Zealand	0800450329
Canada	8665682509	Norway	80062177
Chile	12300205731	Panama	00800 226 8417
China	North: 10800 852 1685	Peru	0800 54 045
	South: 10800 152 1685	Philippines	1 800 1 855 0114
	4008190505	Poland	008003311362
Colombia	018005181164	Portugal	800207797
Croatia	0800222785	Puerto Rico	(1) 866 961 5676
Czech Republic	800312255	Romania	800833388
Denmark	80404995	Russia	81080020631033
Ecuador	1800000576	Saudi Arabia	800035703094
Egypt	2 6907 383 not TF	Serbia	800190182
Estonia	8002229	Singapore	18003077617
Finland	0800523080	Slovakia	0800144165
France	0805980028	Slovenia	080080241
Germany	08000001143	South Africa	0800981272
Greece	0080033152396	Spain	900900334
Guatemala	8778402922	Sweden	0201203025
Hong Kong	800963773	Switzerland	800321145
Hungary	0680101524	Taiwan	0800025567
India	0008008521284	Thailand	0018008525947
Indonesia	0018038526314	Turkey	800142060985
Ireland	1800924038	UK	08000260106
Israel	1809452397	Ukraine	8800 50 42 910
Italy	800905686	USA	18668059185
Japan	0120979251	Venezuela	0800 100 5275

## Sanofi Services Technical Support HelpDesk

### Externalized Contractors



# SANOFI

<https://race.sanofi.com>



Contact **SANOFI SERVICES** if you  
(or a site user ):

- Experience any connection problems
- Require a Password Reset
- Encounter any error messages
- Have “How to” questions
- Have issues with application access or your account

#### USE OUR WEBSITE

- ⇒ To perform your eLearning
- ⇒ To manage and request an account for Sanofi applications
- ⇒ To access your Sanofi applications
- ⇒ To reset your Password
- ⇒ To Request Helpdesk assistance
- ⇒ To request assistance for site personnel

## Applications in scope

- SELFS and CSAM v2
- eLMS and Le@rn
- eCRF and CTP
- IMPACT Progress and MySites
- Safety and Study eRooms
- J Review
- EnCORE
- WISE
- CTI
- RACE

**Please remember that for  
technical matters,  
Sanofi Services is your  
unique point of contact!**



When you visit <https://race.sanofi.com>,  
you can also:

- Request to be called back
- Send an email to the helpdesk via email form
- Chat with the support team

#### Support hours:

Language	Support Hours
English	24 hr 7 days a week
Spanish French	8 AM - 5 AM Mon - Fri
Other *	8 AM to 6 PM Mon - Fri

\*Portuguese, Italian, Japanese, Chinese  
Mandarin, German, Romanian, Dutch, Polish,  
Russian, Korean, Swedish, Finnish