

**For Sanofi employees,
contractors and CROs**

Your single point of contact should be:

**[Clinical Application Portal](#)
[\(sharepoint.com\)](#)**



When contacting us:

THE FOLLOWING INFORMATION IS KEY FOR
A PROMPT RESOLUTION OR HANDLING OF
YOUR REQUEST

- * Your Full Name
- * Your phone number and e-mail address
- * Your study ID and site number
- * The concerned application
- * A description of your issue
(a screenshot where applicable)

If you are a Clinical Site Staff, contact us:

Via telephone:

Country	Toll Free Number	Country	Toll Free Number
Argentina	8003458994	Latvia	80205011
Australia	1800016053	Lithuania	880022029
Austria	800301070	Malaysia	1800813998
Belgium	80058057	Mexico	18005146669
Brazil	8008810031	Netherlands	8000201116
Bulgaria	8001100298	New Zealand	800450329
Canada	18665682509	Norway	80062177
Chile	12300205731	North Macedonia	80090518
Ecuador	1800000576	Panama	8002268417
China	4008190505	Peru	080054045
	108008521685	Philippines	80018550114
Colombia	18005181164	Poland	8003311362
Croatia	800222785	Portugal	800207797
Czech Republic	800312255	Puerto Rico	1866 961 5676
Denmark	80880404995	Romania	800833388
Egypt	26907383 Not TF	Serbia	800190182
Estonia	8002229	Singapore	18003077617
Finland	800523080	Slovakia	800144165
France	805980028	Slovenia	80080241
Germany	8000001143	South Africa	800981272
Greece	80033152396	Spain	900900334
Guatemala	18778402922	Sweden	201203025
Honduras	80027916058	Switzerland	800321145
Hungary	680101524	Taiwan	800025567
	3614292354 Not TF	Thailand	18008525947
India	8008521284	United Arab Emirates	800035703094
Indonesia	78038526314	United Kingdom	8000260106
Ireland	1800924038		8000260856
Israel	1809452397	Ukraine	800504291
Italy	800905686		18669615676
Japan	120979251	United States of America	18668059185
Korea (South)	79885215925		18883265562
Kenya	800211153	Venezuela	08001005275

**Sanofi external service
desk for clinical site
users**

Investigational Sites

sanofi

Via e-mail: Sanofi.Services@Stefanini.com

Via chat services :

<https://chat-eu3.stefanini.com/sanofi/index.html>

**Make sure you select the language before
opening the chat session.**



Contact your Sanofi clinical trial external Service Desk if you:

- ⇒ Experience any connection problems
- ⇒ Have trouble accessing your account or applications
- ⇒ Encounter any error messages
- ⇒ Need in-app guidance

Applications in scope:

Account and Access Management:

- Trial Setup (clinical users only)
 - ClinGuard
 - EXOSTAR

Tools:

- iMedidata / RAVE
- CRF_ISF (ARCO)
 - ClinOVault
 - WINCH EPP
 - iConnect
- Sanofi For Sites (S4S)

Remember that for technical matters, Sanofi clinical trial external Service Desk

is your unique point of contact!



Support hours:

* Portuguese, Italian, German, Romanian, Japanese, Chinese Mandarin.

** Thai, Hindi, Swedish, Finnish, Dutch, Polish, Korean:
24/7 via TRANSLATION services

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

