

## 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	Number	Country	Toll Free Number	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

### CRA On Monitoring Visit



# SANOFI

<https://race.sanofi.com>



### Contact SANOFI SERVICES if :

- ⇒ You are on site monitoring visits
- ⇒ You request assistance on behalf of FX users (errors, account management)
- ⇒ You have a question regarding CSAM

### WHAT DOES STEFANINI DO FOR YOU?

- Creates and escalates a ticket directly to the correct support group  
→ Faster service

### Applications in scope

- RACE
- eCRF / OCRDC OnSite
- Clinical eRooms
- CTP
- IMPACT Progress
- IMPACT MySites
- J Review
- WISE
- EnCORE
- EasyTick
- CTI
- FX account and access management
  - SELFS
  - CSAM v2



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	8 AM - 5 AM (GMT+1 )
French	Mon - Fri
Other *	8 AM to 6 PM (GMT+1 ) Mon - Fri

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

