



## Snoobi Help and Service Center

Snoobi is proud on our ability to answer all your Snoobi Analytics-related questions. To enable a quick turn-around time in answering your questions our Support System is the main channel. E-mails with questions to our direct e-mail addresses have no workflow and we may not be able to respond in time. The phone numbers for support can be used in case of an emergency or escalation.

If you have not done so yet, please register. You can also register when you create a support ticket for the first time. To ensure you can receive information and the analytics reports from us, please white-list (or ask your IT-department to white-list) the following e-mail addresses and domains: snoobi.com, snoobi.eu, snoobi.nl and snoobi.fi. We never 'spam'. The table below shows practical information on the most commonly used subjects.

Snoobi Analytics login:	<a href="https://analytics.snoobi.com">https://analytics.snoobi.com</a>
Steps to request or change password:	<a href="https://support.snoobi.info/support/solutions/articles/44002473272">https://support.snoobi.info/support/solutions/articles/44002473272</a>
Sign up for the Support Portal:	<a href="https://support.snoobi.info/support/signup">https://support.snoobi.info/support/signup</a>
Log a Support Ticket Online:	<a href="https://support.snoobi.info/support/tickets/new">https://support.snoobi.info/support/tickets/new</a> (7 x 24)
Log a Support Ticket by e-mail:	<a href="mailto:support@snoobi.com">support@snoobi.com</a> (7 x 24)
Finnish Support phone:	+358 (0) 9 4272 0598 (09:00-16:00 local time, for urgent issues)
English Support phone:	+31 (0) 20 345 6820 (09:00-16:00 local time, for urgent issues)
Help Center & Knowledgebase:	<a href="https://support.snoobi.info">https://support.snoobi.info</a>
Getting started with Snoobi:	<a href="https://www.snoobi.com/resources/starter-service/">https://www.snoobi.com/resources/starter-service/</a>
Installing Snoobi code:	<a href="https://support.snoobi.info/support/solutions/articles/44002139158">https://support.snoobi.info/support/solutions/articles/44002139158</a>
Snoobi GDPR information:	<a href="https://www.snoobi.com/why-snoobi/gdpr-and-snoobi/">https://www.snoobi.com/why-snoobi/gdpr-and-snoobi/</a>
Snoobi Data Protection Officer:	<a href="mailto:privacy@snoobi.nl">privacy@snoobi.nl</a>
Snoobi Technology website:	<a href="http://www.snoobi.com">www.snoobi.com</a>
Inquiries about invoicing:	<a href="mailto:finance@snoobi.nl">finance@snoobi.nl</a> / <a href="mailto:finance@snoobi.fi">finance@snoobi.fi</a>
Sales and general inquiries:	<a href="mailto:info@snoobi.fi">info@snoobi.fi</a> / <a href="mailto:info@snoobi.nl">info@snoobi.nl</a>
Snoobi Servers uptime monitor:	<a href="#">Snoobi Solution Article on Uptime</a>

### Notes

Typical initial response time when entered into the Support Portal or by using the direct support e-mail is 1 working day. Language is Dutch, English or Finnish as far as local language customer service agents are available. Contact us at our 'Info' e-mail address for questions about training or advisory arrangements, or call us.