

Support Services Information

To ensure the fastest and most effective resolution to your Support issues, please contact the BioClinica Support Center 24 hours a day, 7 days a week using the information below:



Email: support@bioclinica.com



Phone: 1-888-275-2462 for US and Canada

*All supported countries are provided; if your country is not listed, please contact our Support Center via email for additional options.

When calling for support, please see below for the available options:

Country Toll-Free Number	Country Toll-Free Number
Medical Imaging Products: <ul style="list-style-type: none"> • SMART portal • Hawkeye • Imaging Submission (formerly WebSend/SynarcConnect) 	Press 1
eHealth Products: <ul style="list-style-type: none"> • Electronic Data Capture • Interactive Response Technology • Clinical Trial Management System • Trial Supply Optimization • StudyView/Reporting • TrainingU • Risk-Based Monitoring 	Press 2 After selecting 2: <ul style="list-style-type: none"> • Press 1 for IRT/Trial Supply Optimization • Press 2 for All other products
Payments & Forecasting: <ul style="list-style-type: none"> • Investigator Payments (formerly ClinPay) • Payment Portal (formerly ClinViz) • Patient Reimbursement (formerly ClinDebit) • Investigator Payments Forecasting (formerly ClinPlan) 	Press 3
Cardiac Safety Support Questions	Press 4
Pharmacovigilance Support Questions	Press 5
All other calls	Select 0

Toll-Free numbers for additional countries

Country	Toll-Free Number
Argentina	0800-666-3253
Australia	1-800-458-303
Austria	0800-295172
Belarus	8-820-0011-0245
Belgium	0800-742-67
Bosnia & Herzegovina	0-800-82-908
Brazil	0-800-891-6477
Bucharest/ Romania	+40-215398156
Bulgaria	(00800) 0800-46-007
Canada	1-877-558-2783
Chile	1230-020-8340
China	10-800-713-1248(N) 10-800-130-1209(S)
Colombia	01800-915-6028
Croatia	0800-222-405
Czech Republic	800-144-359 (outside Prague) +420-246019022 (Prague)
Denmark	80-83-02-05
Ecuador	1-800-020-535
Egypt	0800-000-0414
Estonia	800-0100-164
Finland	0-800-1-13047
France	0800-910587
Georgia	0-800-100158
Germany	0800-187-3665
Greece	00-800-12-6911
Hong Kong	800-968-799
Hungary	(80) 088-164
India	000-800-100-7024
Indonesia	001-803-017-5556
Ireland	1-800-550-266
Israel	1-809-424957
Italy	800-872-147

Country	Toll-Free Number
Japan	0800-888-6352
Latvia	8000-2169
Lithuania	8-800-30468
Ljubljana	+386-16001620
Luxembourg	800-8-8063
Malaysia	1-800-815-300
Mexico	01-800-681-1536
Moldova	0-800-61434
Netherlands	0-800-022-3615
New Zealand	0800-451055
Norway	800-11-348
Panama	00-1-800-202-5611
Peru	0800-53063
Philippines	1-800-1-116-0908
Poland	0-0-800-111-3816
Portugal	800-813-767
Russia	8(800) 100-63-19
Saudi Arabia	800-844-7837
Serbia	0800-190-191
Singapore	800-130-1611
Slovakia	0800-001-435
South Africa	0-800-980-386
South Korea	003-0813-1765
Spain	900-977611
Sweden	020-795-648
Switzerland	0800-561-801
Taiwan	00801-14-8866
Thailand	001-800-13-203-9966
Turkey	0811-213-0175
Ukraine	0-800-500657
United Kingdom	0-800-883-0539
Venezuela	0-800-100-9092