

10. User Support / Helpdesk and Information


1 Helpdesk

- Please contact the helpdesk if you have any technical problems with endoACRO or the Viedoc system. The helpdesk is also available for issues concerning user accounts for example forgotten password.

- The helpdesk is available via online chat, email or telephone during office hours.


Office hours: 8.30 – 23.30 CET (CEST during Summer time)


- Email: helpdesk@viedoc.net
- Chat: You can start a chat with the helpdesk by clicking the "Chat" link on the login page or when you are logged in by using the "LIVE SUPPORT" link below the left-hand menu.
- Phone: +46 18 430 31 00
- Languages supported are English and Swedish.




Contact us

System and password support

 [Chat](#)

 E-mail helpdesk@viedoc.net

Business related support

 E-mail endoACRO@pfizer.com

2 Pfizer local monitor

- The Pfizer local monitor will handle first line support for study related questions.

3 Medical Outcomes

- Pfizer Medical Outcomes will handle support concerning study related questions, regulatory questions and change requests.
- Email: endoacro@pfizer.com