

Who To Contact?



- **Training and Consulting**
 - **Using Nielsen Software**
(Analysis Tool, Weeklies, TapscanWeb, PDA Web, Scarborough)
 - **LPC Cloud**
(Diary market software)
 - **Data Dos and Don'ts**
 - **Order/Billing Questions**
- Contact:** Carol Jacobs
Email: cjacobs@rrconline.org
- **Sign-in Help:**
 - <https://www.rrconline.org>
Click "Forgot Sign In" button
 - <https://answers.nielsen.com>
Once Access Manager has set up user, user may click "forgot password" or call support
 - **General Questions and anything else not on this list!**

Phone: (301) 774-6686
Email: rrc@rrconline.org



- **Station Relations Team****
 - Station Information Packet (SIP)
 - Station acquisitions
 - Call letter changes
 - Frequency swaps
 - Total line reporting
 - Format

Phone: (667) 786-4710
Email: rsimail@nielsen.com

****The RRC should also be notified of station changes. Email us at rrc@rrconline.org**

- **Public Use of Data**
 - Running Promotions
 - On-air, Print, Social, Web, etc.

Contact: Nick Freeling
Email: nick.freeling@nielsen.com

- **Encoding Issues**

Phone: (800) 537-4872 option 3
24 Hour Hotline: (866) 767-7212

- **Answers.Nielsen.com and Software Installation:**

Phone: 1(800) 543-7300
Email: clientsupport@nielsen.com

<https://www.rrconline.org>

USERNAME: _____

PASSWORD: _____

<https://answers.nielsen.com/>

USERNAME: _____

PASSWORD: _____