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: cjJacobs@rrconline.org
- Sign-in Help:
  - [https://www.rrconline.org](https://www.rrconline.org)
    Click “Forgot Sign In” button
  - [https://portal.apps.nielsen.com](https://portal.apps.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!
  Contact: Nick Freeling
  Email: nick.freeling@nielsen.com
  **The RRC should also be notified of station changes. Email us at 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: rsmail@nielsen.com

- 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

- Nielsen client portal and Software Installation:
  Phone: 1(800) 543-7300
  Email: clientsupport@nielsen.com

[https://www.rrconline.org](https://www.rrconline.org)
[https://portal.apps.nielsen.com](https://portal.apps.nielsen.com)

USERNAME: ______________________________
PASSWORD: ______________________________