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](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!

  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: (667) 786-4712
  24 Hour Hotline: (866) 767-7212
  encoding@nielsen.com

- Nielsen client portal and Software Installation:

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

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[https://www.rrconline.org](https://www.rrconline.org)

USERNAME: ____________________________
PASSWORD: ____________________________

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

USERNAME: ____________________________
PASSWORD: ____________________________