Contacting the MRL Service Desk

AMERICAS

Americas MRL Service Desk Phone Numbers	
Country	**Toll Free #**
USA	1 844 967 4357
Argentina	0800 333 0736
Brazil	0800 891 8846
Canada	1 877-570-6979
Chile	800395035
Colombia	01 800 518 1631
Costa Rica	0800 011 1193
Ecuador	1 800 225 528 +877 425 6993
Mexico	0018 001 233 328
Panama	001 800 507 2425
Peru	080 054 623
Puerto Rico	1 866 788 0567
Guatemala	8668010754
Dominican Republic	8443504292

When should I call?

For Clinical sites application support, CRAs, DPED, Regulatory, Safety & IT applications support for MRL users, including external partners.

Language	Support Hours
English	24x7x365
Spanish	8 AM – 8 PM EST
Portuguese	8 AM – 8 PM EST
French	9 AM – 2 PM EST

Email:

MRLSD@merck.com (US & Canada)

MRLSD@msd.com

All users (internal/external, CROs, CRAs, etc) in any region can always email the Clinical Service Desk to open a new case or check case status

Escalations:

MRLSDfeedback@msd.com

If you have a problem with your issue resolution, please use this email address to contact the MRL SD management team (responses in English)

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Contacting the MRL Service Desk

Asia Pacific

AsiaPac MRL Service Desk Phone Numbers	
Country	**Toll Free #**
Australia	1 800 052 381
China	400 881 1293
Hong Kong	307 14 773
India	000 800 440 1806
Japan	012 098 3580
Malaysia	1 800 88 1509
New Zealand	050 893 0977
Philippines	1 800 144 10359
Singapore	800 448 1669
South Korea	080 440 0880
Taiwan	080 909 0297
Thailand	001 800 441 0254

When should I call?

For Clinical sites application support, CRAs, DPED, Regulatory, Safety & IT applications support for MRL users, including external partners.

Language	Support Hours
English	24x7x365
Japanese	9am - 8pm JST
Mandarin	9am - 5pm CST
Korean	9am - 5pm KST

Email:
MRLSD@msd.com

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Contacting the MRL Service Desk

EMEA

EMEA MRL Service Desk	
Country	**Toll Free #**
Austria	0800 293 770
Belgium	0800 81058
Bulgaria	00 800 116 4417
Croatia	0800 222 547
Czech Republic	800 700 427
Denmark	806 050 08
Estonia	8000044493
Egypt	08000000701
Finland	0800 98904
France	0 805 540 501
Germany	0800 589 1608
Greece	00 800 441 47466
Hungary	06 809 83800
Ireland	1 800 995 050
Israel	1 809 448 379
Italy	800 928 378
Malta	80062186
Netherlands	0800 020 1448
Norway	800 30 597
Poland	800 702 113
Portugal	800 844 765
Romania	0800 896 826
Turkey	00800448825930
Russia	8 10 800 238 01044

When should I call?

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EMEA Continue…	
Country	**Toll Free #**
Saudi Arabia	8008444270
Serbia	0800190224
Slovenia	0800 80793
South Africa	0800 981 389
Spain	900 812 648
Sweden	020 160 5643
Switzerland	0800 561 930
Ukraine	877 9279330
United Arab Emirates	80004440135
United Kingdom	0800-028-4882

Language	Support Hours
English	24x7x365
French	9am - 2am CEST
German	9am - 5pm CEST
Spanish	9am - 2am CEST

Email:

MRLSD@msd.com

All users (internal/external, CROs, CRAs, etc) in any region can always email the MRL Service Desk to open a new case or check case status

Escalations:

MRLSDfeedback@msd.com

If you have a problem with your issue resolution, please use this email address to contact the Clinical SD management team (responses in English)

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Contacting the CRA Service Desk

United States & Canada

Language	Support Hours
English	24x7x365

Phone Number: 1-844-967-4357 (Select option 1 for CRAs)

Chat: Accessed via support.merck.com or http://supportchat.merck.com
*Select "**Clinical Trial Support**" from drop-down menu)

Email: CRASupport@merck.com

Feedback: CRAsupportfeedb@merck.com

CRA Central Community Page:
https://collaboration.merck.com/sites/cracentral/SitePages/CRA-Help-Desk.aspx

What is the difference between the MRL Service Desk and the Global Service Desk?

CRA Service Desk:
Provides support for all Clinical applications (e.g. InForm, Spectrum, SMART, CLMS, & SIP) for CRAs, including external partners in the United States & Canada.

Global Service Desk:
Provides support for hardware (e.g. laptops, iPad) and core business applications (e.g. Outlook, Office 365, SAP) across all divisions

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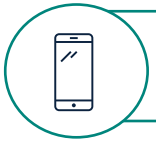
Contacting the CRA Service Desk

Global

Language	Support Hours
English	24x7x365



Phone Number: For countries outside the US & Canada, CRAs can use country specific local Toll-Free phone numbers and select the appropriate CRA option

Chat: Accessed via support.msd.com or http://supportchat.msd.com
*Select "**Clinical Trial Support**" from drop-down menu

Email: CRASupport@msd.com

Feedback: CRASupportfeedb@msd.com

CRA Central Community Page:
https://collaboration.merck.com/sites/cracentral/SitePages/CRA-Help-Desk.aspx

What is the difference between the MRL Service Desk and the Global Service Desk?

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Global Service Desk:
Provides support for hardware (e.g. laptops, iPad) and core business applications (e.g. Outlook, Office 365, SAP) across all divisions

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