

**Help Desk Support Email Address**

Novartis IRT (NIRT)

NIRTsupport@c3iservice.com

**Help Desk Support Phone Numbers****Language****Operations Hours / Days**

NIRT support is currently provided in English only

24 hours, Mon - Sun

**Country****Dial In #**

Austria, Belgium, China, Czech Republic, Denmark, Estonia, France, Germany, Hungary, Iceland, Ireland, Italy, Korea, Latvia, Lithuania, Macau, Malaysia, Netherlands, New Zealand, Norway, Philippines, Poland, Slovakia, Spain, Sweden, Switzerland

00-800-3624-3422

Argentina

0-800-266-4508  
0-8002220099

Australia

0011-800-36243422

Brazil

0-800-891-8845

Bulgaria

3592 491 70 59

Canada

1-8668991170  
011-80036243422

Chile

1230-020-7842

Colombia

01-800-518-1349

Costa Rica

0-800-011-1194

Croatia

0800223107

Ecuador

Andinatel: 1-999-119-866-842-0786  
Pacifictel: 1-800-225-528-866-842-0786  
Pacifictel-Spanish: 1-800-999-119-866-842-0786

Egypt

0800-000-0125

Finland

Sonera: 990-800-3624-3422  
Elisa: 999-800-3624-3422  
Finnet: 00-800-3624-3422

Greece

00800-44-14-5769

Guatemala

999-91-90-888-484-6505

Hong Kong

001-800-3624-3422

India

000-800-440-1609

Israel

1809344219  
GoldenLines: 00/012-80036243422  
Barak: 013-80036243422  
Bezeq: 0014-80036243422

Jamaica

1-8668991170

Japan

Cell phone: 0033 010 800 362 43422  
Softbank: 0041 010 800 362 43422 / 0061 010 800 362 43422

Mexico

018668991170

Nicaragua

1-800-0174-877 343 3544  
Spanish: 1-800-0164-8773433544

Panama

001-800-5072424

Peru	0800-54622
Portugal	00-80036243422 Marconi: 001- 800 3624 3422
Romania	0800-89-4854
Russia	810-80036243422
Singapore	008-80036243422 Singapore Telecom: 001-80036243422
South Africa	00-80036243422 Telkom SA: 009-80036243422
South Korea	Korea Telecom: 001-80036243422 DACOM: 002-80036243422
Taiwan	002-80036243422 Chungwa Telecom: 00-80036243422
Thailand	001-80036243422
Trinidad / Tobago	8682245799
Turkey	0811-288-0001-866-848-8750
Uruguay	000-411-002-4643
Venezuela	0800-100-8684
USA	1-866-899-1170 00-80036243422
United Kingdom	00-800-3624-3422 08001690453
Toll Free # for all countries	1-973-989-5002

### Help Desk Support Chat

You can engage a chat by clicking the chat icon  located on the bottom right corner of every NIRT page.

This will connect you to the NIRT Chat Bot, which can address:

- Login issues
- Training and access related questions
- Data correction request queries

Additionally, you can chat with a live agent for any NIRT related questions.