

## Opening hours Noldus helpdesks

### Overview by time zone

#### Round-the-clock assistance

If you are working in the evening and your local help desk is closed, you can always phone a Noldus help desk in another time zone to quickly ask a question. This document is to help you with that. For up-to-date information about closures due to public holidays and similar, please check on [www.noldus.com/help-desk](http://www.noldus.com/help-desk). Remember that 24/7 support is available via our [knowledgebase](#) and you can always submit your question by e-mail using our support form on the [help desk](#) web page. We will respond within one working day, usually quicker.

#### Opening hours, in local times of help desks

Help desk	Phone	Time zone	Opening hours	Days	Language
US West coast	+1-866-860-3580 Toll free	PST	9 am - 5pm	Monday to Thursday, Friday morning	English
US East coast	+1-877-266-5387 Toll free	EST	9 am - 5pm	Monday to Friday	English
European	+31-317-47-3333	CET	06:00 - 16:00	Monday to Friday	English, Dutch
Germany	+49-6094-9885612	CET	08:30 - 17:00	Tuesday – Thursday, Monday afternoon, Friday morning	German, English
China	+86-10-62111073	CST	09:00 - 18:00	Monday to Friday	Chinese, English

The tables below indicate when our help desks are open in different time zones. Note that at some times of the year it is possible that one help desk is on summer time (daylight saving) and another on winter time, so there may be an hour difference, and in addition if your time zone does not use summer/winter time that may also cause a difference. Shaded means closed, open means open. Click on a city near to you to go to your time zone.

- [Amsterdam](#)
- [Athens](#)
- [Beijing](#)
- [Berlin](#)
- [Bogota](#)
- [Budapest](#)
- [Cairo](#)
- [Cape Town](#)
- [Chicago](#)
- [Dallas](#)
- [Dublin](#)
- [Helsinki](#)
- [Hong Kong](#)
- [Jerusalem](#)
- [Lisbon](#)
- [London](#)
- [Los Angeles](#)
- [Madrid](#)

- [Mexico City](#)
- [Montreal](#)
- [Moscow](#)
- [New Delhi](#)
- [New York](#)
- [Paris](#)
- [Perth](#)
- [Reykjavik](#)
- [Riyadh](#)
- [Rome](#)
- [Seattle](#)
- [Seoul](#)
- [Singapore](#)
- [Stockholm](#)
- [Tokyo](#)
- [Vancouver](#)
- [Wageningen](#)
- [Warsaw](#)
- [Washington DC](#)

**Opening hours for customers on GMT (UTC o, Dublin, London, Lisbon, Reykjavik)**

00:00-01:00	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00-11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
European help desk																							
										German help desk													
										Chinese help desk													
															US East Coast help desk								
																US West Coast							

**Opening hours for customers on UTC+1 (Amsterdam, Paris, Berlin, Budapest, Warsaw)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
European help desk																							
										German help desk													
										Chinese help desk													
															US East Coast help desk								
																US West Coast							

**Opening hours for customers on UTC +2 (Athens, Cape Town, Jerusalem, Helsinki)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
European help desk																							
										German help desk													
										Chinese help desk													
															US East Coast								
West Coast																US West Coast							

**Opening hours for customers on UTC +3 (Moscow, Riyadh)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
											European help desk												
														German help desk									
						Chinese help desk																	
																US East Coast							
US West Coast																		US West Coast					

**Opening hours for customers on UTC +5:30 (New Delhi)**

00:00 –	01:00 –	02:30 –	03:00 –	04:00 –	05:30 –	06:30 –	07:00 –	09:30 –	10:00 – 11:00	11:00 – 12:30	12:30 – 13:00	13:00 – 14:00	14:00 – 15:30	15:30 – 16:00	16:00 – 17:00	17:00 – 18:30	18:30 – 19:30	19:30 – 20:30	20:30 – 21:30	21:30 – 22:00	22:00 –	23:00 –
									European help desk													
												German help desk										
						Chinese help desk																
US West Coast																		West Coast				
																US East Coast						

**Opening hours for customers on UTC+8 (Beijing, Singapore, Perth)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
											European help desk												
														German help desk									
								Chinese help desk															
US East Coast																		East Coast					
US West Coast help desk																							

**Opening hours for customers on UTC+9 (Tokyo, Seoul)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
												European help desk											
														German help desk									
										Chinese help desk													
US East Coast																							
US West Coast																							

**Opening hours for customers on UTC -8 (Los Angeles, Seattle, Vancouver)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 – 11:00	11:00 – 12:00	12:00 – 13:00	13:00 – 14:00	14:00 – 15:00	15:00 – 16:00	16:00 – 17:00	17:00 – 18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
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European help desk		Europe
German help desk		
China		Chinese help desk
	US East Coast help desk	
	US West Coast help desk	

**Opening hours for customers on UTC -5 (Chicago, Dallas, Mexico City)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 –11:00	11:00 –12:00	12:00 –13:00	13:00 –14:00	14:00 –15:00	15:00 –16:00	16:00 –17:00	17:00 –18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
European help desk																							
German help desk																							
Chinese help desk																				Chinese			
									US East Coast														
											US West Coast												

**Opening hours for customers on UTC-4 (Montreal, Washington DC, Bogota)**

00:00 –	01:00 –	02:00 –	03:00 –	04:00 –	05:00 –	06:00 –	07:00 –	08:00 –	09:00 –	10:00 –11:00	11:00 –12:00	12:00 –13:00	13:00 –14:00	14:00 –15:00	15:00 –16:00	16:00 –17:00	17:00 –18:00	18:00 –	19:00 –	20:00 –	21:00 –	22:00 –	23:00 –
European help desk																							
German help desk																							
Chinese help desk																				China			
									US East Coast help desk														
											US West Coast help desk												