

# Features for Our International Customers

## International features and data centers

Below is an overview of features and services designed to support our international customers, including data hosting options, localization tools, and customization capabilities.

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## 24/7 support

Email support is available 24/7 to assist you whenever you need help.

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## Data centers

Alchemer offers multiple data center options so you can choose where your data is stored and managed.

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### US data center

Accounts hosted in the US data center:

- Generate survey share links using: `yourcompany.alchemer.com`
  - Store data in US-based infrastructure
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### EU data center

When creating an Alchemer trial, select **EU** from the Data Center dropdown menu.

Accounts hosted in the EU data center:

- Generate survey share links using: `www.survey.alchemer.eu`
  - Generate email campaign links using: `i.sgizmo.eu`
  - Store all collected data in Frankfurt, Germany
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### Canadian data center

When creating an Alchemer trial, select **CA** from the Data Center dropdown menu.

Accounts hosted in the Canada data center:

- Generate survey share links using: `www.survey.alchemer-ca.com`
- Generate email campaign links using: `i.sgizmoca.com`

- Store all collected data in Montreal, Canada
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## Australia data center

The Australia (AU) data center is designed to support customers in Australia and the broader Asia-Pacific region.

When creating an Alchemer trial, select **AU** from the Data Center dropdown menu.

Accounts hosted in the AU data center:

- Generate survey share links using: `www.survey.alchemer.au`
  - Store all collected data within Australia (AWS infrastructure)
  - Benefit from improved performance for Australia-Pacific users
  - Support compliance with Australian data privacy regulations
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## Log in to accounts across data centers

To access your account, visit:

<https://login.alchemer.com/>

- If you have **multiple accounts under the same email across different data centers**, you'll be prompted to select which account to access.
- If you only have one account, you'll be logged in automatically.

**Note:** You can access accounts across US, EU, Canada, and AU environments as long as your user exists in each account.

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## Working across multiple data centers

If you need to use multiple data centers (for example, US and AU), it's important to understand how accounts are managed:

- Accounts are **separate per data center**
- Users must be **created in each environment**
- Licenses are **not shared between environments**
- Surveys and data are **not automatically migrated**

If you need to move to the AU data center:

- A new AU account will be created
  - Users must be re-added
  - Surveys can be moved using internal migration tools (if available)
  - Data will not transfer—new data collection begins in the AU account
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## Security and privacy resources

If you have additional questions about security and privacy, you can review our Security Whitepaper for detailed information about our infrastructure and practices.

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## Set up a private domain for share links

Private domains allow you to fully brand your survey links by removing any reference to Alchemer.

This setup requires coordination between your team and Alchemer.

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### Step 1: Choose your subdomain

For example, if your website is `www.abccompany.com`, you might choose:

- `surveys.abccompany.com`
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### Step 2: Configure your DNS

Ask your IT team to create a CNAME record for your chosen subdomain and point it to the appropriate destination:

- US data center: `privatedomain.alchemer.com`
  - EU data center: `privatedomain.alchemer.eu`
  - Canada data center: `privatedomain.alchemer-ca.com`
  - Australia data center: `privatedomain.alchemer.au`
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### Step 3: Add your private domain in Alchemer

1. Go to **Account > Integrations > Domains**
2. Click **New Domain**
3. Select **Create Private Domain** and click **Next**
4. Enter your configured private domain
5. Save your changes

For full setup details, see the [Private Domain Setup documentation](#).

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## Use your private domain in survey links

Once your private domain is configured:

1. Go to the **Share** tab of your project
2. Click **Customize this link**
3. Select **Private Domain** under Sub-Type

4. Choose your domain from the dropdown
5. Click Done, then Save Link

**Important notes:**

- The `/s3/` portion of survey links cannot be removed.
  - DNS updates may take up to 24 hours to propagate depending on your TTL settings.
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## Change date validation format

By default, Date questions use the MM/DD/YYYY format. You can update this to match regional preferences.

**To change the format:**

1. Edit your Date question
  2. Go to the Validation tab
  3. Select your preferred format:
    - DD/MM/YYYY
    - YYYY/MM/DD
  4. Click Save Question
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## International contact forms

The Contact Form question defaults to a US address format but can be customized for international use.

You can create or adapt forms for:

- Canada
  - United Kingdom
  - European Union
  - Australia
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## Validate inputs using RegEx

Regular Expressions (RegEx) allow you to enforce specific formatting rules for text fields.

**Set up RegEx validation**

1. Edit your question
2. Go to Validation
3. Select Regex from the Answer Format dropdown

4. Enter your pattern
  5. (Optional) Add a custom error message
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## Survey language and translations

### Change default language

1. Go to **Account > Summary > Account Defaults**
  2. Select a language under **Default Project Language**
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## Translate surveys

Alchemer supports over 200 languages for survey translation.

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## Right-to-left (RTL) language support

Arabic, Hebrew, Persian, and Urdu are automatically displayed in a right-to-left format.

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Related Articles