

Alchemer Digital Support For International Customers

Alchemer Digital supports global teams by offering both United States (US) and European Union (EU) data center environments. This gives you the flexibility to collect feedback, store data, and meet regional compliance requirements, without changing how you work.

This article explains how data centers work, how to access your accounts, and what to consider when working across regions.

Available data centers

Alchemer Digital currently supports two hosting environments:

US data center

Accounts hosted in the US data center:

- Generate survey share links using US-based domains
- Store all collected data in a US-based infrastructure

EU data center

Accounts hosted in the EU data center:

- Generate survey share links using EU-based domains
- Store all collected data in Frankfurt, Germany

This setup helps organizations meet data residency and compliance requirements while maintaining a consistent product experience.

Logging in across data centers

You can access all of your Alchemer accounts—regardless of region—through a single login page:

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

Here's what to expect:

- **If you have multiple accounts** (for example, one in the US and one in the EU):
You'll be prompted to choose which account you want to access.
- **If you have only one account** :
You'll be logged in automatically.

Note: You can access accounts in both US and EU environments as long as your user profile

exists in each account.

Working across multiple data centers

If your organization uses both US and EU environments, it's important to understand how they operate:

- Applications are **separate per data center**
- Users must be **created in each environment**
- Surveys, interactions, and data are **not automatically shared or migrated**

This separation ensures data stays within its designated region.

Moving to the EU data center

If you need to transition to the EU data center, the process includes:

1. Creating a **new EU-based account**
2. Re-adding users to the new environment
3. Migrating data (optional)

With any questions regarding this process, reach out to your **Customer Success Manager (CSM)** or **Customer Support team**.

SDK configuration for EU data storage

To ensure data is stored in the EU data center, your mobile SDK configuration must explicitly specify the EU region.

Note: EU region support is available starting with SDK version 7.0.

iOS setup

To use the EU region, include the optional `region` parameter when registering the SDK:

```

func application(_ application: UIApplication, didFinishLaunchingWithOptions launchOptions: [UIApplication.LaunchOptionsKey: Any]?) -> Bool {
    // ...

    Apptentive.shared.register(
        with: .init(
            key: "<#Your Apptentive App Key#>",
            signature: "<#Your Apptentive App Signature#>"
        ),
        region: .eu
    )

    // ...

    return true
}

```

- Omit the `environment` argument
- The `completion` argument is optional

For more details, see the full [iOS SDK guide](#).

Android setup

To configure the EU region in Android, set the `region` parameter in your configuration:

```

class MyApplication : Application() {
    override fun onCreate() {
        super.onCreate()

        val configuration = ApptentiveConfiguration(
            apptentiveKey = "<YOUR_APPTENTIVE_KEY>",
            apptentiveSignature = "<YOUR_APPTENTIVE_SIGNATURE>"
        ).apply {
            region = ApptentiveRegion.EU
        }

        Apptentive.register(this, configuration)
    }
}

```

For more details, see the full [Android SDK guide](#).

Updating existing SDK implementations

If you're updating an existing implementation to support EU data residency:

- Add the `region` parameter to your current setup
- Ensure you're using SDK version 7.0 or later
- Validate that data is being routed to the correct region

Specifying the correct region helps:

- Reduce latency for EU users
 - Ensure compliance with data residency requirements
-

Summary

With support for US and EU data centers, Alchemer Digital gives you the flexibility to:

- Store feedback data in the region that meets your needs
- Manage accounts across multiple environments
- Configure your SDK to align with data residency requirements

If you're planning a transition or need help choosing the right setup, your Customer Success team is a great place to start.

Related Articles