

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 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

If you have accounts in both the US and EU environments, 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:

- Creating a new EU-based account
- Re-adding users to the new environment
- Migrating data (optional)

If you have questions about this process, contact 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
}

```

Additional notes:

- 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.

React Native setup

To use the EU region in React Native, set the optional `region` parameter when registering the SDK.

App.js example

```
import { Platform } from "react-native";
import { Apptentive, ApptentiveConfiguration } from "apptentive-react-native";

const credentials = Platform.select({
  ios: {
    apptentiveKey: "<YOUR_IOS_APP_KEY>",
    apptentiveSignature: "<YOUR_IOS_APP_SIGNATURE>"
  },
  android: {
    apptentiveKey: "<YOUR_ANDROID_APP_KEY>",
    apptentiveSignature: "<YOUR_ANDROID_APP_SIGNATURE>"
  }
});

export default class App extends Component {
  componentDidMount() {
    const configuration = new ApptentiveConfiguration(
      credentials.apptentiveKey,
      credentials.apptentiveSignature
    );

    // Override region to use EU data center
    configuration.region = 'eu';

    Apptentive.register(configuration);
  }
}
```

App.tsx example

```

import React, { useEffect } from 'react';
import { Platform } from 'react-native';
import { Apptentive, ApptentiveConfiguration } from "apptentive-react-native";

const App = () => {
  const credentials = Platform.select({
    ios: {
      apptentiveKey: "<YOUR_IOS_APP_KEY>",
      apptentiveSignature: "<YOUR_IOS_APP_SIGNATURE>"
    },
    android: {
      apptentiveKey: "<YOUR_ANDROID_APP_KEY>",
      apptentiveSignature: "<YOUR_ANDROID_APP_SIGNATURE>"
    }
  });

  useEffect(() => {
    const configuration = new ApptentiveConfiguration(
      credentials.apptentiveKey,
      credentials.apptentiveSignature
    );

    // Override region to use EU data center
    configuration.region = 'eu';

    Apptentive.register(configuration);
  }, []);
};

```

For more details, see the full React Native SDK guide.

Flutter setup

To use the EU region in Flutter, include the optional region parameter when registering the SDK.

```

Future<void> initializeApptentive() async {
  // ...

  final ApptentiveConfiguration configuration = ApptentiveConfiguration(
    apptentiveKey: apptentiveKey,
    apptentiveSignature: apptentiveSignature,
    logLevel: LogLevel.debug,

    // Set your region here
    region: Region.eu,
  );

  bool successful = await ApptentiveFlutter.register(configuration);
}

```

This configuration ensures feedback and interaction data are routed to the EU data center.

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
- Support 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.

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