

# Nielsen Portal FAQs

## ➤ **How can I get help with an application or portal issue?**

Monday - Friday 8:00am - 8:00pm EST, you can reach out to a support team through one of the following:

- *Email:*
  - Media & Digital Products ([ProdHelpLine@nielsen.com](mailto:ProdHelpLine@nielsen.com))
  - Audio Products ([ClientSupport@nielsen.com](mailto:ClientSupport@nielsen.com))
- *Telephone:*
  - Media & Digital Products - 800.423.4511
  - Audio Products - 800.543.7300
- Client Learning Site:
  - <https://www.nielsen.com/us/en/client-learning/>

## ➤ **How to login/authenticate to the new Nielsen portal?**

The new portal homepage is <https://portal.apps.nielsen.com> and includes all application links. You can also use the direct link to a specific application (and save it in your favorites bookmarks).

## ➤ **What does the authentication and login process include?**

Once you enter the portal (or an application's direct URL) you will be redirected to a login page where you are asked to enter your username (email) and password.

Once login is confirmed, you will be redirected back to the portal homepage (or the application's homepage).

## ➤ **How long do I have to activate my account after the July 9 deployment?**

- Accounts migrated from Answers will have 180 days to activate your account after the initial launch by using the self-service "Forgot Password?" option. You can access it by clicking the "Need Help Signing In?" button in the login screen. After this period you will need to contact support for assistance unlocking your account.

- Accounts created in the Nielsen Portal after the cutover will have 1 day to use the account activation link sent to create your account after receiving the email.
  
- **What if I haven't received my activation/password reset email?**  
First search your inbox and spam for emails from [noreply@nielsenmedia.com](mailto:noreply@nielsenmedia.com). If you can't find this email in your inbox, please contact your company's IT/computer support team to make sure that the @nielsenmedia.com domain is not being filtered and you can receive emails from it.
  
- **How do I logout from Nielsen Portal?**  
Click the down arrow next to your username in the top right corner of the page. The "Log Out" option will appear.
  
- **Which Nielsen Applications can I use?**  
You are entitled to see all Nielsen applications which you are registered for. All of the applications can be seen in the portal homepage.
  
- **What should I do to be granted access to an application?**  
In case you need access to a new Nielsen Application, please contact your Application owner or support team.
  
- **How can I change my password?**  
Click the down arrow next to your username in the top right corner of the page. Select "My Account," then "Reset Your Password."
  
- **Will there be any changes to applications other than the login?**  
No, changes will only be in the portal and the login/authentication method; not to the applications themselves.
  
- **After how much time of inactivity will my account be locked?**  
After 180 days, your account will be locked and you will require assistance from Support.

➤ **What is the portal session login timeout?**

The portal session will timeout after 40 minutes with notifications asking for confirmation of activity from the user starting 10 mins before that.

➤ **What are the password duration and reset rules?**

The password will be required to be reset every 90 days and will have to meet the following criteria:

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name

➤ **How can I manage my password and account if I don't have access to the email?**

You will need to provide a secondary email when creating the account that will be associated with the email address granted access to the applications in the portal.

➤ **How long can I access a Nielsen Media app from Answers?**

There will be an Answers redirect in place for certain apps until July 16, 2021; after this, Media applications will only be accessible through [portal.apps.nielsen.com](https://portal.apps.nielsen.com).

All Audio applications will only be available through the Nielsen Portal after the July 10, 2021 migration.

➤ **Can I login to more than one application?**

Yes, once clicking the application in the Media portal, the application will be opened in another browser tab. You can then go back to the portal tab and access another application as normal.

➤ **Where can I find my Workspaces?**

Workspaces are located in the "Workspaces" tab.

➤ **Where can I find my Product Notifications?**

Notifications are located in the “Notifications” tab.

➤ **Where can I find my Libraries?**

All libraries are located in the “**Applications**” tab.

From the “Applications” dropdown, select the “Libraries” category to display available libraries.

➤ **In case I log-out from the Nielsen portal, am I still logged into a specific application?**

Yes, you are still logged in to specific applications. Logging out of the portal does not log you out of an existing application. Please be sure to logout separately from any application.

➤ **What are the supported browsers?**

<b>Browser</b>	<b>Current Supported Version</b>
Chrome	We support the latest 2 major versions.
Mozilla Firefox	We support the latest 2 major versions.
Safari	We support the latest 2 major versions.
Microsoft Edge	We support the latest 2 major versions.
Internet Explorer	IE is officially EOL by 2022, hence not all features can be accessed in IE and will not be supported by the Portal. There will be a short term workaround for applications that rely on this browser until applications are migrated out of IE.

➤ **How can I make sure my private details stay private?**

- Please keep your username and password safe, and never share with anyone. ***including your application owners and administrators.***
- Personal information is not shared by Nielsen to any third party.
- You can contact your administrator and request to delete your personal information from Nielsen portal databases.

- **Will Media Nielsen Media Okta credentials be separate from the NIQ ones?**
  - Yes, although the email/username may be shared with them different passwords will need to be set up, as login will be through separate portals and links.