

Developer Support

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Support Resources

Please check the following resource before contacting us:

API System Status - check the status of the Exchange API services.
Getting Started Guide - quick start guide for the Exchange API, including request & response examples.
FAQ's - search our knowledge base for the answer to your questions.
Developer Forum - discuss your issue with our experienced developer forum community.
Reference Guide - the latest documentation for the Exchange API.
Sample Code - available in a number of programming languages.
API Developer Tools - quickly test API operations via a simple interface.
Betfair Partnerships - to track activity and players to your Affiliate and Partnerships account, please contact your Account Manager who will supply you with the necessary links and formats.

Please note: if you do not apply the correct links or parameters you will not receive affiliate commission or earnings from the players you have referred

Contact Information

If these resources don't help and you need further **API Support**, please contact us using the **Contact Developer Support** link below:

For general queries regarding your **Betfair account**, please contact the [Betfair Customer Service team](#).

- [Betfair Customer Service - Betfair Help Centre](#)
- [Betfair Customer Service Twitter](#) Available 08:00 - 23:00 (BST/GMT)
- [Betfair Partnerships](#) - to track activity and players to your Affiliate and Partnerships account, please contact your Account Manager who will supply you with the necessary links and formats. Please note: if you do not apply the correct links or parameters you will not receive affiliate commission or earnings from the players you have referred.
- [Contact Developer Support](#) - 09:00-17:00 (BST/GMT) Monday - Friday (excluding UK bank holidays)

Information Required for Troubleshooting

When raising API issues with [Developer Support](#) please provide the following details as this will help us to fully investigate any issues in a timely manner:

Your details:

- Application Key used to make the request/s
- The ErrorCode/UUID (if exception) e.g. "errorCode : UNEXPECTED_ERROR requestUUID : prdang007-11130238-0005ef4437"

API Request details:

- Date/Time of the issue with timezone
- Operation/Endpoint URL
- JSON request
- JSON response
- Your Application logs (if applicable)