

# Developer Support

- [Support Resources](#)
- [Contact Information](#)
- [Information Required for Troubleshooting](#)

## Support Resources

Please check the following resource before contacting us:

<a href="#">API System Status</a> - check the status of the Exchange API services.
<a href="#">Getting Started Guide</a> - quick start guide for the Exchange API, including request & response examples.
<a href="#">FAQ's</a> - search our knowledge base for the answer to your questions.
<a href="#">Developer Forum</a> - discuss your issue with our experienced developer forum community.
<a href="#">Reference Guide</a> - the latest documentation for the Exchange API.
<a href="#">Sample Code</a> - available in a number of programming languages.
<a href="#">API Developer Tools</a> - quickly test API operations via a simple interface.
<a href="#">Betfair Partnerships</a> - 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)