



Sage Software Online Services for End-Users

Attached is a brief walk-thru of the services available to you as part of your basic maintenance plan with Sage.

Services include:

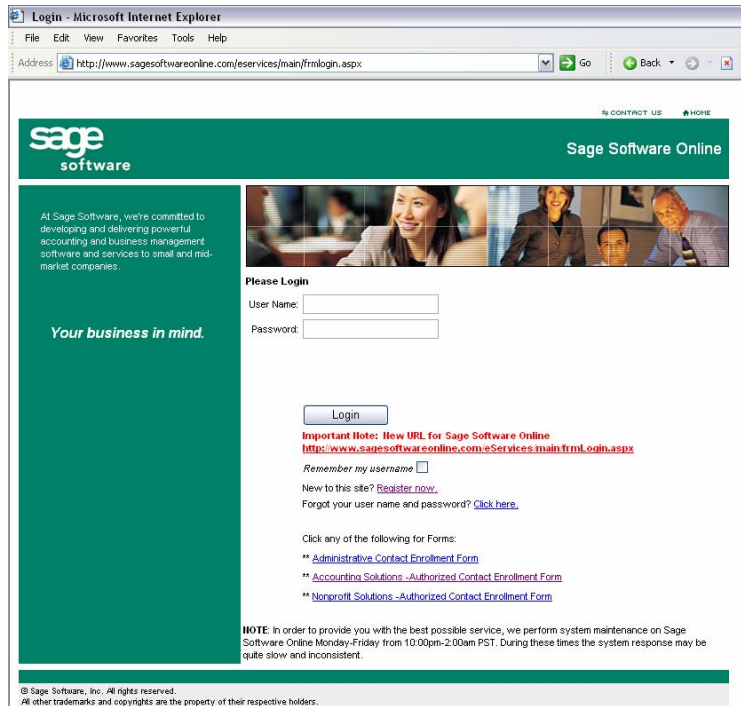
Knowledgebase - search anytime for articles and resolutions to error messages and other product-related issues.

Downloads - Service Updates, Tax Tables, Interim Releases and User Manuals.

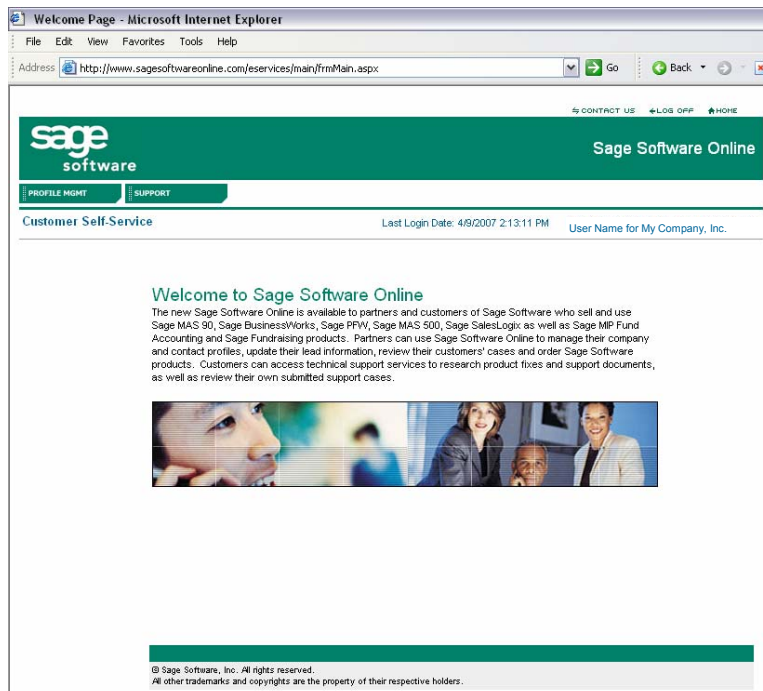
SageTalk Forums - share your product questions and experiences with other users (and occasionally Sage Certified consultants).



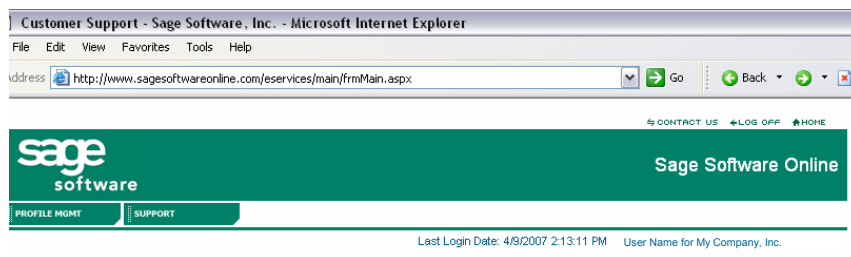
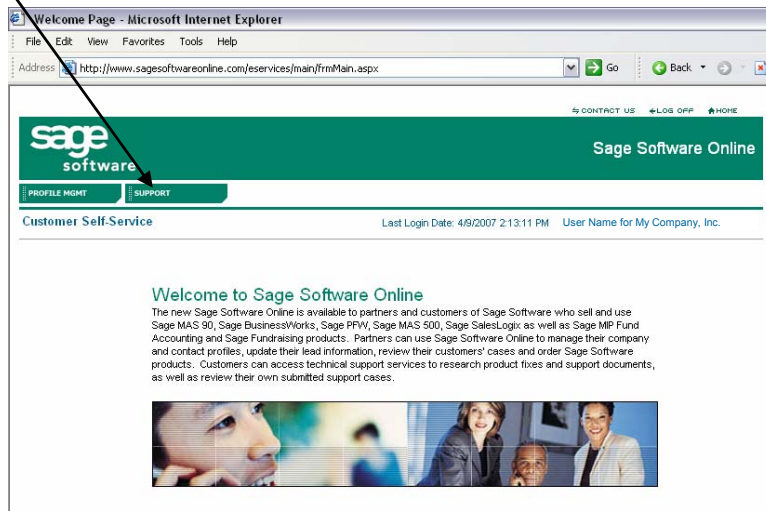
Go to: www.sagesoftwareonline.com



Enter your User Name and Password, and click the "Login" Button



To search the KnowledgeBase, Download Updates, Search for Help Documents, or Join an Online Forum, Click on the Support tab. If you have phone support, you can also check the status of a support case in this area.



Customer Support

Support Options and Resources
Sage Software Customer Support will help you find answers to your questions. Select your product from the links below to get the help you need.

- ▶ [Sage BusinessWorks](#)
- ▶ [Sage CRM](#)
- ▶ [Sage SalesLogix](#)
- ▶ [Sage Fundraising 50](#)
- ▶ [Sage Fundraising 100 \(formerly GT Pro\)](#)
- ▶ [Sage Fundraising 100 Rainbow Ed.](#)
- ▶ [Sage MAS 90 and MAS 200](#)
- ▶ [Sage MAS 500](#)
- ▶ [Sage Millennium](#)
- ▶ [Sage MIP Fund Accounting](#)
- ▶ [Sage PPW](#)

Support Cases
[Case Inquiry](#)
View your own company cases.
[Create a Support Case Online.](#)
Submit your cases to a Support Analyst Online.

Knowledgebase
Search our powerful knowledgebase anytime (24 x7)!
Select your product from the links below to get the help you need.

- ▶ [Sage BusinessWorks](#)
- ▶ [Sage CRM](#)
- ▶ [Sage CRM SalesLogix](#)
- ▶ [Sage Fundraising 50](#)
- ▶ [Sage Fundraising 100 \(formerly GT Pro\)](#)
- ▶ [Sage Fundraising 100 Rainbow Ed.](#)
- ▶ [Sage MAS 90 and MAS 200](#)
- ▶ [Sage MAS 500](#)
- ▶ [Sage Millennium](#)
- ▶ [Sage MIP Fund Accounting](#)
- ▶ [Sage PPW](#)

Using Sage Software Online
[Do you have a question on how to use this website?](#)
Click the link above to send a question regarding the use of the Sage Software Online website. (Please note that this link is not for product-related questions.)

Support for Sage Software Online
For further assistance with your Sage Software Online related issue, call us at 888-282-4195 during our regular [Support Hours](#).

Select Your Product Line for available Service Packs, Form Updates and User Manuals. You can also access the online Users' Forum to share your product questions and

If you have a Silver or Gold Support Plan, you can check on the status of a support case by clicking here.

Select your product line to enter the KnowledgeBase. You can search for articles & discover solutions to your product-related issues.

Here is an example of the Support Options and Resources Page (For MAS 90 or MAS 200):

The screenshot shows a Microsoft Internet Explorer browser window displaying the support page for Sage MAS 90 and MAS 200. The browser's address bar shows the URL: <http://support.sagesoftwareonline.com>. The page is titled "Sage MAS 90 and MAS 200 Support".

Annotations on the left side of the page point to various sections:

- Download Service Updates:** Points to the "Version 4.10 Service Update" section.
- Download Federal Form Updates:** Points to the "Updated! 941 Form 2007 Updates" section.
- You can also enter the Knowledge-Base from this page:** Points to the "Knowledgebase" section.
- Download Tax Tables and More!:** Points to the "Downloads" section, specifically the "Installation" sub-section.

The page content includes:

- Version 4.10 Service Update:** A yellow header section with text stating that the latest MAS 90 and MAS 200 Version 4.10 Service Update is now available, along with Service Pack 1, and can be downloaded from the [Service Packs / Program Fix Collections](#) page.
- Updated! 941 Form 2007 Updates:** A yellow header section with text stating that program fixes for the 941 Form 2007 Updates are now available for the versions listed below:
 - Version 4.20 - [PR4013-T](#)
 - Version 4.10 - [PR4012-T](#)
 - Versions 4.0 & 4.05 - [PR4011-T](#)
 - Version 3.73 - [PR3052-T](#)
 - Version 3.71 - [PR3051-T](#)
- Knowledgebase:** A green header section with a link to [Knowledgebase](#) and text encouraging users to search for articles and solutions. It also includes a link to [Knowledgebase Survey](#).
- Downloads:** A green header section containing a sub-section for **Installation** with a link to [Installation Information](#) (updated for version 4.20) and a link to [Data Migrator](#).
- Registration Keys for Version 4.0:** Text stating to login to [Sage Software Online](#), go to the *Welcome Page*, and then click the following:
- Extended Solutions Customer Support:** Contact information including Phone: (USA) 888-856-2378, Fax: 206-223-9549, and e-Fax: 866-266-0921.
- e-Support:** A link to [e-Support](#) with the text "Submit a support request online."
- Support Management Team:** A link to [Support Management Team](#).
- Case Escalation:** A link to [Case Escalation](#) with text: "Escalate an existing support case to the Customer Support Management Team."
- Support Hours and Holiday Schedule:** A link to [Support Hours and Holiday Schedule](#).
- Module Code List:** A link to [Module Code List](#) with text: "Connect with an analyst who specializes in a specific module."
- Authorized Contact List:** A link to [Authorized Contact List](#) with text: "Update the list of individuals in your organization who are authorized to contact Sage Software."
- General Support Information:** A green header section containing:
 - Introduction to Customer Support:** A link to [Introduction to Customer Support](#) with text: "A brief overview of how our award-winning support centers work."
 - Supported Topics:** A link to [Supported Topics](#) with text: "Review which topics are covered (and not covered) by Customer Support."
 - Severity Level Matrix:** A link to [Severity Level Matrix](#) with text: "Learn how we assess case and issue severity."
- Feedback:** A green header section containing a link to [Product Enhancement Request](#) with text: "You are invited to make suggestions on how we can improve future versions of our products."

- Products
- View Sage MAS 90 and MAS 200 Product Key

Business Alerts

Download sample Business Alerts.

Interim Release Download

Keep your Sage MAS 90 or 200 system up to date with the latest interim release, including any Year End Program Changes for Accounts Payable, Magnetic Media Reporting, and Payroll.

PCCharge Payment Server

Set up the PCCharge Payment Server.

Service Packs and Program Fixes

Download the latest Service Packs and Updates. Program Fixes are also available either individually or as a group.

Tax Table Updates

Install the latest Tax Table changes.

Additional Resources

SageTalk Online Forums

Share your product questions and experiences with other users.

Note: New SageTalk users must first set up a profile before participating in discussions. To do so, please click the *join* button near the top right corner of the SageTalk home page.

Training Courses

Review class descriptions and schedules.

Subscriptions Services

Subscribe/Unsubscribe to receive information from support or change your email address.

Share your product questions and experiences with other users in the SageTalk Online Forums.

Example below...

Documentation

User Manuals

Online Manuals

View Installation Guides and User Manuals for most modules.

Installation Guides

Knowledgebase Articles (KBAs) (Formerly known as ABCs)

View Sage MAS 90 and MAS 200 technical bulletins.

Note: This ABC/KBA locator will be replaced by InfoSource in

Third Party Applications

Tools Tips

View helpful hints and shortcuts for third-party integration and reporting tools such as Crystal Reports.



Some links on this site require Adobe® Acrobat® Reader™ to view them. You can download a free copy by [clicking here](#).

Download User Guides



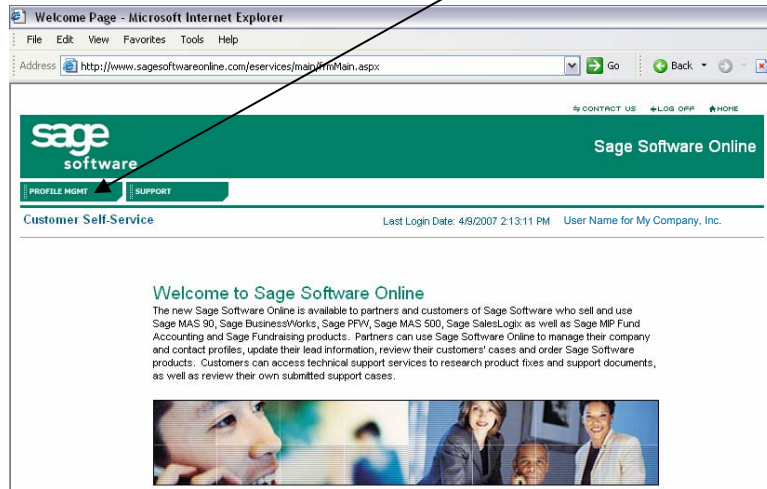
[join](#) [search](#) [today](#) [help](#) [refresh](#) [login](#)

Type in a descriptive name for this favorite, you can view your favorites by clicking on Today on the main menu. WHO'S ON: 2:28 PM

There are currently 2 users logged in.
8131 users are registered to the SageTalk forum.

Forum Categories	Topics	Last Post	Favorite description
General SAGETALK Support Use this Forum to report issues with the SageTalk application. (i.e., login problems, suggestions, etc.)	274	Monday April 30, 2007 12:14 PM by eihardn	
Sage BusinessWorks - Hardware, Networks, and Printers Questions and tips for running Sage BusinessWorks with specific networks, printers, and hardware.	199	Monday March 05, 2007 8:36 AM by VinceSettipane	
Sage MAS 90 & Sage MAS 200 SUPPORT			
Sage MAS 90/200 - Support News and Announcements Important support news and information regarding Sage MAS 90 and Sage MAS 200.	2	Friday May 03, 2002 11:09 AM by Dave Kries	
Sage MAS 90/200 - Installation Questions and tips for Sage MAS 90 and Sage MAS 200 Installation, MAS 90 and MAS 200 System Setup, Library Master, BestCast, BOSS Login, BOSS Operation, Visual Explorer, networks, and printers.	3138	Wednesday May 09, 2007 12:09 PM by mas90quru	
Sage MAS 90/200 - Productivity Tools Questions and tips for Crystal Reports, Custom Office, Customizer, Data Migrator, Import Master, MAS Office, ODBC, Report Master, SalesLogix Link, Visual Integrator, and Visual PostMaster.	8400	Wednesday May 09, 2007 1:54 PM by mikalainis	
Sage MAS 90/200 - Business Management Applications Questions and tips for using Accounts Payable, Accounts Receivable, Act! Link, Bar Code Master, Bill of Materials, Credit Card Processing, eBusiness Manager, Inquiry applet, eBusiness Manager .order applet, Inventory Management, Job Cost, Material Requirements Planning, Purchase Order, Point of Sale, Remote SalesPerson, Sales Order, and Work Order.	7903	Wednesday May 09, 2007 1:31 PM by spq62798	
Sage MAS 90/200 - Financial Applications Questions and tips for using Bank Reconciliation, Client Write-Up, Executive Information System, F9, FRx, Fixed Assets Link, GL, Magnetic Media Reporting, Payroll, TimeCard, Timekeeper, Timeslips Link to GL, and Tax Table Update.	2077	Wednesday May 09, 2007 8:54 AM by mas90quru	
Sage MAS 500 SUPPORT			
Sage MAS 500 - Support News & Announcements Important support news and information regarding Sage MAS 500.	21	Tuesday July 11, 2006 4:31 PM by Steve Conte	

To check or modify your company's profile, click on the Profile Management Tab.



Once you click on Profile Management, you'll see the main company profile screen:

Additional Profile Links

This shows the Sage Partner that handles your local support

Your Mailing Address (for invoices, etc.)

Your Shipping Address - this is where Sage will ship your CDs as new versions become available

This is your Sage Software Account#

This is the Registration ID for YOUR software

COMPANY INFO
PERSONAL INFO
CONTACTS
PRODUCTS
AGREEMENT PLAINS

My Company, Inc.

Main Phone: 480-XXX-XXXX **Account#:** XXXXXXXXXX
Alternate Phone1: **Status:** Active
Alternate Phone2: **Terms:** COD - Company Check
Fax: **Registration ID#:** XXXXXX
URL: **Tax Exempt #:**

Resellers of

Reseller Name	Product Group	City	State
ESC Software	MAS90	Tempe	AZ

Billing Address:

Address	Address2	City	State	Zip Code	Country
PO Box XXX		Mesa	AZ	85202	United States

Shipping Address: **Please note that Sage Software cannot ship to P.O. boxes.

Address	Address2	City	State	Zip Code	Country
123 Main Street		Mesa	AZ	85202	United States

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The Personal Info Link will show the information and access granted to YOUR login information.

Personal Information - Microsoft Internet Explorer

Address: http://www.sagesoftwareonline.com/eservices/Profile_Mgmt/frmPersonalProfile.aspx?type=PM&source=PP

sage software Sage Software Online

PROFILE MGMT SUPPORT

Personal Information Last Login Date: 4/9/2007 2:29:17 PM User Name for My Company, Inc.

[COMPANY INFO](#)
[PERSONAL INFO](#)
[CONTACTS](#)
[PRODUCTS](#)
[AGREEMENT PLANS](#)

Your Name

Company	My Company, Inc.	Status	Active
Title		Email	Your.Name@mycompany.com
Department		FTP Email	
Main Phone	(480) 555-1212	Alternate Phone	(480) 555-5555
User Name	yname	Fax	(480) 555-1234
	<input type="button" value="Change Username"/>	Password==>	<input type="button" value="Change Password"/>

Contact Type	<input type="text" value="NotAvailable"/>	Email Subscriptions	<input type="text" value="MAS 90 Support"/>
Permission	<input type="text" value="General Customer Support"/>		