

Technical Assistance for Sage 100 Contractor

Using your software's in-product Help system is always a good first step to answer your technical questions. When you need additional help, there are several ways to connect with Sage. Depending on your Sage Service Plan, you may be able to take advantage of the services shown in the following chart. Please keep in mind, our response times can be longer during peak times.

Type of Question	Recommendation	Response Time Goals	How to Reach Us
How-to or step-by-step instruction	Sage Knowledgebase Find answers to your questions and subscribe to articles.	Available 24/7	Sage Customer Portal Log on and click "Knowledgebase"
Quick inquiry	Live Chat Chat online with a customer support analyst.	No waiting	Sage Support Live Chat page Enter your name, email address, product, & question
Complex, but not urgent	Online Support Request Submit your questions through a web form for our customer support analysts to contact you.	Within 2 hours	Sage Customer Portal Log on and click "Cases"
Audit error	NEW! Online Support Request Submit your questions through a web form for our customer support analysts to contact you.	Within 2 hours	Sage Customer Portal Log on and click "Cases"
Complex and/or urgent	Customer Support Call Center Work with one of our customer support analysts over the phone.	5 minutes or less	800-866-8049

Join our [Sage City](#) community. Sage City is our user forum that is available 24/7. It is the place where Sage employees, product and industry experts, and your peers connect to share ideas.

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Hours

Live Chat: Monday through Friday from 6 AM to 3 PM Pacific Time, with the same exceptions as telephone support (see below).

Telephone Support and **Online Support Request** contact: Monday through Friday from 6 AM to 5 PM Pacific Time with the following exceptions:

- Every Thursday from 2 p.m. to 3 p.m. Pacific Time (closed for staff meetings)
- Standard United States holidays

Upgrading Your Service Plan

If you would like to renew or upgrade your service plan (such as to add telephone support), please call **800-858-7098**.