

# Technical Assistance for Sage 300 Construction and Real Estate

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	How to Reach Us
How-to or step-by-step instruction	<b>Sage Knowledgebase</b> Find answers to your questions and subscribe to articles.	<a href="#">Sage Customer Portal</a> Log on and click <b>Knowledgebase</b> . <i>Available 24x7</i>
Quick inquiry	<b>Live Chat</b> Chat online with a customer support analyst.	<a href="#">Sage Live Chat</a> Click <b>Live Chat</b> , then enter your name, email address, & question. <i>For quick questions, this is your fastest way to get assistance</i>
Complex, but not urgent	<b>Online Support Request</b> Submit your questions through a web form for our customer support analysts to contact you.	<a href="#">Sage Customer Portal</a> Log on and click <b>Cases</b> .
Complex and/or urgent	<b>Customer Support Call Center</b> Work with one of our customer support analysts over the phone.	800-551-8307

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.

## Follow us for up-to-the-minute news

- Follow us on Twitter [@SageConstruct](#)
- Like us on [Facebook](#)
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## Hours

**Live Chat:** Monday through Friday from 9 AM to 8 PM Eastern Time except for standard United States holidays.

**Telephone Support** and **Online Support Request** contact:

Monday through Friday from 9 AM to 8 PM Eastern Time except for 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**.