

How do I get technical support for Sage Estimating or eTakeoff?

Products

Sage Estimating

Description

Using your software's in-product Help system is always a good first stop to answer your technical questions. When you need additional help, there are several ways to connect with Sage. Depending on your Sage Business Care 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 | Sage Knowledgebase Find answers to your questions and subscribe to articles | Log on and click Knowledgebase <i>Available 24x7</i> |
| Quick Inquiry | Live Chat Chat online with a customer support analyst | Log on and click Live Chat , then enter your name, email address and question <i>For quick questions, this is your fastest way to get assistance</i> |
| Complex but not urgent | Online Support Request Submit your questions through a web form for our customer support analysts to contact you | Log on and click Cases |
| Complex and/or urgent | Customer Support Call Center Work with one of our customer support analysts over the phone | 866-991-3359 |

Join our Sage City (<http://sagecity.na.sage.com/>) 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

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- Like us on Facebook (<https://www.facebook.com/sage>)
- Connect with us on LinkedIn (<https://www.linkedin.com/company/sage-software>)

Hours

Live Chat: Monday through Friday from 9 AM to 8 PM Eastern Time, with the same exceptions as telephone support (see below).

Telephone Support and Online Support Request contact: Monday through Friday from 9 AM to 8 PM Eastern Time with the following exceptions:

- Standard United States holidays

Upgrading Your Sage Business Care Plan

If you would like to renew or upgrade your Sage Business Care Plan (such as to add telephone support), please call 800-858-7098.

Category

Documentation

Entitlement

Open

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