

How do I get technical support for Sage Paperless Construction?

Products

Sage 100 Contractor
Sage 300 CRE

Description

Who do I contact for Sage Paperless Construction support?

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 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 the link under Get help in Chat , then enter your name, email address and question
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 the link under Manage Cases
Complex and/or urgent	Customer Support Call Center Work with one of our customer support analysts over the phone	Sage 100 Contractor customers: 800-866-8049 Sage 300 Construction and Real Estate customers: 800-551-8307 Note: A call-back request will be submitted for you if all Sage Paperless Construction analysts are currently helping other customers.

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

- Follow us on Twitter @SageNAmerica (<https://twitter.com/SageNAmerica>)
- Like us on Facebook (<https://www.facebook.com/Sage>)
- Connect with us on LinkedIn (<https://www.linkedin.com/company/sage-software>)

Support Hours

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.

For more Help: Chat with Support (http://sagecity.na.sage.com/p/sage_chat_links#SageCRE)

Disclaimer

Support

Sage Customer Support does not provide assistance for issues related to third party products or enhancements, hardware, report customizations, state or federal tax-related questions, or specific accounting questions. Please contact your Sage Business Partner, network administrator, or accountant for assistance. Please review this document for additional information on the scope of Sage Customer Support Services.

Resolution

For more Help: Chat with Support (http://sagecity.na.sage.com/p/sage_chat_links#SageCRE)

Category

Processing

Entitlement

Open

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