

# How do I get technical support for Sage 100 Contractor?

## Products

Sage 100 Contractor

## Description

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	<b>Sage Knowledgebase</b> Find answers to your questions and subscribe to articles	Log on and click <b>Knowledgebase</b> <i>Available 24x7</i>
Quick Inquiry	<b>Live Chat</b> Chat online with a customer support analyst	Log on and click <b>Live Chat</b> , 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	<b>Online Support Request</b> Submit your questions through a web form for our customer support analysts to contact you	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	800-866-8049
Audit Error	<b>NEW! Online Support Request</b> Submit your questions through a web form for our customer support analysts to contact you.	Log on and click <b>Cases</b>

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.

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1-866-996-7243 (SAGE)

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