

How do I get technical support for Sage 300 Construction and Real Estate?

Products

Sage 300 CRE

Description

- Who do I contact for Sage 300 Construction and Real Estate technical support?
- Is there a customer phone tree list for Support?
- What are the phone menu options to reach Support queues?

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

Technical support for Sage 300 Construction and Real Estate is available through the following channels:

- **In-product Help**
- **Sage City**, available 24x7
 1. Go to Sage City (<http://sagecity.na.sage.com/>)
 2. Connect with other Sage users to share ideas/solutions
- **Sage Knowledgebase**, available 24x7
 1. Go to <https://customers.sagenorthamerica.com/> (<https://customers.sagenorthamerica.com/>)
 2. Click on **Knowledgebase**
- **Live Chat**, available 9:00 AM - 8:00 PM ET
 1. Go to <https://customers.sagenorthamerica.com/> (<https://customers.sagenorthamerica.com/>)
 2. Login with a valid account
 3. Click on **Customer Support Chat**
Note: A valid support plan is required in order to access chat support.
- **Internet Case Submission**
 1. Go to <https://customers.sagenorthamerica.com/> (<https://customers.sagenorthamerica.com/>)
 2. Login with a valid account
 3. Click Manage Cases
 4. Click Submit a Support Case
- **Phone Technical Support**, available 9:00 AM - 8:00 PM ET
 1. Call 800-551-8307
 2. Use the phone tree to reach the correct department for your question

1. Installation, Networking, Estimating, eTakeoff, Job Cost, My Assistant or Sage My Communicator for Outlook
 1. Installation or Networking
 2. Estimating or eTakeoff
 3. Job Cost
 4. My Assistant or Sage My Communicator for Outlook
2. Payroll, Accounts Payable, General Ledger, or Cash Management
 1. Payroll
 2. Accounts Payable
 3. General Ledger or Cash Management
3. Accounts Receivable, Contracts, Billing, Project Management, Address Book or Construction Anywhere, Mobile Solutions
 1. Accounts Receivable, Contracts, or Billing
 2. Project Management or Address Book
 3. Construction Anywhere
 4. Mobile Solutions
4. All Other Questions
 1. Purchasing, Inventory, or Service Management
 2. Property Management
 3. Document Management
 4. Equipment Management
 5. Sage Paperless Construction
 6. Sage Construction Project Center or Sage Bid Management
 7. Sage Service Operations
5. To Return to the main menu use *

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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

Need help?

Chat with support (https://chat.na.sage.com/sdcxuser/rrn/issue_new.asp?

Kernel::Kernel::sik_iss_type=ec7ecb20-40f2-43f5-9d0d-

9d128ac9423b&enforceRequestType=yes&lf=kbarticle&qd=Sage%20300%20CRE%20Support)

Category

Processing

Entitlement

Open

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