

How do I get technical support for Sage CRM?

Products

Sage CRM

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	<p>Sage Knowledgebase Find answers to your questions and subscribe to articles (coming soon!)</p>	Log on and click Knowledgebase <i>Available 24/7</i>
Quick Inquiry	<p>Live Chat (http://chat.na.sage.com/sdcxuser/rrn/issue_new.asp?Kernel::Kernel::sik_iss_type=ec7ecb20-40f2-43f5-9d0d-9d128ac9423b&enforceRequestType=yes&lf=chatcentral&qd=Sage%20CRM) Chat online with a customer support analyst</p>	Click the Live Chat link or log on and click the link under Get help in 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	<p>Online Support Request Submit your questions through a web form for our customer support analysts to contact you</p>	Log on and click the link under Manage Cases
Complex and/or urgent	<p>Customer Support Call Center Work with one of our customer support analysts over the phone</p>	866-856-0703 - technical issues 877-223-4828 - connectivity issues

Other Resources

Join our Sage City (http://sagecity.na.sage.com/support_communities/sage_crm/default.aspx) 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.

Visit the Sage CRM Community (<https://community.sagecrm.com/>) where you can find blogs, forums and documents as well as the Sage CRM Help Center (<http://help.sagecrm.com/>), the User Community (https://community.sagecrm.com/user_community/default.aspx) and the Sage CRM Video Channel (<http://video.sagecrm.com/index.php>).

Follow us for up-to-the-minute news

- Follow us on Twitter @SageSupport (<https://twitter.com/SageSupport>) (#SageCRM)
- Like us on Facebook (<https://www.facebook.com/Sage>)

Support Hours and supported services

Monday through Friday from 9 AM to 8 PM Eastern Time with the exception of standard United States holidays.

For a list of supported services, please refer to "Sage Business Care Support Services" found in the **Related resources** section below.

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.

Disclaimer

Database Warning

These steps require knowledge of database engines and application databases (DBs) used by your Sage product (including Microsoft/Transact SQL, Pervasive SQL, or MySQL, etc.). Customer Support is not responsible for assisting with these steps and cannot be responsible for errors resulting from changes to the database engine or DBs. Before making changes, backup all system and application DBs required for a full restore. Contact an authorized business partner or DB administrator for assistance.

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.

Related resources

[How do I get technical support for Sage 100?](#)

[How do I get technical support for Sage 300?](#)

[Sage Business Care Support Services](#)

Additional information

All Sage product Chat links (http://sagecity.na.sage.com/p/sage_chat_links#)

Category

Processing

Entitlement

Open

ID:51906 **Last modified:**5-15-2017