

# How to sign up to access the Sage Customer Portal

## Description

The Sage Customer Portal is used by Sage Customers to access:

- Create support tickets (If active plan)
- Access Knowledgebase articles
- Service plan information
- Product serial numbers and activation codes
- Product registration (for retail products only)
- Personal Contact Info

## Resolution

Please follow the steps below to sign up for access to the Sage Customer Portal:

1. Go to <https://customers.sagenorthamerica.com> (<https://customers.sagenorthamerica.com>)
2. Click on **Sign up for an Account**
3. If you already have an account ID with Sage, choose **I am an existing Sage Customer**.  
If you just purchased a Sage product from retail (Sage 50) and have never used Sage before, choose **I am a new Sage Customer**.  
If you purchased the product directly from Sage, choose **I am an existing Sage Customer and use the account ID on the product activation email** sent to you.
4. Fill out the fields on the next page, noting that the **email address** you will be using will be your Customer Portal **user ID** by default.
5. After signing up, you will receive an email with an activation link you will need to click on to activate your access.
6. After clicking the activation link and logging on, you will receive a final email to confirm that your access has been activated.

NOTE: It might take **up to a maximum of 30 minutes** before you are able to access gated/restricted content on the Portal such as product downloads and updates. If you are getting errors trying to access these resources, please log off, close your browser windows, and log on again after 30 minutes.

Need Help? Please enter Live Chat ([https://sagecity.na.sage.com/p/sage\\_chat\\_links](https://sagecity.na.sage.com/p/sage_chat_links)), or contact the Customer Portal team via email at [Customer.Portal@sage.com](mailto:Customer.Portal@sage.com) (<mailto:Customer.Portal@sage.com>) (Include account ID and portal email address in email).

## Entitlement

Open

ID:36497 Last modified:1-29-2019