

Sage Fundraising 50

Customer Support Quick Reference Card

Your active Maintenance & Support plan ensures you'll have access to quality support when you need it. Choose what works best for you.

1

Self-Service 24/7

Your Sage Customer Support team is dedicated to empowering you to find solutions at your fingertips. Log on to Sage Software Online www.sagesoftwareonline.com and click "SUPPORT" to access the online knowledgebase. See the next page for more information on registering and using this powerful resource.

2

Customer Forum

Subscribe to our customer forum! You can interact with other Sage Fundraising 50 users to share solutions and ideas, which will improve your overall experience and effectiveness in using the software.

To sign up, visit www.sagenonprofit.com/npsforums.

3

Contact the Sage Customer Support Team

Contact Sage by phone or log an eSupport request, and we'll be happy to assist you. Our support center is open M-F from 7:00 a.m. to 6:00 p.m. CT, excluding holidays.

- **Phone** – 800-945-3278 or 949-923-3953.
- **eSupport** – Log on to www.sagesoftwareonline.com, click "SUPPORT" and then select the "Create a Support Case Online" option. We will respond during normal business hours. See the next page for how to register for access to Sage Software Online.

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Sage Software Online

To take full advantage of your organization's Maintenance & Support plan, make sure your entire staff has access to Sage Software Online. Here's how:

- Update your contact list with Sage. See <http://support.sagesoftwareonline.com/nps/NPScontacts.pdf> for details.
- Notify your staff that they have been set up in your organization's contact list and that they may register for access at www.sagesoftwareonline.com.

Learn more about how to use Sage Software Online by viewing the free tour at www.sagenonprofit.com/support/customerlogon.

Master your software. Enroll in Sage University.

Software training is an important part of getting the maximum value from your investment for the life of your product. Software training promotes a smoother, more efficient implementation, helps you realize the full potential of your new system more quickly and helps new team members get up to speed faster. Choose from a variety of online and instructor-led training courses, designed to meet any budget, that will help you complete daily tasks faster and improve critical reporting processes.

For more details, call your Business Partner or to view class schedules, visit www.sageu.com/fundraising

Sage North America

12301 Research Blvd. • Building IV, Suite 350
Austin, Texas 78759
www.sagenonprofit.com

