Sage 100 Newsletter

From Matrix Integrated Solutions

GETTING HELP IN SAGE 100
Using the Built-in Help System

Whether you're a Sage 100 newbie or seasoned pro, everyone gets stumped and needs a little help. Of course, you can always contact us to request phone or email support. But a lot of customers don't realize that they can often find the answers they're looking for built right into the software itself. Here's a quick look at using the built-in **Sage 100 Help Center**.

Getting Help While You Work

Several sources of information are available to you in the Sage 100 software that are generally broken into the following categories:

Feature Tours - articles and videos that walk you through a variety of product features.

Common Procedures - step-by-step guides that answer "how do I?" questions.

FAQs & Troubleshooting - answers to frequently-asked questions and common problems.

The Help system is useful when you want to learn about procedures for day-to-day processing, see detailed entry samples for fields, or troubleshoot common issues. In addition, you'll find flowcharts illustrating complex concepts.

Accessing the Help System

There are a few ways to launch the built-in help system including:

- From the Desktop, select **Help** > **Help Topics**
- Press **F1** at any field in the software to access Help for *that* field (context-sensitive)
- On the Standard Buttons toolbar *or* bottom-right corner of any window, click the **Help Button** to access either global or task-specific help topics, respectively.

Once you launch the Help system, the following tools guide you to the information you need:

Contents Tab - access to the table of contents for the Help system, organized by key topics. Note that when you first launch Help, the welcome screen appears and the Contents tab is hidden so you'll need to click the "Show" button at the top to reveal the various tabs and options.

Index Tab - next to the Contents tab, the Index tab allows you to search for a specific topic by entering related keywords.

A given Help topic may contain procedural information, overview information, or guidance about a particular feature. These can include tutorials, video walkthroughs, examples that illustrate a concept or task, and so much more.

Be sure to <u>contact us</u> for guidance or if you don't find what you need in the Help system.

What Do I Get with a Sage Business Care Plan?

Ever wonder why every year, you get a notice to renew your Sage Business Care plan as part of your Sage 100 software investment? Have you wondered what it includes exactly? In this article, we'll answer those questions and more.

What is "Business Care"?

Sage Business Care represents support and maintenance costs that every ERP software developer puts in place. This annual fee provides for ongoing research and development, product improvements, new version releases, and continued innovation so that Sage 100 keeps pace with broader changes in technology (in other words, helps to prevent Sage 100 from becoming obsolete).

Also depending on which Sage Business Care plan you choose (discussed later in this article), it also includes various levels of customer support.

Business Care Benefits

Here's a look at what's included in all Sage Business Care Plans:

Product Updates and Enhancements

Each year, Sage makes a significant investment in product development to incorporate new features, productivity enhancements, security updates, hardware compatibility, and product fixes & patches.

24 x 7 Knowledgebase Access

Each plan comes with unlimited access to the same problem-solving information used by Sage support centers which provides you with fast and searchable support knowledge.

Different Plans, Different Needs

Different Sage Business Care plan options allow you to choose the level of support you need based on your own in-house IT expertise.

Silver Plan - the base plan that includes the core benefits mentioned earlier, plus **5 Sage support cases** annually and 1 user for Sage Intelligence Reporting and Sage CRM.

Gold Plan - all the benefits of Silver, but with **unlimited** support cases *and* Anytime Learning courses through Sage University.

Platinum Plan - all the benefits of Gold, but with **2 users** for both Sage Intelligence and Sage CRM.

Note on Sage100cloud - with a Sage 100cloud subscription, Sage Business Care plans include additional features that are not available for Sage 100 Classic (perpetual license).

Contact us if you have questions about business care or need personalized support from our team of Sage 100 technical experts.

Modern Technology. Old Fashioned Service.
We're not out to change the world, just the way you think about technology.

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