

## SWK HELP DESK

The SWK Help Desk provides telephone and remote support Mondays through Fridays, 8:30 AM to 8:00 PM Eastern Time. Requests for assistance outside these business hours can be scheduled. Calls are handled on a first-come, first-served basis, with special consideration for mission-critical issues. Our response time is a maximum of 4 business hours for standard tickets. Calls are billed on a time and materials basis in 15-minute increments.

You can contact us at:

ONLINE -- <http://knowledgebase.swktech.com>

BY EMAIL -- [helpdesk@swktech.com](mailto:helpdesk@swktech.com)

BY PHONE -- 833.276.8301

- Select Option 1 for Sage 100 assistance
- Select Option 2 for Financial Reporting assistance
- Select Option 3 for Time & Billing assistance
- Select Option 4 for all other support requests

Note: If you call the main number 877.979.5462, select Option 1 for support and then the options above.

For email and online support requests, please provide your company name, your name, phone number, email address and a description of the problem. If you have screenshots or documentation, please include those.

For phone requests, if a tech is not available to answer the call and you leave a message, please provide your company name, your name, phone number and a description of the problem.

If you have a tech that you prefer to work with, you can request them, and we will make every effort to have them assist you.

### **We offer:**

- Expert telephone and remote support from your trusted and proven reseller
- Operating system, hardware, or network support in relation to Sage ERP Solutions
- Basic installation of new modules and users
- Basic troubleshooting and minor modifications of Crystal Reports, Report Master, FRx, alerts, custom financial statements, Visual Integrator jobs, or Custom Office
- Answers to your general accounting questions and basic "How To" questions in relation to Sage
- Research or consulting for new add-ons or functionality (e.g., if SWK is asked to locate an add-on to enhance the client's Sage software)

### **Examples of when and why to call our support desk:**

- Error messages
- File rebuilding
- Reconciliation issues
- Period- and year-end processing
- Program fixes and product IRDs
- Payroll tax table updates
- Printing issues
- Data corruption
- Stuck cash receipt

### **Examples of when to contact your PIC/PM:**

- On-site consulting of any kind
- Non-Sage application support
- Upgrades of Sage to new versions, either via phone or on-site.
- Implementation or optimization (e.g., modules, new companies, etc.)
- Training or retraining of staff or consultants via phone or remotely
- Support for outside consultants who may be working on your system (e.g., network vendors, programmers, etc.)
- Sage Server Migration, whether on-site or remote
- Creation of new Crystal Reports, Report Master, FRx, F9, alerts, custom financial statements, Visual Integrator jobs, or Custom Office



**Other Important Points:**

- SWK Help Desk does NOT replace nor is it included in the mandatory Software Subscription Plan provided by Sage Software.
- SWK must be the "Reseller of Record" on file with Sage Software in order for you to be able to call the SWK Help Desk.
- After the initial response, depending on the nature of the problem or question, follow-up research may be required and may cause the situation to accrue additional time. All time will be billed at our standard hourly rates.
- Prior to requesting technical support, SWK recommends that the customer create an adequate backup of all related computer data. SWK is not responsible for data loss due to inadequate or missing backups.
- When requested, SWK is available to provide support on non-covered issues at our standard hourly rates.
- SWK must have a user login and full rights to the Sage system. Client must be in good financial standing with SWK and all invoices must be paid within given terms.
- In the event that you have any third-party enhancements, some issues may need to be referred directly to the Master Developer and are dependent on the Master Developer's support policies.
- SWK's support analysts will make every reasonable attempt to find answers to your questions and solutions to your problems. However, we cannot guarantee that all defects will be fixed by Sage Software or that all of your questions or issues will be resolved. Our SWK Help Desk services are provided "as is," and there are no other warranties regarding such services, expressed or implied.