

# Additional Help Options for VIP

To ensure that you always get the best support from us, the following channels can be used, depending on your query.

### Self-Help "How To" option within your system

Stuck on how to use a certain function on the system. You don't have to exit or minimise VIP. From your main menu, just click on Help > How To, and search on the index tab.

This tool is easily accessible as it's on your main menu, and has a wealth of step-by-step processes for absolutely everything that the system offers.

Check out any known issues on the system here as well.

## **SAGE City**

Sage City is the new official online community and the best place to ask questions and share product tips, tricks, and suggestions – and we can't do it without you! Available 24 hours a day, seven days a week, Sage City is a great place for customers to find answers on their own and at their convenience.

In addition, Sage City gives customers a place to communicate with other business builders on the various ways other companies are using our solutions – allowing them to share ideas and network with one another.

### Self-Help Website

Knowledge Base not only stores templates and guides, you are also able to access webinars, our latest payroll pocket guide, tax and travel calculators etc.

Our Customer Zone allows you to access invoices, renewals codes, budget speech tools and so much more...

#### Tip:

Click on the orange Lifeline button from the screen, which lists all your companies, to access the Knowledge Base.

### Chat Support for quick and simple questions

If you find yourself in a situation where you just have a quick question and do not want to wait in the telephone support queue, then pop us your question on instant chat.

You must please keep in mind that this service can get very busy, so questions must be short and sweet.

### Consultation

This is an extremely valuable channel of support, as you have the undivided attention of your consultant to assist you with multiple and complex queries.

You can opt for a remote, backup or onsite consultation, depending on your preference.

#### Tip:

Use the Help option from your VIP main menu to book a consultation.