

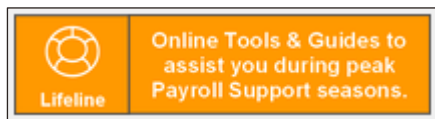
How to search on Knowledge Base

The Customer Zone Knowledge Base allows you to search for information, articles and solutions.

How to access the Knowledge Base from your payroll:

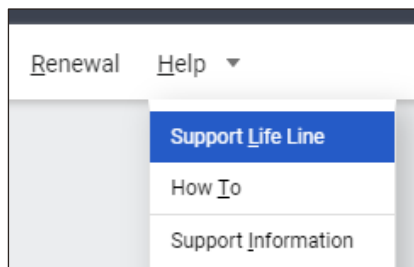
Sage VIP Premier and Classic

- Access your payroll
- From your Company Listing screen, click on the Lifeline button



Sage 200c VIP

- Launch your payroll instance
- From your Company Listing Screen, click on Help > Support Life line



When you click on the button it will automatically log you into the Customer Zone.

You will be able to either search by selecting an Area from the dropdown list or by entering Keywords. Once you have made your selections, click on Search.

Welcome to our Knowledge Base!

This user-friendly Support Tool has been designed to serve as an alternative means of support to our clients. Here, you have instant access to a wide variety of support documents, which have been created to guide you through common topics and procedures. If you are not sure which section you should access, simply select the **Area** and then click the **Search button** – all items related to your search will then be presented to you.

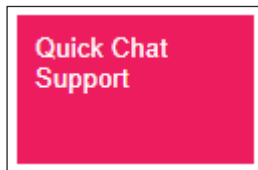
If your Search result is unsuccessful, [please click here](#).

Area:

Keywords:

The search will return all relevant solutions as per your selection and you can work through the solutions to assist with your query.

Unable to find what you are looking for? You can ask the Sage City community for assistance (click [here](#) for more details) or contact the support team by clicking on the Quick Chat Support button (available in-app on Sage 200c VIP)



Should you not have access to your payroll system at that point in time, you can manually log in by clicking [here](#) . You will be required to log in with the Site Code and primary email address.

Once logged in, you can access the Knowledge Base under Support Base > Search Knowledge Base

Take note: If you do encounter issues accessing any of the functions available on the Customer Zone, please contact us