



Sage Timberline Online

A self-service online resource, Sage Timberline Online has everything you need to make the most of your software solution—all from one convenient location.

Available to all Sage Timberline Office service plan subscribers, Sage Timberline Online provides a fast and easy path between you and the support resources you need. You'll enjoy access to information, support, and software downloads whenever you need them. Log on to solve problems, learn more about your system and industry issues, and update your software as often as possible to gain optimal use of your Sage Timberline Office investment.

Solve your software issues

Sage Timberline Online gives you 24/7 access to valuable support information. Get your questions answered, access the Technical Support Knowledgebase, view your support incidents, request support, download files and updates, gather tips, and connect with your peers anytime, anywhere.

Keep informed about all aspects of your software industry

Ensure a solid return on your software investment by expanding your knowledge, refining your skills, and heightening your productivity through our comprehensive classroom and online training. View course content, pricing, and schedules from Sage Timberline Online.

Update your system and information

Download the latest software update, view recent software notifications, check your system configuration and service plan details, and keep us up-to-date on your information—all from Sage Timberline Online.

BENEFITS

Get instant access to technical support resources and product updates anytime, anywhere.

Find fast answers to your questions with a powerful search feature in the extensive Technical Support Knowledgebase, with more than 4,800 articles that are continually updated.

Submit your requests for technical support and track all your open support issues to stay fully informed of their status.

Keep up to date on all the new and recent software updates and notifications.

Optimize your system by downloading important software updates, including revised tax tables for payroll and year-end processing.

Engage in online dialogue with a community of Sage Timberline Office users to learn about others' helpful real-world tips and experience.

Easily view and enroll in a broad offering of live and online training courses.

The Technical Support Knowledgebase

Search the Technical Support Knowledgebase for answers to your application issues and to access release documents, software alerts, and notices. This is the easiest and fastest way to resolve your technical issues.

- Browse more than 4,800 documents and topics that are continually updated.
- Access the answers to your questions anytime, with no waiting.
- Use powerful search features to isolate your issues.
- Read the latest release update information, including top issues, alerts, and notices.

Online Support

If you subscribe to a service plan that includes live support by phone, this is your online portal to communicate directly with our customer support and provide input to our product development teams.

- Request support by creating new support incidents for follow up by our customer support team.
- View the status or history of any of your current or past support incidents.
- Suggest product enhancements to our development team.

Information and Collaboration

Take advantage of numerous online guides, tips, and demonstrations, and participate in an online community of thousands of Sage Timberline Office users.

- Reference guides, weekly tips, and multimedia presentations to help you through your year-end procedures.
- Interact with a large community of Sage Timberline Office users by reading their online posts, posting your own input and questions, and identifying local sales and support resources.

Classroom and Online Learning

Explore your options for high-quality training delivered either online or at a Sage Software-approved Authorized Training Center.

- Live training center locations across the country.
- Specially trained and certified instructors.
- Course curriculum created by Sage Software.
- Sage Software University access for full online curriculum of training.

Conferences and Events

Discover our Sage Software-sponsored conferences where you can learn, interact with others, and even earn educational credit.

- Explore Sage Summit, our annual customer conference for Sage Software users.
- Earn continuing education credits by attending Sage Summit training sessions.
- Learn about Sage Insights, our annual conference for business partners and consultants.
- View our schedule of instructional seminars and tradeshow around the country.

Software Updates

Access the latest updates that address known issues with your version of the software and download them for immediate use.

- View and download updates by software alert number or by software release number.
- Download and update your tax tables.

My Profile

Use My Profile to check your product and service status with us and to keep us informed about you and your company.

- View your system configuration, including applications, versions, and number of uses.
- See the status and expiration information of your service plan.
- Update your personal data in our system to ensure you continue to receive all of the information and software notifications you need.

Sage Timberline Online is part of a full range of Sage Timberline Office services and resources designed to keep your software and your people working at peak efficiency.

If you are on a service plan, visit us at www.sagetimberlineonline.com. To subscribe to a service plan, call us at 800-858-7098.

ABOUT SAGE SOFTWARE

Sage Software supports the needs, challenges, and dreams of more than 2.7 million small and mid-sized business customers in North America through easy-to-use, scalable, and customizable software and services. Our products help manage a complete range of business functions including: accounting, operations, customer relationship management, human resources, time tracking, merchant services and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries.

