

Sage Webcast Center

Frequently Asked Questions



sage

FAQ Table of Contents

How much does it cost to attend a Webcast?	3
Do you offer Webcasts specific to my country or language?	3
How do I register for an event?	3
How do I access my event?	3
Why didn't I receive a confirmation e-mail?	3
What software is required to view Sage Webcasts?	3
Why isn't the WebEx Player working for me (no picture/won't load)?	4
Why isn't Windows Media Player working for me?	4
Why isn't the Adobe Flash Player working for me?.....	4
I can't attend a live event I'm scheduled for. Is there another one coming up soon?	4
How do I cancel my reservation?	4
What if I forgot which e-mail address I used to register or I can't log on to My Profile?....	4
Can I get a copy of the slides used during a Webcast?	4
Is my live Webcast available as a recording?	4
Is my recorded Webcast available for download?.....	4
Are Sage Webcast Center events available for CPE credit?	4
Can you recommend software for me?	5
What if my question wasn't answered here?.....	5

Frequently Asked Questions

How much does it cost to attend a Webcast?

All the events on the Sage Webcast Center are offered free of charge within the U.S. and Canada. Guests joining a live Webcast from outside the U.S. or Canada should dial in with the international phone number indicated for their Webcast, which is not toll-free.

Do you offer Webcasts specific to my country or language?

At this time, product information presented during our Sage Webcasts is valid for the North American versions only and may not be accurate for versions sold outside this region. All Webcasts are presented in English.

To learn more about Sage products and services worldwide, please visit www.sage.com.

How do I register for an event?

Select a Sage product line from the drop down menu located at the top of the page (or use our [Advanced Search](#) feature) to find a Webcast that interests you. Click the Register icon next to the Webcast you want to attend and follow the steps outlined on the registration pages.

How do I access my event?

Events can be accessed through either your confirmation e-mail or the Webcast Center site. If your e-mail system has disabled the links in the confirmation e-mail, please access your Webcast directly from the Webcast Center site: www.sagewebcast.com

1. Visit www.sagewebcast.com
2. Click the My Profile icon at the top right of the page
3. Enter the name and e-mail address you used to register for your Webcast
4. Scroll down to find the details of your event, then click the Join button to join your event

Please note that once you have clicked the Join button, the details for the event will move to the Past Registrations tab in My Profile.

Why didn't I receive a confirmation e-mail?

Please be sure to check your spam filter. Confirmation and reminder e-mails are sent from webcast@sage.com.

What software is required to view Sage Webcasts?

All live events use the WebEx Player. The first time you start or join an event, it is automatically downloaded to your computer. If you are using Internet Explorer, you may be prompted to install an ActiveX control. Follow your browser's instructions to enable the ActiveX control.

Pre-recorded Webcasts will be presented in either WebEx Player, Windows Media Player, or Adobe Flash format. You can download a current version of Windows Media Player from the Microsoft Web site:

<http://www.microsoft.com/windows/windowsmedia/download/>

A current version of the Adobe Flash player can be downloaded from the Adobe Web site:

<http://get.adobe.com/flashplayer/>

Why isn't the WebEx Player working for me (no picture/won't load)?

First, check the security settings on your computer and browser to ensure that they are not interfering with the WebEx Player. If you continue to experience difficulties, contact WebEx technical service directly at 1-866-863-3904.

Why isn't Windows Media Player working for me?

Please make sure you have a current version of Windows Media Player installed on your computer:

<http://www.microsoft.com/windows/windowsmedia/download/>

If you are getting a specific error message, enter the error message into an Internet search engine to learn the recommended solutions.

Why isn't the Adobe Flash Player working for me?

Please visit the Adobe Web site to troubleshoot any problems with the Adobe Flash Player:

<http://www.adobe.com/support/flashplayer/>

I can't attend a live event I'm scheduled for. Is there another one coming up soon?

Use our [Advanced Search](#) feature to see if there are additional dates for the Webcast you're interested in. If there are not, please contact us with any questions you have about our products and services (see table below).

How do I cancel my reservation?

If you cannot attend a Webcast, you are not required to cancel your registration. Simply disregard any automated e-mails you receive concerning the event.

If it is more than 24 hours before your Webcast, you can cancel your registration by logging on to My Profile and clicking the Cancel link in the Current Registrations tab.

What if I forgot which e-mail address I used to register or I can't log on to My Profile?

If you cannot access your profile, e-mail webcast@sage.com or call 1-800-390-3654 for assistance. (Please note the Webcast Center observes U.S. Pacific Time working hours.)

Can I get a copy of the slides used during a Webcast?

Copies of slide decks are available for select Webcasts. Please contact webcast@sage.com to inquire about slide availability for your event.

Is my live Webcast available as a recording?

Not every live Webcast is recorded. Log on to My Profile and select the gray Past Registrations tab. If a recording of your Webcast is available, a View button will appear in the Event Details column. Alternately, use the [Advanced Search](#) feature to locate any recordings on similar topics.

Is my recorded Webcast available for download?

At this time, our Webcasts are not available for download. However, you can view our recorded Webcasts as many times as you wish by logging on to My Profile and selecting the Past Registrations tab.

Are Sage Webcast Center events available for CPE credit?

At this time, we do not offer any credits for Sage Webcast Center events. Please visit [Sage University](#) to search for classes that offer CPE or other credits.



Can you recommend software for me?

Yes! Please use our [Sage Solution Finder](#) to obtain product recommendations tailored to your unique business needs.

For software-specific questions about Sage products, such as compatibility with other software, please contact:

Product Line	Phone	E-Mail	Web Site
ACT! by Sage	866-421-7749		www.act.com
Sage Abra	866-271-6050	info.abra@sage.com	www.sageabra.com
Sage Accpac	800-945-8007	sales.accpac@sage.com	www.sageaccpac.com
Sage Active Planner	800-777-8161 ext 8501	analyticsmarketing@sage.com	www.sageactiveplanner.com
Sage BusinessVision	800-642-7693	customercare.businessvision@sage.com	www.sagebusinessvision.com
Sage BusinessWorks	800-447-5700 ext 4711	Support.bw@sage.com	www.sagebusinessworks.com
Sage Carpe Diem	866-302-5090		www.sagecarpediem.com
DacEasy by Sage	800-322-3279	DacEasySales@sage.com	www.daceasy.com
Sage FAS	800-368-2405	FixedAssets@Sage.com	www.sagefas.com
Sage MAS 90 and 200, Sage MAS 500	866-912-4545	masinfobank@sage.com	www.sagemas.com
Sage Nonprofit Solutions	800-647-3863	customers.nonprofit@sage.com	www.sagenonprofit.com
Sage Payroll Paycard	800-521-9167	SagePayCardInfo@sage.com	www.sagepayrollpaycard.com
Sage PFW	800-473-5135	SagePFWInfo@sage.com	www.sagepfw.com
Sage Pro	800-642-7693	customercare.pro@sage.com	www.sageproerp.com
SageCRM	866-898-2378		www.sagecrmsolutions.com
Sage SalesLogix	866-674-5588	customercare.crm@sage.com	www.sagecrmsolutions.com
Sage Timberline Office, Sage Master Builder		webcast@sage.com	www.sagecre.com
Sage TimeSheet	866-271-6053		www.sagetimesheet.com
Timeslips by Sage	877-816-7829		www.timeslips.com

What if my question wasn't answered here?

Please contact us at webcast@sage.com or 1-800-390-3654.

