



Sage ACT! Getting Started Service Coverage

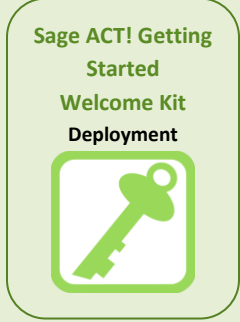
Services included in Getting Started Support provide assistance with product installation, database creation, conversion, and sharing for the first 30-days following initial product activation. Your desktop, laptop, and network must meet minimum system requirements to be eligible for support. For information regarding our system requirements for Sage ACT! 2012, please visit: <http://www.act.com/2012systemreq>


In addition to Getting Started Support services, we provide 24x7 access to our Sage ACT! Knowledgebase and Sage ACT! Community. Our collective e-service solutions provide additional resources, answers to many frequently asked questions, Sage ACT! Getting Started Welcome Kits, and strong support from our community of passionate Sage ACT! customers eager to share best practices based on many years of experience.



Our team of support specialists can be reached Monday through, 8:30 a.m.-8:30 p.m. ET by submitting a Web Support Incident, live Chat, or by dialing 1-800-927-3989.

There are some topics that are not covered by Getting Started Support and require a Sage Business Care plan. [Click here](#) for more information regarding additional services available with Sage Business Care Plans.

Getting Started Support Services:

Category	Sage ACT! Getting Started Service Coverage	Outside of Sage ACT! Getting Started Service Coverage	Additional Resources
<i>Installation and upgrades</i>	<ul style="list-style-type: none">• General questions about how to prepare for upgrade or installation• Installation assistance with Sage ACT! for 1-2 workstations• Microsoft® SQL Server® installation and issues limited to Sage ACT! default instance of Microsoft SQL Server• Basic installation issues with Sage ACT! media or download• Registration and activation inquiries or errors	<ul style="list-style-type: none">• Help with installation of Sage ACT! on more than two workstations• Silent installation in a large work-group deployment• Altering or changing Microsoft SQL Server outside of standardized troubleshooting and setup• Troubleshooting of Microsoft .net framework errors• Step-by-step installation assistance• Local (on-site) or remote (through Terminal Services, GoToAssist®, and so on) installation services	

Category	Sage ACT! Getting Started Service Coverage	Outside of Sage ACT! Getting Started Service Coverage	Additional Resources
	<ul style="list-style-type: none"> • Assistance with Sage hosted download of Sage ACT! • Clarification of any installation or upgrade steps you might find confusing • Troubleshooting problems encountered during installation 	<ul style="list-style-type: none"> • Consulting services to install or resolve non-Sage installation issues specific to your organization’s technical environment 	
<i>Database Setup, configuration, and data conversion</i>	<ul style="list-style-type: none"> • How-to assistance for conversion or setup of Sage ACT! database • Basic how-to assistance and suggestions for importing data • Basic assistance for lookup and database search • Orientation to functionality of standard reports • Troubleshooting of failed integration between Sage ACT! and Microsoft® Office to determine issue cause. • Password reset—Single user, single database 	<ul style="list-style-type: none"> • Setup or troubleshooting of remote synchronization • Assistance with network hardware including routers and WAN • Assistance with IIS issues for Sage ACT! Premium (access via Web) • Assistance with customizing Sage ACT! Premium (access via Web) deployment for existing websites • Assistance or troubleshooting of user-defined customized reports and templates • Troubleshooting of failed integration between Sage ACT! and Microsoft Office • Setup and troubleshooting of Sage ACT! integration with Internet Mail • Database repair services • Password Retrieval for databases with multiple users • Trouble shooting of user defined .CSV files 	 <p>The icon is a green rounded rectangle containing the text 'Sage ACT! Getting Started Welcome Kit Database Setup' and a green key icon.</p>

Category	Sage ACT! Getting Started Service Coverage	Outside of Sage ACT! Getting Started Service Coverage	Additional Resources
<i>Sharing database with other users</i>	<ul style="list-style-type: none"> • Guidance for best practices installing Sage ACT! in a network environment • Clarification of system recommendations • Guidance on any specific configuration settings required by your Sage ACT! product 	<ul style="list-style-type: none"> • Network and Internet connectivity issues • Setting permissions • Configuring routers • Configuring firewalls • Sharing folders • Set up or provide direction for how to install, set up, or configure Sage ACT! in a Terminal Server/Citrix environment • Terminal Server/Citrix® installation of Sage ACT! using the Add/Remove Program option from Microsoft Windows control panel • Troubleshooting errors and performance issues on Terminal Server/Citrix 	<div data-bbox="1509 345 1745 667" style="border: 1px solid #92D050; border-radius: 15px; padding: 10px; text-align: center;"> <p>Sage ACT! Getting Started Welcome Kit Database Sharing</p>  </div>
<i>Sage Connected Services</i>	<ul style="list-style-type: none"> • How-to assistance for setup, configuration, and administration of Sage ACT! Connect*, Sage E-Marketing for ACT!*, Sage Business Info Services for ACT!* • Confirmation of service availability and account status • Troubleshooting of failed Mobility Synchronization 	<ul style="list-style-type: none"> • Handheld connectivity issues • Troubleshooting device issues not related to Sage ACT! Connect • Basic how-to guidance for Sage Connected Services features that provide customization of templates, campaigns, queries, or imports • Detailed assistance or troubleshooting with user-defined customized reports, templates, campaigns, queries, or imports 	<div data-bbox="1509 1024 1745 1346" style="border: 1px solid #92D050; border-radius: 15px; padding: 10px; text-align: center;"> <p>Sage ACT! Getting Started Welcome Kit Connected Services</p>  </div>

For additional self-service solutions for frequently asked Getting Started Support incidents, please visit: www.act.com/knowledgebase

[Sage ACT! Frequently Asked Questions](#)

Additional Terms and Conditions

Sage reserves the right to limit each telephone call to one hour and to limit each contact (telephone or electronic) to one incident, defined as a single support issue or question. Support availability may occasionally deviate from stated hours due to downtime for systems and server maintenance, observed U.S. holidays, or for other business reasons. Sage may also limit or terminate Getting Started Support (the "Plan") in the event that you use the service in an irregular, excessive, abusive, or fraudulent manner or in violation of these Terms and Conditions. Sage will only provide support to customers on supported versions of the Sage ACT! software, see www.act.com/support/obs for a list of support Sage ACT! software, and only to users who meet the minimum systems requirements. Sage shall not be required to provide any support relating to problems arising out of your use of the software in a manner for which it was not designed, or your negligence, misuse, or modification of the Sage ACT! software.

Limitation of Liability and Damages. Sage will not be liable for any special incidental, indirect, or consequential damages of any kind, including, without limitation, those resulting from loss of use, data, or profits, whether or not advised of the possibility of such damage, and on any theory of liability, arising out of or in connection with the use or performance of the services and information provided. Some states do not allow the exclusion or limitation of liability for consequential or incidental damages, so the above limitation may not apply to you.

Disclaimer of Warranties. Services provided under the plan are provided "as is". Sage hereby disclaims all representations and warranties, express and implied, regarding the services or any related materials, including fitness for a particular purpose, quality, merchantability, accuracy, and noninfringement.

Governing Law. These terms will be governed by and construed in accordance with the laws of the State of Georgia, without giving effect to any principles of conflicts of laws. You agree that any action arising out of or relating to the service provided by Sage will be filed and maintained only in the state or federal courts located in Georgia, and you hereby consent and submit to the personal jurisdiction of such courts for the purpose of litigating any such action.

Customer Contact Information. Sage reserves the right to contact you by mail, phone, fax, or email to deliver newsletters, surveys, and information pertaining to the Sage ACT! software or the Plan. Sage also reserves the right to make your name and address list available to its business partners. For more information regarding how Sage uses your contact information, please see our Privacy Statement at: www.act.com/privacy

Disclaimer. Every effort has been made to ensure the accuracy of this information. Sage reserves the right to change the terms and conditions of support and service availability without notice.

*Requires additional subscription.

**Certified Consultants are third-party vendors. Sage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

Important Notes: For Sage ACT!: You must purchase one license of Sage ACT! per user. Scalability varies based on hardware, size, and usage of your database. Review Sage ACT! system requirements at www.act.com/2012systreq. Visit www.actsolutions.com or contact your add-on product provider to determine compatibility for your add-on products. **For Sage Connected Services:** Review Sage ACT! Connect system requirements at www.act.com/sageactconnectsystreq. Sage E-marketing for ACT! is powered by Swiftpage™ Import functions for Sage Business Info Services for ACT! must be performed on the web server when using Sage ACT! Premium (access via web).

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