

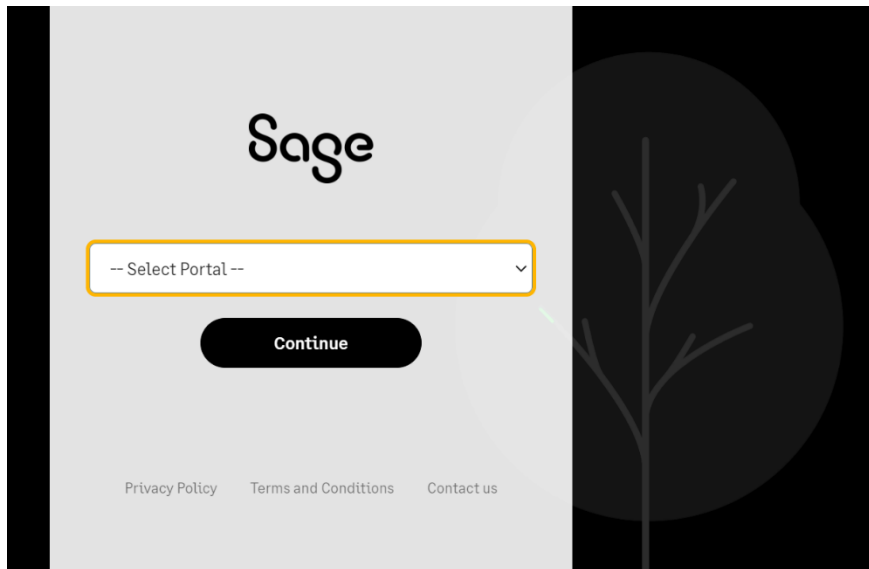


Webform Process – logging a query via Sage Portals

Step 1

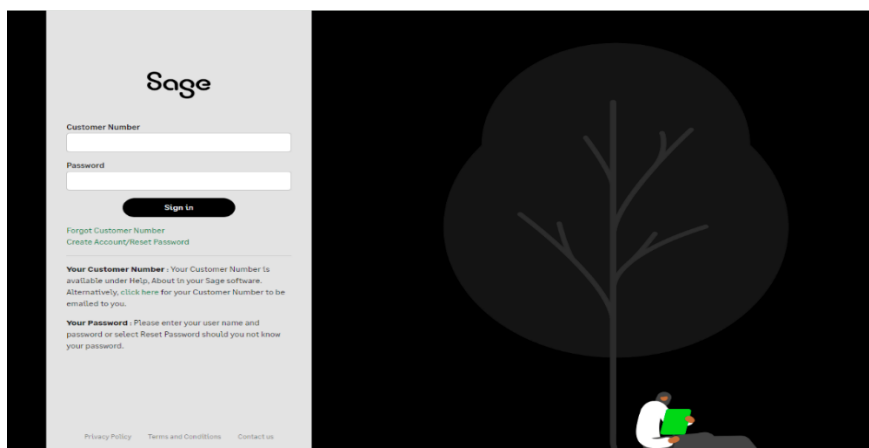
Select your Sage package (Accounting or Payroll)

(<https://portal.sage.co.za/>)



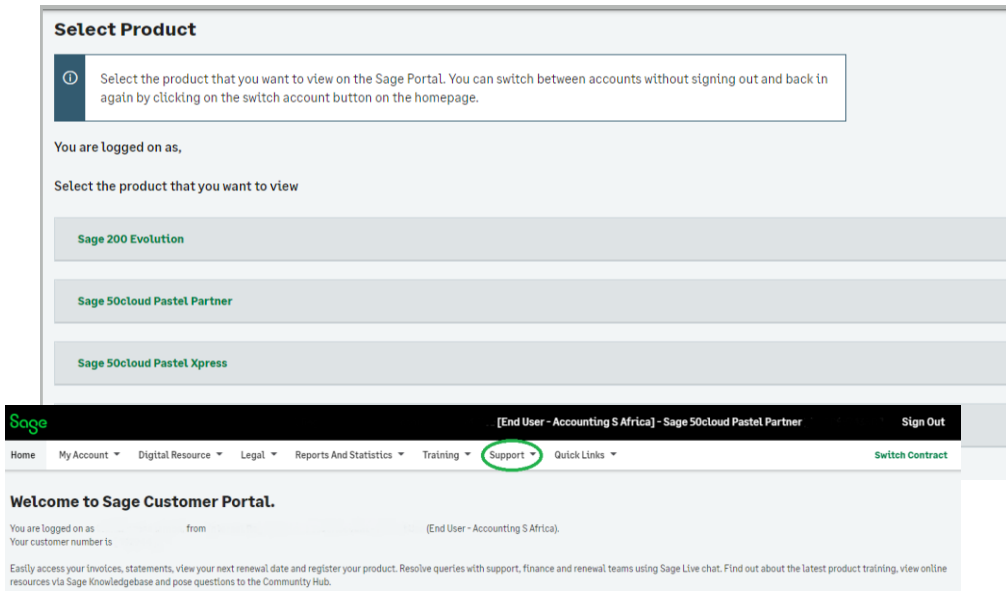
Step 2

Enter your existing Sage ID/Customer number/Site Code to Login to the Sage Portal.



Step 3

Select your product or current Sage package.

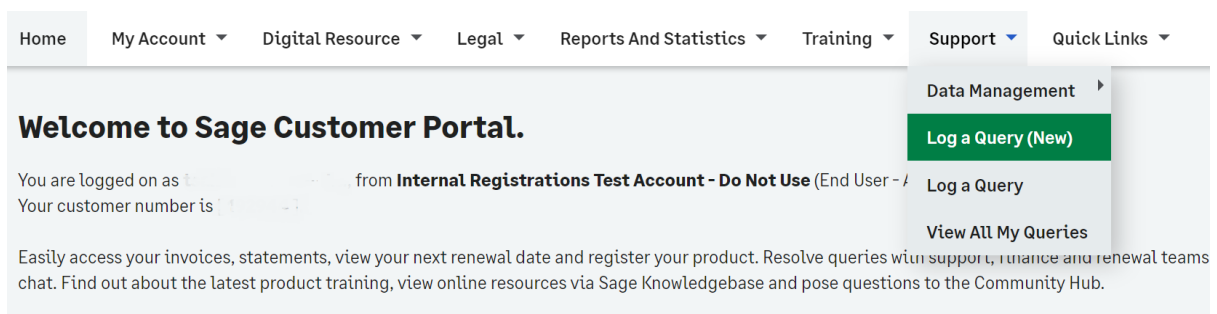


Step 4

On the top bar, please select the 'Support' option.

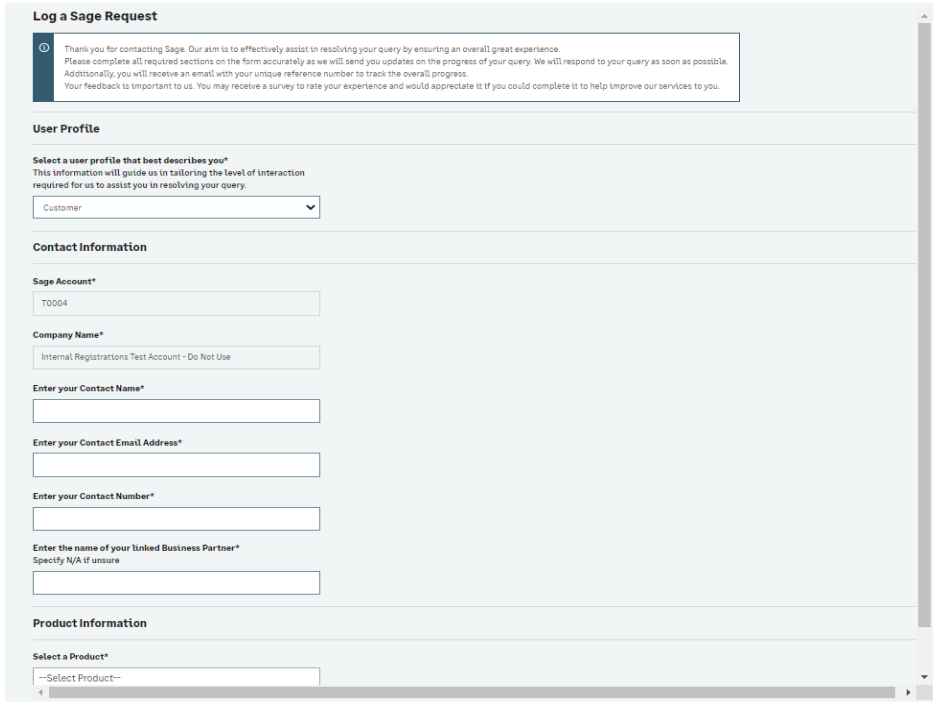
Step 5

Select the 'Log a Query (New)' option.



Step 6

On the next screen identify your user profile (Customer, Business Partner, or Advisor).



Log a Sage Request

Thank you for contacting Sage. Our aim is to effectively assist in resolving your query by ensuring an overall great experience. Please complete all required sections on the form accurately as we will send you updates on the progress of your query. We will respond to your query as soon as possible. Additionally, you will receive an email with your unique reference number to track the overall progress. Your feedback is important to us. You may receive a survey to rate your experience and would appreciate it if you could complete it to help improve our services to you.

User Profile

Select a user profile that best describes you*
This information will guide us in tailoring the level of interaction required for us to assist you in resolving your query.

Customer

Contact Information

Sage Account*
T0004

Company Name*
Internal Registrations Test Account - Do Not Use

Enter your Contact Name*

Enter your Contact Email Address*

Enter your Contact Number*

Enter the name of your Linked Business Partner*
Specify N/A if unsure

Product Information

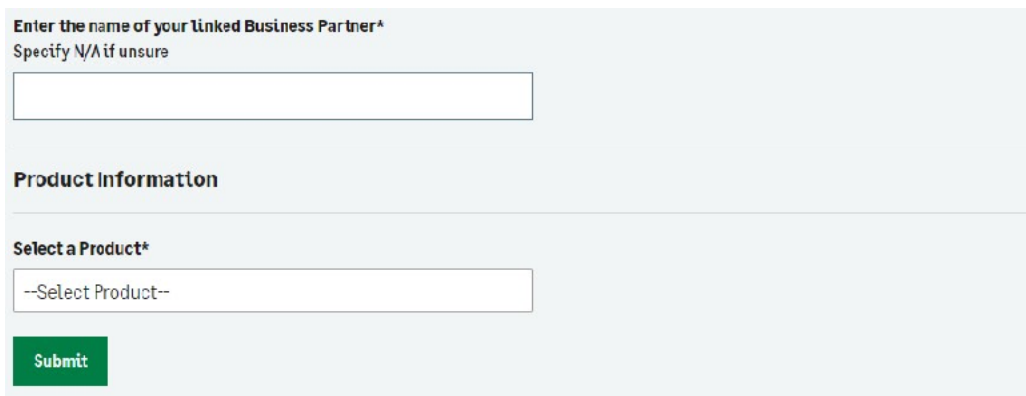
Select a Product*
--Select Product--

Step 7

Fill in your Contact Name, Contact Email Address and Contact Number as shown in the previous screenshot.

Step 8

Specify your Linked Business Partner (if you have one). Then select your current product that you are logging the query for.



Enter the name of your Linked Business Partner*
Specify N/A if unsure

Product Information

Select a Product*

Submit

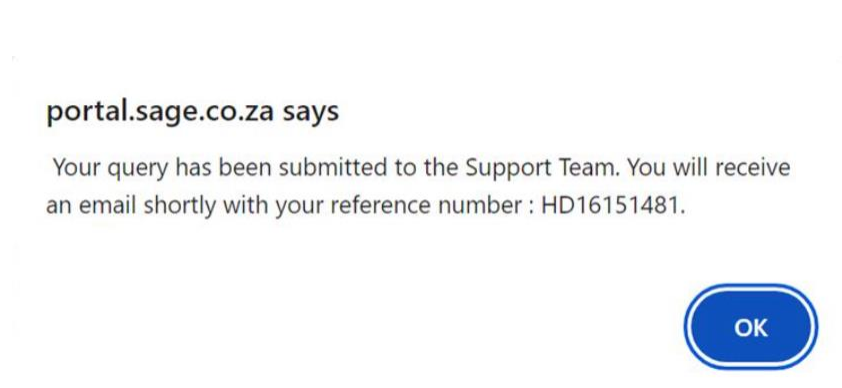
Step 9

Based on your selected product, you will be prompted to fill in questions regarding your query.

(You may upload a screenshot or file of the error/problem should you have one on hand).

Once all the necessary fields are populated then you may click on the submit button.

Step 10



You will also receive an immediate auto-response via email, which will identify your query's reference number.

You may use reference number to follow up on the progress of your logged query, or track your status under **View All My Queries** once incident has been logged.

You will receive a response from our experienced consultants.