



## Technical Support Knowledgebase

A self-help online resource, the Technical Support Knowledgebase houses a comprehensive document library including answers to issues, software alerts, notices, release guides, and year-end information.

Available to all Timberline® Office service plan subscribers, the Technical Support Knowledgebase helps you resolve issues you may be experiencing with your Timberline Office software. Log on to the knowledgebase anytime and get answers to your questions and solutions to problems and error messages. It's fast, convenient, and accurate.

A proven resource, the Technical Support Knowledgebase is the same online tool our support staff uses when responding to calls from service plan customers. Its content is written by technical support experts and based on calls we receive from trainers, consultants, and customers. With more than 4,800 documents and topics, the knowledgebase makes it faster, easier, and more convenient for you to resolve support issues in many cases by accessing this information directly.

Providing that your service plan is current, or during your introductory SmartStart period for new customers, there is no limit to the number of your staff members who may access the knowledgebase. It is accessible wherever you have an internet connection—from your office, from home, or while you are traveling.

### Features and efficiencies

- Rely on the Technical Support Knowledgebase for immediate, convenient answers regarding your Timberline Office software.
- Go online to access knowledgebase content 24 hours a day, seven days a week.
- Access the knowledgebase to answer your implementation questions to get your software up and running quickly.

- Find answers to error messages and resolve issues you may have encountered.
- Get the information you need when preparing for year-end.
- Locate help in setting up forms, upgrading your software, fixing printer errors, tax formula setup, and more.

To access the knowledgebase, click "Client Login" on the Timberline home page at [timberline.com](http://timberline.com), and select "Technical Support Knowledgebase." Type your Timberline client number in the box to log on to the knowledgebase.

The Technical Support Knowledgebase is part of a full range of Timberline Office services designed to keep your software—and your people—working at peak efficiency.