



SmartStart

As a new customer you can talk to experienced support professionals about your software. You also have online access to implementation tools that help you plan and manage your Sage Timberline Office rollout.

The Sage Timberline Office SmartStart program provides 60 days of software maintenance and unlimited support. This convenient service is included with your initial software purchase and can boost your confidence as you begin working with your new software.

Your SmartStart period begins on the 61st day following your software order or on the date of your first request for support services, whichever comes first.

Unlimited support

Unlimited support during your SmartStart period includes support assistance on any current Sage Timberline Office software product. Support requests may be made by phone, fax, e-mail, or by a support request form found in the "Support Menu" on the Client Login pages of our Web site. For personal assistance with software-related issues, support representatives are available at 800.551.8307 Monday through Friday, from 6:00 a.m. until 5:00 p.m. Pacific time (except holidays and designated staff training days).

Self-help support via the Internet

Even before your SmartStart period begins—and without initiating the 60-day period—you may access our services Web site for valuable self-help services 24/7 including:

- The Technical Support Knowledgebase, a comprehensive database of solutions to questions and issues. This is the same knowledgebase used by our technical support specialists.
- SmartStart implementation tools to help you get your software set up and running.
- Sage Timberline Office and industry news.
- Information regarding your company's customer status.
- An interactive communication forum to share ideas with other customers.

You'll also receive e-mail notices about software updates, if any apply, and other information about Sage Timberline Office products. Through the convenience of e-mail, you'll know right away if an update to any application is expected.

Getting started with your implementation

SmartStart implementation tools step you through the decisions, tasks, and procedures required for a successful rollout of your Sage Timberline Office software. Setup checklists and decision worksheets help you set up each application to suit your business needs. A sample project schedule and "to do" lists for each phase of the implementation help keep you organized throughout the project. Of course, you'll still need to work with a Timberline certified consultant to fully implement your new software.

To access SmartStart implementation tools:

1. Go to www.timberline.com and click "Client Login."
2. Click on the link to "Technical Support Knowledgebase."
3. Type in your unique client number (provided with your software purchase) and click the "Login" button.
4. When the knowledgebase opens, you will see a field that directs you to "Search for a Solution."

5. Type "SmartStart" in this field and click "Submit."

6. Under "Issues Found" click "What is SmartStart."

7. When the page appears, under "Cases to Consider" click "SmartStart Overview."

The "SmartStart Overview" page displays the sequential steps to a successful implementation. Each step offers links to more information and WinZip archives containing the SmartStart tools in Word documents or Excel files that you'll want to download.

After SmartStart

When your SmartStart period draws to a close, if you haven't already purchased a support plan to take effect following your SmartStart expiration date, you will receive information about the service plans available so you can continue to have access to support services and software maintenance, as well as other benefits such as software alerts, notifications, and our customer newsletter. A Sage Timberline Office service representative will contact you to help you determine which plan is best for your needs.

