A Quick Guide to Using Swizznet Support
For Sage Customers

Who Should I Call?

We want you to have the best possible service with us. Some of your tools are serviced by our team and some are managed by your Sage partner. This is a quick guide for who to contact for headache-free assistance and support.

Contact Swizznet

- Issues with opening the program, launching applications and the setup of devices
- Printing questions
- Restoring a copy of your files from our automated nightly backup solution
- Accessing your Sage program (excluding work within the program or updates and management)

Contact Sage Support or Your Sage Partner

- Integration management & questions
- Program related setup questions
- Sage updates
- In-program questions & assistance
- Running backups from within the program (automated nightly backups are managed via a separate Swizznet system)

Patching

- We apply all approved Microsoft critical security updates after vetting them
- All other Microsoft and third party updates need to be installed by the customer or partner using your local admin user
- We suggest requesting a snapshot from Swizznet support prior to installing new applications or applying any updates

Contact Swizznet Support

Call us at **888.794.9948 x 2** or submit a ticket to our support team.