

1. Do I have to use the new site?

- a. No. Our existing tracking portal will continue to be accessible for the foreseeable future. We like the new site, and we want you to as well, but we understand that you need time to test out all the new features at a convenient pace.

2. When will the changes go into effect?

- a. We are implementing the new site across our existing customers in waves, starting as quickly as this week. You will know your site has the new option available when you find two login buttons on the login page instead of one.

3. I have questions about how to use the new site. Where can I get help?

- a. We will be posting some basic tutorials on our website shortly. In the meantime, you can contact us any of the following ways and we'll be happy to walk you through the new site and answer any questions you might have.
 - i. Call us: 512-686-4400
 - ii. Email: support@sageplan.com
 - iii. A live web chat is also available from our home page: www.sageplan.com (bottom right hand corner of the page)

4. Will the original site ever go away?

- a. Eventually, yes, as support for Microsoft Silverlight is being continually decreased in the popular web browsers, and this program is required to view our original site. However, we don't plan to remove it right away. The new site doesn't require Microsoft Silverlight, so it will be fully functional even after support for Silverlight is fully discontinued.

5. I accidentally opened the new site. How do I get back to the old one?

- a. Don't panic! Just click the "Log Out" button at the top right, and re-enter your credentials. This time, click the login button on the right side for the old site.

6. The old site is not working. I get an error message about "Silverlight" when I try to login.

What's wrong?

- a. You may be entering the site from a browser that doesn't support Microsoft Silverlight. Try using Internet Explorer instead. If that doesn't work, or you have questions, feel free to contact us at 512-686-4400. We are happy to help!

7. What happened to the "Remember Me" button? I have to enter my credentials every time now.

- a. Unfortunately, the "Remember Me" button had to be disabled when we added the new site, as it wouldn't know which of the two login options it was supposed to remember. We hope to restore this functionality to the site in the future as technology improves, and we apologize for any inconvenience this may cause in the meantime.

8. Will I lose my tracking data and history when the site is upgraded?

- a. Absolutely not! All stored data will be maintained on the standard 120 day schedule, and will be visible on both sites at all times.

Got another question we didn't answer here? Feel free to contact us at 512-686-4400 or support@sageplan.com