

Title: Sage 50 US Accounting Express User ID / Password Reset Service

This document is being sent via e-mail in response to your specific inquiry and is considered a transactional or relationship message, which is specifically excluded from the federal law regulating unsolicited commercial e-mail communication.

- **User IDs and passwords are case sensitive.**

When opening your Sage 50 US Accounting (formerly Sage Peachtree Accounting) company, make sure you type the user ID and password **exactly** as it is set up in the user record in User Security. For example, *Password*, *PASSWORD* and *password* are all different. If you are sure that you have the correct user ID and password, but Sage 50 is not accepting them, make sure your CAPS LOCK key is not activated.

- **If your password from a prior version of the Sage Peachtree software does not fit into the user ID or password field in the new release, type the first 9 characters of your password into the fields and click OK.**

If you have followed the above procedures, and are still experiencing problems with passwords, please follow the Sage 50 Accounting US Express User ID / Password Reset Service instructions below.

Sage 50 Accounting Password Reset Service

Please review these instructions in their entirety.

In the unfortunate event that you lose or forget your user IDs or passwords and you cannot open your Sage 50 US Accounting company, a reset procedure is available. Through our Sage 50 US Password Reset Service, we have the ability to recover your user IDs and reset passwords over the telephone.

The Password Reset Service requires a signed Letter of Consent from a legally authorized Officer of your company in order to recover the ID or password. Please complete and sign this form (page 2 of this document). Fax the completed and signed document to (678) 534-6658 or email a scanned copy to expresspassword.sage50accountingus@sage.com. After receiving the form, Sage Customer Service will contact you, **within no more than four business hours**, to setup an appointment to reset your password. Note that every effort is made to schedule an appointment on the same day but this is dependent on availability. A request that falls in the latter part of the day may require a scheduled appointment for the following business day.

Complete all information on this application form, including the letter of consent, and fax to:

Sage Software, Inc.
Sage 50 US Customer Service
ATTN: Password Reset Service
Fax: (678) 534-6658

As an alternative to faxing, a scanned application form, along with the letter of consent can be emailed to:

expresspassword.sage50accountingus@sage.com

This inbox is for password reset applications only. It is not monitored for support-related inquiries. Scheduling an appointment is limited to password reset only.

Note: This service is only available during regular Password Reset Service hours: Monday-Friday, 9:00 AM – 7:00 PM Eastern, except major and company observed holidays.

Application for Express Password Reset Service

Customer ID #: _____

Company Name: _____

Contact Person: _____ Telephone: _____

When is the best time to call the contact person listed above to schedule the password reset appointment?

_____ A.M. P.M. **Time Zone:** Pacific Mountain Central Eastern

If available, what is your appointment time preference? _____ A.M. P.M. **Time Zone:** Pacific Mountain Central Eastern

Note: Every effort is made to schedule an appointment on the same day but this is dependent on availability. A request that falls in the latter part of the day may require a scheduled appointment for the following business day.

A free one time User ID/Express Password Reset Service is included in the new Sage Business Care Support Plan purchased after August 6, 2008. You must have a current Sage Business Care Support plan. For all other support contracts, including Monthly Freedom Support plans, password reset is a chargeable service and Sage 50 US requires an active credit card number prior to starting the reset process. **Please do not enter credit card information on this form.** Credit card information will be collected prior to the scheduled appointment by a Sage Representative via telephone.

I have a Sage Business Care Support Plan and would like to take advantage of the free one time Password Reset Service.

A Letter of Consent from a Legally Authorized Officer of Your Company

For security reasons we require an authorized person to complete the following letter of consent form. This form will need to be **completed in its entirety** before we are able to reset your User IDs and Passwords.

To Whom It May Concern:

I, _____, give my consent for Sage Software, Inc. and its employees to recover my User IDs and reset Passwords for my Sage 50 US Accounting data. The person(s) at my company that are authorized by me to receive this information is/are:

They can be reached at (_____) _____ - _____ ext. _____.

I also understand and agree to a charge of \$75.00 plus sales tax if applicable per company in Sage 50 Accounting. Prices are subject to change without notice.

Sincerely,

X _____ Title _____ Date _____