# Need Sage Help?

## Frequently Asked Questions

**855-346-2392** | **https://netsmart.service-now.com/plexussupport**

### What is the Sage Network Help Desk?

The Sage Netsmart Help Desk provides support for Level 1 and Level 2 issues related to Avatar and Provider Connect.

- Level 1 support is the first point of contact and includes initial identification and diagnosis of issues. They will resolve the issue or escalate to Level 2 based on documented processes and procedures.
- Level 2 Support is the first point of escalation, provides guidance and instructions to Level 1 support to diagnose and resolve. They take ownership of incidents where subject matter expertise and experience is required for diagnosis.

### What are the Sage Netsmart Help Desk hours?

- Level 1 support: 24x7x365
- Level 2 support: 8am-5pm Pacific Time (business days only)

### How do I initiate technical support?

Support can be obtained by calling the phone or the portal website

### What will the support technician need to know when I call or log a case?

- First and last name
- Contact phone number
- Your location
- Your program/unit
- Concise description of the problem

To provide support the technician may need you to share your screen. If so, they will ask you to allow access.

### What happens if the issue cannot be resolved on the phone?

If an issue cannot be resolved on the phone, the Sage Netsmart Help Desk will engage the appropriate resolver group to continue troubleshooting.

### How can I track my logged cases?

You will receive an acknowledgement email including the case number when your case is created. You can log onto the portal to check the case status and communicate with the Sage Netsmart Help Desk regarding your open cases. When an issue has been resolved you will receive an email requesting that you accept or reject the resolution. If a response is not received within five business days the case will automatically close.

### How can I provide feedback on my experience with the Sage Netsmart Help Desk?

When you accept a resolution you will have the option to complete a survey regarding your experience with the Sage Netsmart Help Desk. Each survey is reviewed for quality control purposes.