

Navigating Support.SAS.com and other tips for answering your SAS questions

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SAS SUPPORT WEBSITE

<http://support.sas.com/>

- SAS 9
- Technical Support
- Documentation
- Samples
- Communities
- Software Downloads
- Training
- Administrator Services
- Users Groups
- SAS publishing
- Certification
- Events at a Glance

SAS 9

- ◆ **Overview and highlights**
- ◆ **What's new details**
 - Very good for making the decision to change to V9
- ◆ **Software order request**
 - Don't use, only for US orders. Contact your SAS sales person directly.

Technical Support

◆TS Home

- Submit a Problem
- View Your Tracks or Update an Existing Track
- Search
- Communities
- Other cool stuff

Submit A Problem

◆Online

- Response is usually within 1 business day
- Paste at minimum the log file.
- Ideally paste, the program file, fake data and output
- List any SAS documentation, SUGI papers or anywhere else you looked for help

◆Telephone

- Response is immediate
- Fill out the online form so you are already to go

Tracking Problems

- ◆ **Need a SAS web profile**
- ◆ **Useful if you have many problems**
- ◆ **SAS won'**

Search

- ◆ **SAS updating search function to make in more user friendly**
- ◆ **Can now search by database**
- ◆ **Has advance search function**
- ◆ **When searching for PROC's use capital letters**
- ◆ **To make suggestions, click on "contact us" and then "Make a suggestion"**

Communities

- ◆ **New!**
- ◆ **Discussion groups**
 - Need a web profile
- ◆ **New features in upcoming releases**
- ◆ **White papers**
- ◆ **Presentations from US user groups**

Other Cool Stuff

- ◆ **Hot fixes**
- ◆ **Service packs**
- ◆ **Demo's**
- ◆ **Downloads**
- ◆ **SASware Ballot**
- ◆ **Newsletters**
- ◆ **Mailing Lists**

Shortcuts

◆ Shortcuts on main support website to:

- Documentation/search
- Communities
- Downloads
- Sample code

Training

- ◆ **Go to Worldwide Training**
- ◆ **Choose Canada at bottom of page**
- ◆ **Lots of different training options**
 - Self paced, Instructor led-web, In person
- ◆ **If Canada doesn't have what you are looking for, go to US Training and browse there.**
- ◆ **Request what you want**
- ◆ **Training Path Solution**
 - It's free!!!
 - SAS will design a training path for you as an individual

Administrator Services

- ◆ **All the instructions on how to manage your SAS license and environment**
- ◆ **Including all the things that should be done, but aren't**

User Groups

- ◆ **Benefits of Joining**
- ◆ **Find a group anywhere**
- ◆ **Look at presentation from other groups**
 - Request a presenter from another group

SAS Publishing

◆ Order books

- 20% discount if you order within 2 weeks of our user group
- Webcasts from authors

Certification

- ◆ **Good information about the program.**
- ◆ **Any questions ask: Douglas Martin**

Events At a Glance

◆ **Conferences and Tradeshows**

- Regional, International and Industry specific

◆ **Web Casts**

- New
- Some are only for licensed SAS users
- Need a Webprofile

Web Profile

◆ **This is a serious mess:**

- <http://www.sas.com/apps/profile/profile.jsp>

Another place to look

◆Google

- I haven't tried this, but everyone at SUGI was talking about.
- If you have success let me know.

Another Place to Look

◆ SAS-L

- SAS-L: single email address to which questions can be sent disseminated automatically by list server to over 1,500 subscribers interested parties reply, answering the question, suggesting alternative methods etc..
- to subscribe, send an email to listserv@listserv.uga.edu
- SUB SAS-L *first_name last_name*
- 70 - 100 emails / day, change subscription mode to digest if volume is a problem
- send postings to sas-l@listserv.uga.edu

Another Place to Look

Perhaps your question has already been answered,
search the SAS-L archives:

ListServ <http://listserv.uga.edu/archives/sas-l.html>