



# SAS Help Resources

# Where to go for SAS help

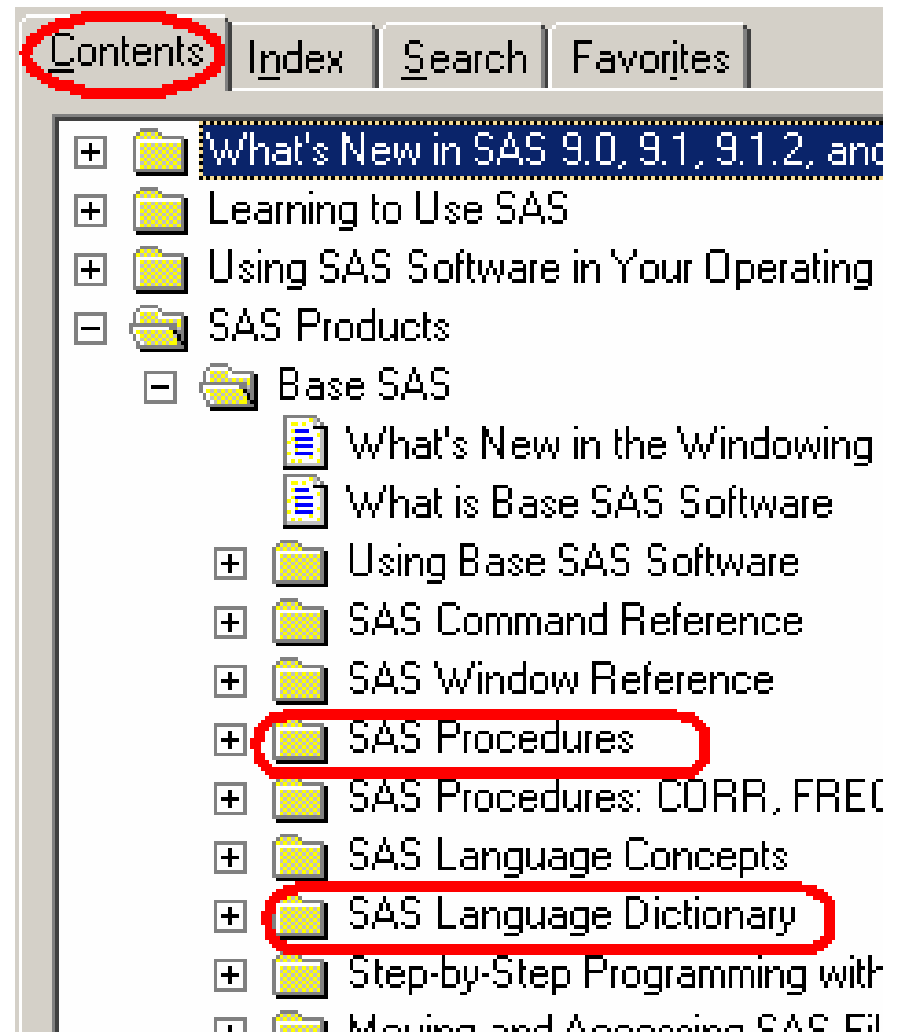
- PC SAS/Enterprise Guide
- [support.sas.com/Tech Support](http://support.sas.com/Tech Support)
- SAS Discussion Forums
- Publications
- Other Online Support
  - Google
  - SASL
  - [SASCommunity.org](http://SASCommunity.org)

# SAS Help in PC-SAS

- Contains full manual for all SAS components
- Press F1 to bring up context sensitive help
- Contains information for all OS installs of SAS
- It does not contain specific help on Enterprise Guide, or platforms like BI Server.

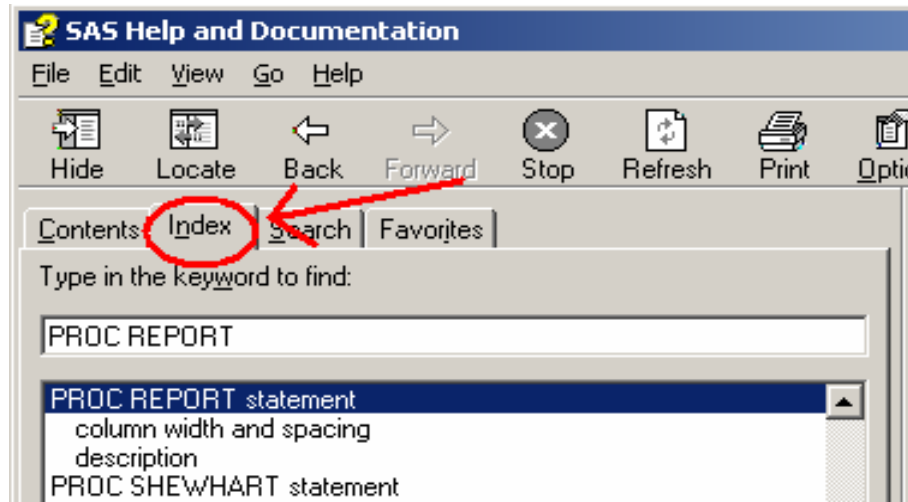
# The Contents Tab

- Acts as a table of contents for SAS help.
- I (Jeff) tend to use;
  - SAS Language Dictionary
  - SAS Procedures



# The Index Tab

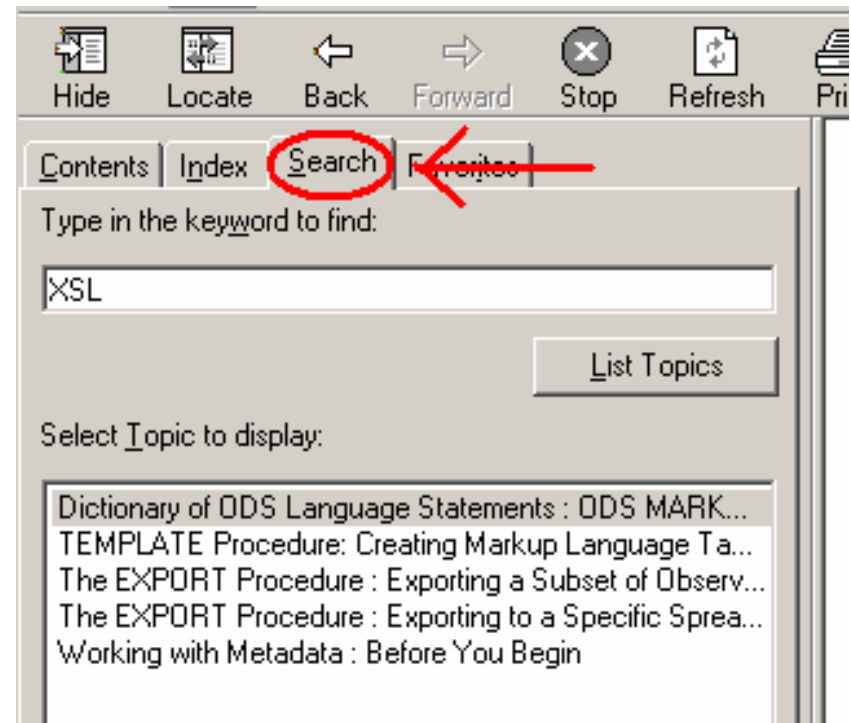
- Use like the index in a book
- Allows for speedy searches on a topic
- Does not do full text searches



# The Search Tab

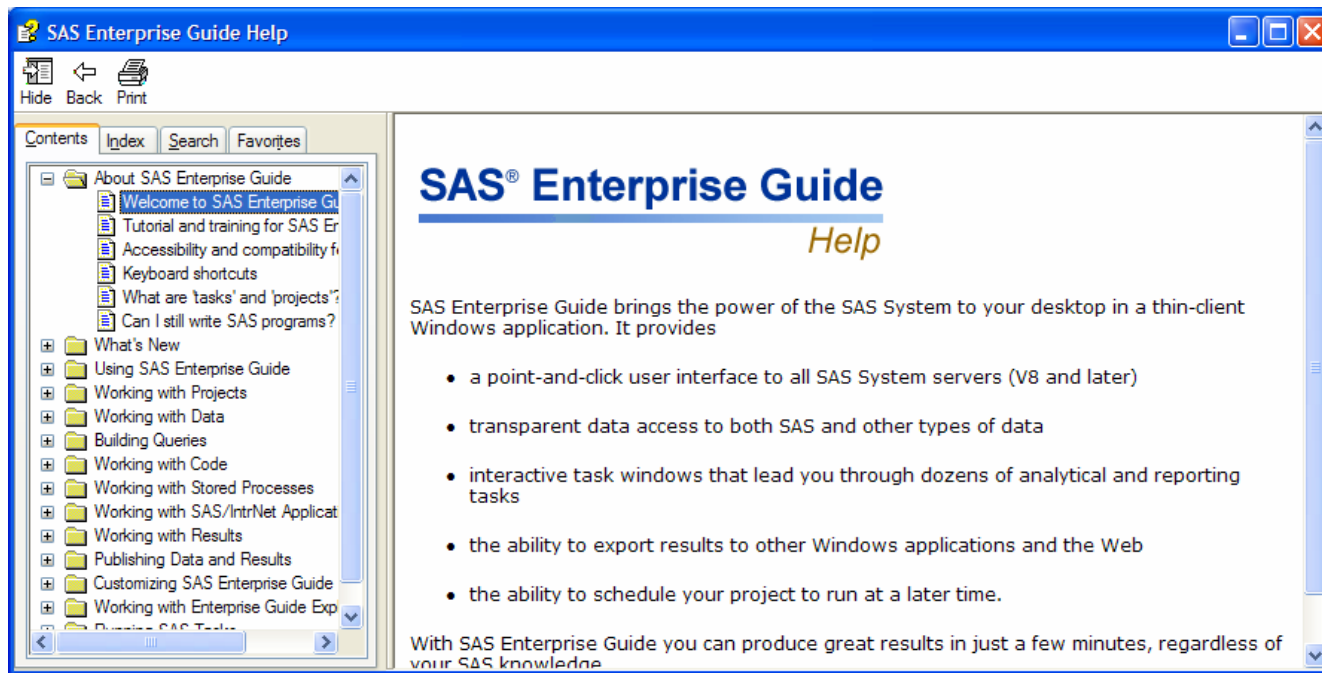
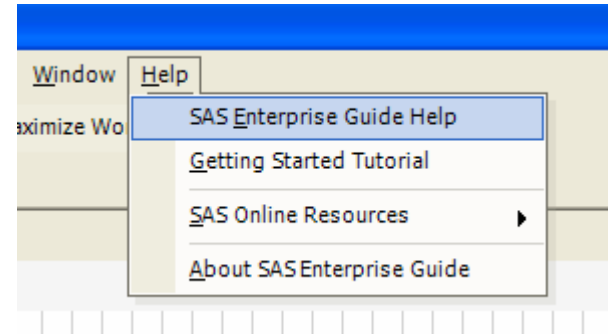
Does a full text search through all documentation

Not as quick as  
the Index  
search but more  
thorough



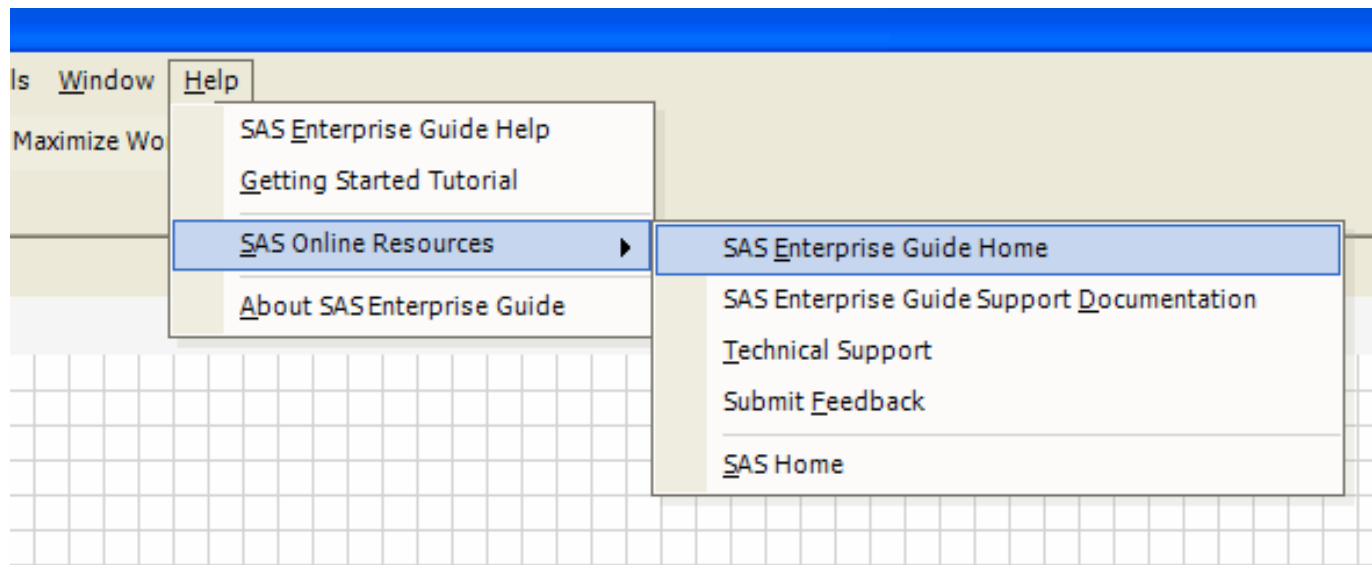
# Help in Enterprise Guide

- Help menu in the menu bar



# Help in Enterprise Guide

- Help menu in the menu bar – online help



# SAS Support website: <http://support.sas.com>

The screenshot shows the SAS Customer Support website in a Microsoft Internet Explorer browser window. The browser's address bar displays <http://support.sas.com/>. The website's header features the SAS logo with the tagline "THE POWER TO KNOW." and a search bar. Below the header is a navigation menu with links for "support.sas.com", "KNOWLEDGE BASE", "SUPPORT", "LEARNING CENTER", and "COMMUNITY".

The main content area is titled "SAS CUSTOMER SUPPORT /" and includes a "Print | E-mail | Bookmark" link. On the left, there is a navigation menu with the following categories:

- KNOWLEDGE BASE
  - System Requirements
  - Install Center
  - Product Documentation
  - Papers
  - Samples & SAS Notes
  - Focus Areas
- SUPPORT
  - Submit a Problem
  - Check Problem Status
  - License Assistance
  - Administrator Services
  - Downloads & Hot Fixes
- LEARNING CENTER
  - Bookstore
  - Training
  - Certification
  - SAS Learning Edition
  - SAS Global Academic Program
  - SAS OnDemand for Academics
  - SAS OnDemand for K-12
- COMMUNITY
  - Users Groups
  - Events
  - E-newsletters
  - User Experience
  - Author with SAS
  - RSS & Blogs
  - Discussion Forums

The main content area features a prominent announcement: "Registration for SAS Global Forum 2009 is open". Below this, there are several featured articles:

- Creating specialized SAS Information Map filters** (SAS Note) - In SAS Information Map Studio, you can create a filter that will subset results based on a partial string value rather than the entire value of a data item. (NOV 19)
- Tune into the Voice of Your Customer with Voice Mining** (PDF) - Analyzing audio data can help you identify the reasons for call spikes, the effectiveness of marketing campaigns, the competitors most mentioned by your clients, why certain products sell more than others, and predict the customer satisfaction level of every interaction. (NOV 04)
- Mining data from Twitter with SAS** (Blog Post) - Chris Hemedinger uses SAS to dig into comments on Twitter about the vice presidential debate. See the program that Chris used to analyze the buzz about the debate. (OCT 08)
- Using Variable Labels as Headings in Microsoft Excel** (Forum Post) - How would you add labels in Microsoft Excel? Read some of the suggestions or add one of your own in this discussion forum thread. (SEPT 25)
- Create a SAS Stored Process and Associate It with a SAS Information Map** (Sample) - This sample covers a typical scenario where a user has joined or manipulated data in SAS Enterprise Guide, then wants to use the process flow as a basis for a SAS Information Map. (SEPT 19)

On the right side, there are several "SPOTLIGHT" sections:

- 2009 SASware Ballot
- Blog Post: Treasures and Memories and Trash
- Featured Book: PROC SQL by Example: Using SQL within SAS
- Training News: 2009 class dates added to Training schedule
- Certification News: We predict an exam in your future - Register today

The footer contains the following text: "Contact Us | Sitemap | RSS Feeds | www.sas.com | Terms of Use & Legal Information | Privacy Statement" and "Copyright © 2008 SAS Institute Inc. All Rights Reserved."

SAS Support website: <http://support.sas.com>

Provides Official SAS support which includes:

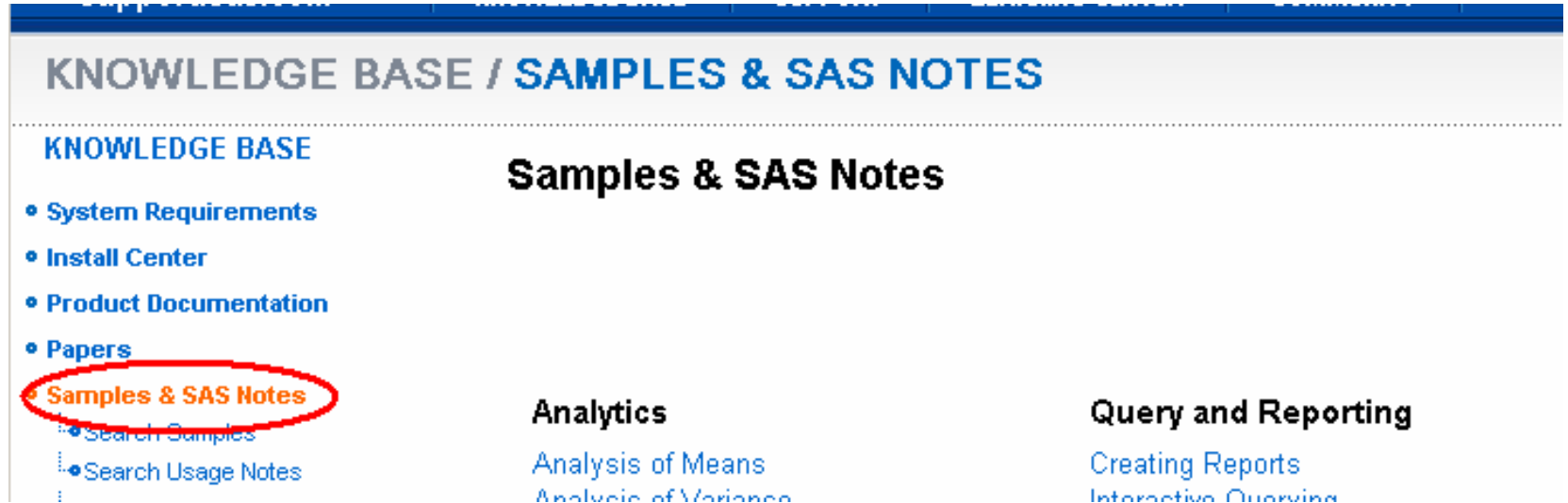
- Product Documentation
- Code Samples
- Papers
- Discussion Forums (more on this)
- Search on error messages and or topics at the top

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<input type="text"/>	Search support.sas.com	▼	Search
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SAS Support website: <http://support.sas.com>

## Find Samples by Category



**KNOWLEDGE BASE / SAMPLES & SAS NOTES**

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**KNOWLEDGE BASE**

- System Requirements
- Install Center
- Product Documentation
- Papers
- **Samples & SAS Notes**
  - Search Samples
  - Search Usage Notes
  -

**Samples & SAS Notes**

<b>Analytics</b> Analysis of Means Analysis of Variance	<b>Query and Reporting</b> Creating Reports Interactive Querying
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## KNOWLEDGE BASE

- [System Requirements](#)
- [Install Center](#)
- [Product Documentation](#)
- [Papers](#)
- [Samples & SAS Notes](#)
  - [Search Samples](#)
  - [Search Usage Notes](#)
  - [Search Problem Notes](#)
- [Focus Areas](#)

Click on “Search Samples” for detailed searches with filters

**Samples & SAS Notes** ▼

**Filter Results By:** **Type** ▼ **Priority** ▼ **Fixed Release** ▼ **Product** ▼ **Release** ▼ **Operating System** ▼ **SAS Release** ▼

**Applied Filters:** [\(Reset All Filters\)](#)  
**Type: Sample** ([Reset Filter](#))

List:  – 10 > >| (Top 500 of approx. 1163 results.) Results per page:  ▼

Date	Title	Type
9/8/18	<a href="#">32960 How to Build a Portlet That Displays an OL AP Table View</a>	Sample



# SAS Tech Support: **Assisted Help**

SAS provides real-time support when you are unable to address a problem successfully on your own or have a question that is not answered through Self-Help resources

Allows you to:

- Get help on specific SAS topics/products
- Provide product feedback on possible bugs or future enhancements

Contact:

Online: [support.sas.com](http://support.sas.com)

Phone: 919-677-8008

# Discussion Forums

SAS hosts forums where you can post problems and help others...

SAS CUSTOMER SUPPORT

- KNOWLEDGE BASE
  - System Requirements
  - Install Center
  - Product Documentation
  - Papers
  - Samples & SAS Notes
  - Focus Areas
- SUPPORT
  - Submit a Problem
  - Check Problem Status
  - License Assistance
  - Administrator Services
  - Downloads & Hot Fixes
- LEARNING CENTER
  - Bookstore
  - Training
  - Certification
  - SAS Learning Edition
  - SAS Global Academic Program
  - SAS OnDemand for Academics
  - SAS OnDemand for K-12
- COMMUNITY
  - Users Groups
  - Events
  - E-newsletters
  - User Experience
  - Author with SAS
  - RSS & Blogs
  - Discussion Forums

- Post questions to other users that may have encountered similar issues
- Monitored by SAS Tech support and people from SAS development teams
- Announcements on Software updates and Hot Fixes



# Discussion Forums

Specific Topics include:

- SAS Procedures
- SAS Macro, Data Step and SAS Language Elements
- ODS and Base reporting
- SAS Stored Processes
- SAS Enterprise Guide
- Integration with Microsoft Office
- SAS Forecasting
- SAS and Clinical Trials
- SAS in Health Care Related Fields
- Mathematical Optimization and Operations Reserach

# sasCommunity.org



Sascommunity.org is user driven website that's independent of SAS Inc.

- It's based on the Wikipedia website model
- It's driven based on user contributions
- Anyone can update or modify articles and posts on the site

# SAS-L



[www.listserv.uga.edu](http://www.listserv.uga.edu)

The University of Georgia

[Home](#) | [Browse](#) | [Manage](#) | [Request](#) | [Manuals](#) | [Register](#)

Archives of SAS-L@LISTSERV.UGA.EDU

*SAS(r) Discussion*

- Un moderated mail list and discussion forum
- Used to discuss SAS Software features and issues
- There are more than 2000 subscribers
- How to subscribe:
  - Send an email to [listserv@uga.cc.uga.edu](mailto:listserv@uga.cc.uga.edu) with the line: subscribe sas-l "Your Name"
- You can also search the archives at:
  - <http://www.listserv.uga.edu/archives/sas-l.html>

# Other Resources

- ❑ SAS Publications
  - <http://www.sas.com/apps/pubscat/complete.jsp>
  - Selection of publications here at SAS Canada
  - 20% discount for User Group attendees
  
- ❑ Internal SAS resources in your organization/your colleagues
  
- ❑ Internal SAS User Groups
  
- ❑ Google
  
- ❑ TASS Meetings – Breakout group
  
- ❑ Canadian online Discussion Forum – coming soon!