

Sage 200 | Promotional FAQs

Note: For partner & colleague use only, not for onward re-distribution

This FAQ accompanies the promotion for five connected web users for customers on Sage 200 Professional 2021 R1. For further information, please refer to the communication on the Partner Hub.

Background

We are committed to supporting our customers on their journey to the cloud and an enhanced Sage 200 solution. The web forms introduced in Sage 200 Professional 2021 R1 are key to this transition and modernisation and will ultimately deliver flexibility to how customers can use and access the software and their data day to day!

To rebuild key functionality in a web format (screens/forms) is going to take time, and during this evolution of the product, we will continue to promote Sage 200 Professional as a hybrid cloud solution with the traditional desktop and the new web interface running alongside each other.

As part of this journey and evolution, Sage will continue to investigate how customers access and use their Sage 200 product. We aim to modernise and provide a more flexible solution with this information.

In undertaking this transition, we want to ensure minimal disruption to customers whilst also ensuring that they get the most from the new features and functionality we are continuously improving and adding.

To ensure all customers can benefit from the latest webforms and are supported throughout this journey, we are introducing five free connected (web) user licences to each customer with Sage 200 Professional 2021 R1 (the latest version) installed.

The users will be added to the licences from 01 August 2021, and subject to the promotional terms, which can be found using the links below.

- [UK](#)
- [IRL](#)

FAQ

1. **Will everyone benefit from the five connected users?**
Customers with either the on-premise variant or deployed through the provisioning portal for Sage 200 Professional 2021 R1 will benefit. The new web forms are not available for earlier versions and therefore the promotion is not applicable.
2. **What if a customer already has connected users?**
Customers get two connected users as part of the Sage 200 services contract; the five users are complimentary to this but do not replace any additional ones they have purchased.
3. **Does this apply to the Sage 200 Standard product variant?**
No, this just applies to Sage 200 Professional 2021 R1.
4. **When will the promotion of five free connected users end?**
The promotion of five free connected users will be available between 03 August 2021 to 31 July 2022.
5. **Is there a maximum limit on the number of connected licences a customer can have?**
Please refer to our product [documentation](#) for information on our user testing.
6. **How do we know the promotional connected users' licences have been applied?**
Your licence allocation is automatically updated daily.

Please note; the initial entitlement of the five new connected users may take up to 24 hours to activate initially within your software.
7. **Where will the users' licence increase show?**
 - Customers on Sage 200 Professional, deployed via the Sage Provisioning Portal: The promotional connected user licences are not accessible via the Sage Provisioning Portal or by our Sales, Loyalty or Admin teams – they are automatically added to our licensing tool and will update in the product System Administration. You can find out more in our [helpfiles](#).
 - Customers on Sage 200 Professional, deployed as an on-premise licence: The promotional connected user licence are not accessible by our Sales, Loyalty or Admin teams – they are automatically added to our licensing tool and will update in the product System Administration. You can find out more in our [helpfiles](#).
8. **Where can we see which users have connected access?**
To set up a Sage 200 user as a web user, you need to open: System administration, select Users and then General. Any users with access with have the **Is Web User** option selected in user properties.

9. **For any customers about to go through their renewal, will this increase their price?**

No, these promotional connected user licences are complementary and will not impact renewals.

10. **Where customers are already paying for connected users, can they:**

- **Obtain a refund?**
- **Reduce the user count?**
- **Not pay for those licenses?**

No, this change doesn't impact existing licence requirements and is complimentary, so cannot be offset.

If we observe existing connected users' licences reducing, Sage reserves the right to change the terms of the promotion and remove it at any time.

11. **Will you notify us when we are approaching the end of the promotional period?**

Yes, we will notify you the month before expiry.

12. **Will there be any extensions to the promotional period?**

We currently have no plans to extend the promotion. However, we will monitor the situation and provide an update should any changes to the promotion occur.