

REGISTERING FOR CLIENT SUPPORT ON OUR WEBSITE

The Sage Micropay **Client Web Support Section** contains a range of information to help you use your Sage Micropay software and keep your software up to date. Multiple users from your business are able to register.

REGISTRATION INSTRUCTIONS:

1. Click on the following link to register your account: <http://www.sagemicropay.com.au/pebble.asp?t=18>
2. Complete your details on the form provided.
3. Ensure that you use your correct client number, located on most of your communication received from Sage Micropay.
4. Enter the following information:
 - **Name & Surname** (your personal name, not that of your business)
 - **Email address**
 - **Job title**
 - **Postcode** -please pay particular attention to entering the postcode of your company's physical/corporate address - (NB. Not the postcode of your PO BOX etc.)
 - **Contact phone** number (numbers only, no punctuation)
 - **Fax number** (numbers only, no punctuation)
 - Enter a **password**, please keep a mental note of your password as you will need this each time you log in
5. Enter your password again in the 'confirm password' input box. This ensures that you have typed it correctly.
6. Enter a password reminder question and answer. This will be used if you forget your password at any stage. **Hint: Use a question and answer combination that only you will know and one that you can easily remember.**
7. Select the Sage Micropay product that you use.
8. Once you have completed the form, please click the "Register on Micropay" button.

After this initial registration process you will only require your email address and password to gain access to the support section in the future.

FORGOTTEN YOUR PASSWORD?

If you have already registered on the Sage Micropay website and have forgotten your password, please follow the instructions below:

1. Please click here - <http://www.micropay.com.au/pebble.asp?relid=4>
2. Enter your email address in the input box provided.
3. Click on the "I forgot my password" link next to the password input box. You will then be asked for an answer to a "password reminder question" that you entered during the registration process. Once you answer this correctly, an email will be sent to your registered email address that will contain your password.

NEED MORE HELP?

Please **contact us** (enquiries@micropay.com.au) if you have any further problems. In your email, please include your client number, login email address and details of the problems you are experiencing.