

[View this email in your browser](#)The Sage logo is displayed in a bright green, lowercase, sans-serif font.

Sage 50cloud Pastel Accounting Newsflash - September 2020

[Previous Newsflashes](#)

Join a Q&A Live session Monday - Friday 8am to 4pm and get near immediate assistance!

Q&A Live is a support alternative to telephonic, email and chat support.

The purpose of Q&A Live is to get you the help you need as quickly as possible.

You will be muted on entry and will need to make use of the question icon. You find this icon on the right hand side of your screen. It should have a small red dot on it.

Ensure that your PC sound is turned on, the panelist will first answer questions verbally and then by text.

Depending on the question you may also receive a live demo.

Remember if the sound cuts out or the image freezes please let the panelist know via the question icon.

[Join a session today](#)

Need Assistance, unsure where to go?

When you need help you want to know you have the support necessary to get quick and effective assistance.

Sage has many resources available but it can be a little daunting to know which option to use when.

Sign up for our informative webinar where we explain the options and how they work.

Only 4 sessions left so sign up today and select one that fits in with your timetable.

[Sign up today](#)

Latest version of Sage 50cloud Pastel Accounting available.

19.3.1 is the latest version available.

[Click Here](#) to download the latest version

[Click Here](#) to view the History of changes

If you upgrade to Sage 50c Pastel Accounting from an old version i.e. 14,17,18 you WILL require a NEW serial number starting with an O.

Each version i.e. 14, 17, 18 has its own unique serial number and cannot be used to register other versions of Sage Pastel Accounting.

If you are receiving the error 'Server is not Registered/ Registration code has been entered incorrectly', kindly click on the below link to receive possible solutions to resolve the error.

[Find out more](#)

Are you a visual learner?

Sage has an amazing You Tube channel full of informative and instructional video's available for you to use.

Recently added video's:

- [How to transfer funds from one cashbook to another \(Partner\)](#)
- [How to transfer funds from one cashbook to another \(Xpress\)](#)
- [How to setup your Region and Language settings in Windows](#)
- [Tips and Tricks to minimize errors](#)
- [How to correct the error 'Incorrect paper size/paper style](#)

[Sign up to our channel](#)

Keep up to date with currently trending errors and FAQ's.

Every month we provide you with tips, tricks and solutions to the top 10 currently trending errors and FAQ's.

Top 10 currently trending errors:

- [Pervasive error code 94](#)
- [Error Code 20](#)
- [Region and Language issues](#)
- [Runtime error 372 when opening Pastel](#)

- [Status 161](#)
- [Status 116](#)
- [Cannot send emails/ No default email setup](#)
- Runtime error 53 - [File not found](#) - [Missing WBTrv32.dll](#)
- [Please wait while windows configures your software](#)

[Click here to view more](#)

Register your software online.

Select the topic below to receive step by step guides and video which allows you to quickly and effortlessly register your software.

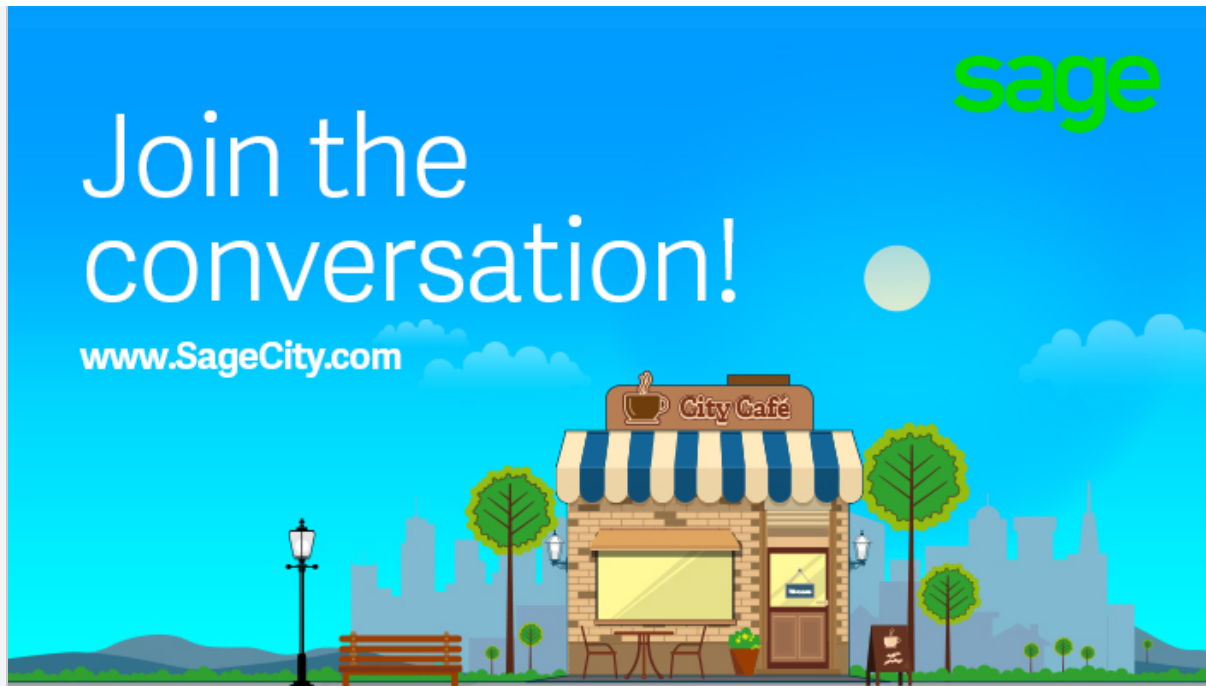
Documentation:

- [Single user registration](#)
- [Server registration](#)
- [Workstation registration](#)

Videos:

- [Single user registration](#)
- [Server registration](#)
- [Workstation registration](#)

[Interactive Guide](#)



Join the Sage City Revolution!!!

Join us online and connect with industry peers, certified partners and Sage pros 24 hours a day, 7 days a week.

Join the discussion today, signing up is easy:

- Visit www.sagecity.com
- Click the profile icon in the upper right corner
- Fill out the form and you are good to go
- Join the [Sage 50C support group](#)
- Want to know more? Watch the [Tour of Sage City](#) Video

We hope you'll bring your questions and idea's to Sage City and make it a genuinely great place for all Sage software users to collaborate and share knowledge.

See you there!!!!



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