

## Background

As a partner to over one million UK & Ireland businesses, we are aware of the impacts that the coronavirus is having and want to do whatever we can to help you tackle the challenges this situation brings.

We want you to know, we're here for you.

Our 3,000 strong UK-based team are already at home and working hard to keep the technology and expert support services you rely on, operating normally.

We're committed to helping you through this challenging time; that's why we have made the decision to issue all our Sage 200 licence-managed customers with **four free connected user licences** for 90 days from 08 April 2020.

**You will see these licences in your account from 08 April 2020 and we hope they will go some way to helping with the transition as your employees are working from home.** Connected licences will give remote access to support employees working from home. It will essentially give home users read-only access to reporting, relevant business data and contacts.

We want to use our resources, our technology and our people, in a way that immediately benefits your business.

Visit our [Coronavirus Hub](#) for dedicated help and advice on the challenges you are facing during these difficult times. This includes straightforward guides and webinars to help you get to grips with the financial support available from the UK government. For expert help and support with your Sage products, you can also visit our support pages at [www.sage.com/en-gb/support](http://www.sage.com/en-gb/support).

## Q&A

### 1. Will everyone benefit from the additional users?

We want to deliver the licences in a way that will not cause disruption to customers' businesses. The licences will be deployed to all Sage 200 products that are licence managed by our online licensing service.

This means that all Sage 200 2013 and above versions, and all variants including Sage 200cloud Standard, Sage 200 Extra Online & Sage 200cloud Professional are included.

### 2. Will all versions receive the complimentary licences?

The Connected Users feature was introduced in our 2013 product version, so can only be used by customers on this version or later versions.

Sage 200 customers on a perpetual licence or using an offline licence will be unable to receive the additional licences.

### 3. I already have connected users, what does this mean for me?

This change will increase the number of users you currently have.

### 4. Are there maximum user limits in the product?

For Sage 200cloud Professional and Sage 200 Extra Online, there are no connected user limits.

Sage 200cloud Standard & Education variants do have a limit and are referenced in our [Fair Use Policy](#).

### 5. How do I ensure the change has been made?

The product regularly checks the licence server for changes; however, you may wish to refresh the licence to make the changes immediately. You can use the links below to find out how to perform a licence refresh.

- [Sage 200cloud Professional](#)
- [Sage 200 Extra Online](#)

Sage 200 Standard doesn't perform licence refresh, use the link below to see how to check your licence.

- [Sage 200cloud Standard / Education](#)

**6. Will there be any extensions to the 90 days?**

We currently have no plans to extend the 90 days, however, we'll monitor the situation and provide an update should any changes or extensions occur.

**7. Will you notify me when we're approaching the end of the 90-day period?**

Yes, we will notify you the week before.

**8. How can connected users support me?**

Connected user licences offer access to the Sage 200cloud data remotely via a web browser and include the following functionality:

- Access workspaces/reports
- Enter and submit purchase requisitions
- Enter timesheets\*
- Authorise expenses\*
- Enter expenses\*
- Authorise timesheets\*

\*requires Project Accounting Module

**9. Do you have any information on how to use this functionality?**

Full details on the web app are available in our help files...

- [Sage 200cloud Professional](#)
- [Sage 200cloud Standard/Education](#)
- [Sage 200 Extra Online](#)

**10. I'm about to go through my annual contract renewal, will this increase my price?**

No, these additional users are complimentary and will not impact your renewal.

**11. I'm already paying for connected users; can I have a refund / not pay for those licences?**

This change doesn't impact existing licence requirements and are complimentary, so cannot be offset.