

# Where and how can I answer my SAS related questions?

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# Emily Hermanson

Customer Success Manager, SAS

Emily manages a portfolio of customers who have purchased SAS strategic technology and solutions. She supports her customers from onboarding through technology adoption and expansion. She enjoys understanding the business problems customers are trying to solve to best manage the adoption of the software and exceed customer expectations.

# Table of Contents

## Communities.sas.com Content

- Search
- Community Library
- Ask the Expert webinars
- User Groups
- SAS Events
- SAS Bowl Trivia

## SAS Resources Content

- SAS How To Tutorials
- Blogs
- Newsletters
- Tech Support
- Customer Contact Center
- Downloads & Hot Fixes
- Documentation
- Training
- SAS Starter Kit

SAS Support Communities are a tremendous resource regarding information on SAS products and solutions.

In addition to being able to ask questions, you have access to hundreds of how-to articles, webinars, events, and SASGF proceedings.

## Action:

- ☐ Explore communities.sas.com today.

# Communities.sas.com

Ask questions. Share your own knowledge. Find resources.

The screenshot shows the SAS Support Community website. At the top, it says "SAS Support Community" and "Stuck on a problem? Ask the community for help. While you're here, get a SAS tip and share what you know. This community of SAS experts is here to help you to succeed!". A welcome message for "Ehemanson831" is visible. Statistics show 422,210 Members, 687,127 Discussions, and 5,202 Library Articles. A search bar contains "Find your SAS answers" and "All community". A prominent orange button says "Ask A Question". Below the search bar, there are three featured content cards: "Recent Solutions" with a list of SAS programming questions and answers, "How to program the Wordle game in SAS" featuring a grid of letters, and "How Do I Use Python in SAS® Viya®? Q&A, Slides, and On-Demand Recording" with a video player and "Ask the Expert" button.

Type in any phrase and you'll get a list of topics, communities, events, etc. that match that term.

You don't need to be a member to search or read any content.

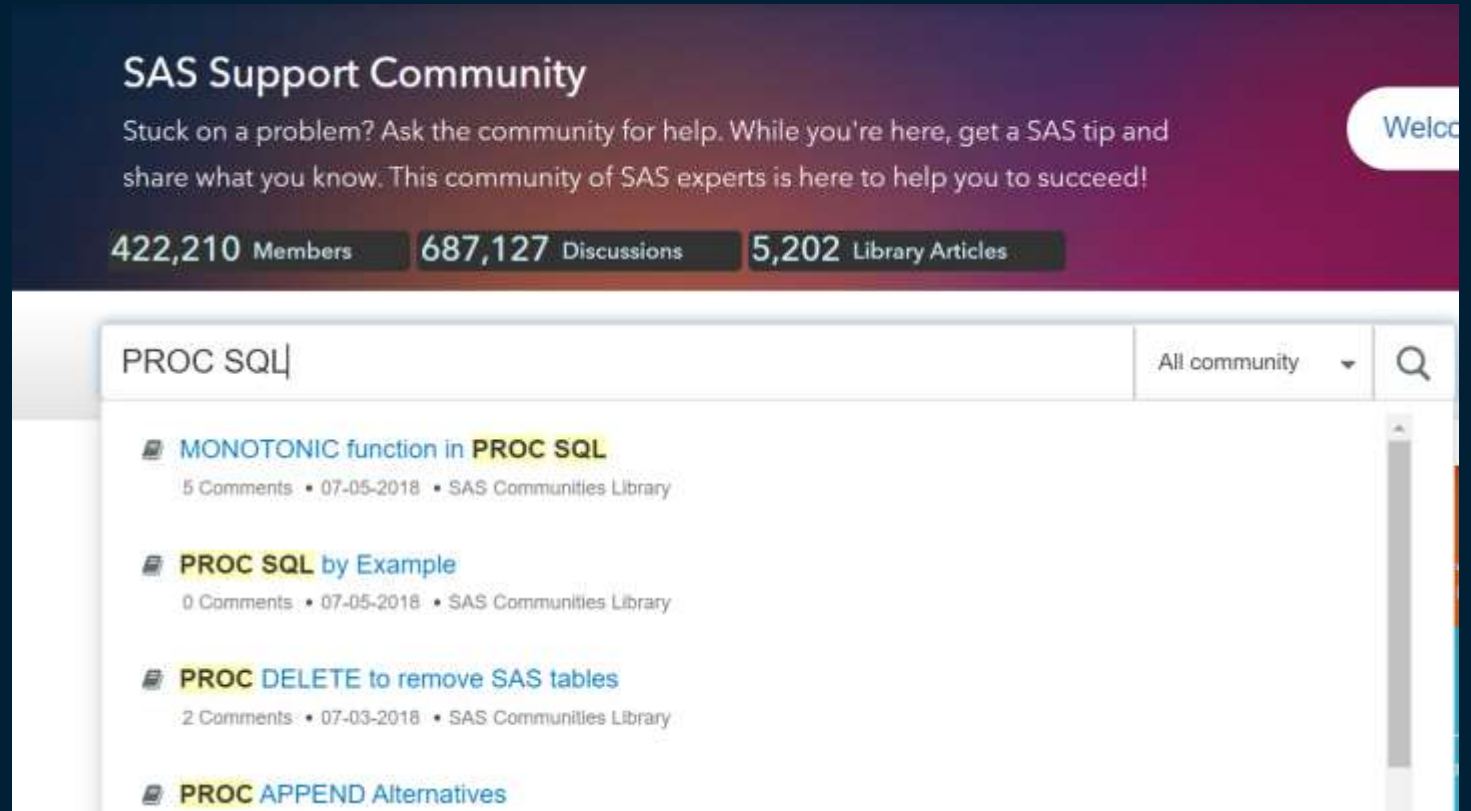
### Action:

Register to be a member using your SAS Profile.

This allows you to ask a question, reply to a question or interact with the community.

# Communities.sas.com

Search is an easy way to find answers and events.



# Communities.sas.com

<https://communities.sas.com/t5/SAS-Communities-Library/tkb-p/library>

## SAS Communities Library

In-depth, how-to articles, many written by SAS employees.

### Action:

❑ Sort by and subscribe to the labels that interest you the most.

The screenshot displays the SAS Communities Library interface. On the left, a list of articles is shown, each with a title, author, and date. The articles include:

- Apple privacy changes coming and how it will affect... by PeterAhd 2 weeks ago (Label: Customer Intelligence)
- Dynamic IP addressing for SAS Viya 3.5 is here by RobCoRum 2 weeks ago (Labels: Administration and Deployment, Architecture, SAS Viya, Tips and Tricks)
- Embedding Dynamic Web Pages and Images in SAS Visu... by Renato\_sas 2 weeks ago (Labels: SAS Visual Analytics, SAS Viya)
- Embedding Dynamic Web Pages and Images in SAS Visu... by Renato\_sas 2 weeks ago (Labels: SAS Visual Analytics, SAS Viya)
- Embedding Dynamic Web Pages and Images in SAS Visu... by Renato\_sas 2 weeks ago (Labels: SAS Visual Analytics, SAS Viya)
- SAS Viya: CAS access to Parquet file at ADLS2 Blob... by UttamKumar 3 weeks ago (Labels: Data Management, SAS Viya)
- User-friendly SAS macro application Allmixed: Step... by pcjfernandez\_gmail\_com 3 weeks ago (Labels: Data Mining, Data Visualization, SAS Life Science Analytics Framework, SAS Studio)
- Simultaneous selection for response variables by jozgot 3 weeks ago (Labels: Data Science, New SAS User, SAS Studio, Statistical Procedures, Tips and Tricks)

On the right, a 'Labels' sidebar lists various categories with their respective counts:

- Administration and Deployment: 422
- Architecture: 170
- Artificial Intelligence: 44
- Business Orchestration Services: 4
- Certification: 21
- Customer Intelligence: 175
- Data Management: 377
- Data Mining: 247
- Data Science: 79
- Data Science Academy: 15
- Data Visualization: 22
- Developers: 147
- Forecasting and Econometrics: 59
- Fraud and Financial Crimes: 7
- Healthcare and Pharma: 31
- Integration with Microsoft Office: 7
- Intelligent Advertising: 20
- Internet of Things: 47
- Learn SAS: 68
- macro: 1
- New SAS User: 71
- Operations Research: 14
- Python: 15
- REST APIs: 31
- Risk Management: 16

## Ask the Expert Webinars

SAS experts share in-depth information, tips and tricks on a variety of topics to enable SAS users to gain new insights into using SAS products.

### Action:

- ❑ Watch on-demand recordings, get the slides and Q&A, and search for topics that interest you.

# Communities.sas.com

<https://communities.sas.com/t5/Ask-the-Expert/tkb-p/askexpert>

The screenshot shows the 'Ask the Expert' section of the SAS Communities website. At the top, there is a purple header with the text 'Ask the Expert' and 'SAS expertise delivered to your desktop -- on-demand and free!'. Below this is a search bar with the placeholder text 'Find your SAS answers' and a 'Knowledge base' dropdown menu. The main content area features a navigation bar with 'Home', 'Learn SAS', and 'Ask the Expert'. Below the navigation bar are icons for 'Options', 'Bookmark', 'Subscribe', and 'RSS Feed'. The main content area is titled 'Get SAS expert advice through Ask the Expert webinars' and includes a sub-header 'ASK THE EXPERT'. The main text reads: 'Whether you're just starting out or a long-time SAS user sharpening your skills, there's likely an Ask the Expert webinar to help. Join SAS experts during the live sessions, view them on-demand and scroll through these articles capturing the Q&A at each event.' Below this text is a pagination control showing 'Previous', '1', '2', '3', '11', and 'Next'. The main content area is divided into three columns, each featuring a webinar recording card. The first card is titled 'How Do I Combine Data in SAS?' and features a woman's portrait. The second card is titled 'How Do I Use Command-Line Interface in SAS Viya?' and features a man's portrait. The third card is titled 'When Do I Use SG Procedures vs. Graph Template Language?' and features a diagram of a scatter plot and a histogram.

# SAS User Groups

<https://communities.sas.com/t5/SAS-User-Groups/gh-p/sas-users-group-leaders>

## SAS User Groups

Come one, come all!

Join the conversation & view resources like recordings or information to help support your regional, local or in-house user group.

The screenshot shows the SAS User Groups community hub page. At the top, the title "SAS User Groups" is displayed with the tagline "A community connecting SAS users with in-person and virtual events". Below this is a search bar with the text "Find your SAS answers" and a dropdown menu for "This group hub" with a search icon. The breadcrumb "Home / SAS User Groups" is visible. The main content area features a post titled "Introducing the SESUG Blog!" with a sub-header "User Groups" and a blue "Check it out!" button. Below this is another post by "SAS Community Trivia, The SAS Bowl, to feature SAS User Groups in April" with 3 likes and 2 comments. The post text reads: "Calling all SAS User Group members. We want you to be as excited for SAS Bowl XVIII, SAS User Groups as you are with your activities and".



## SAS Events

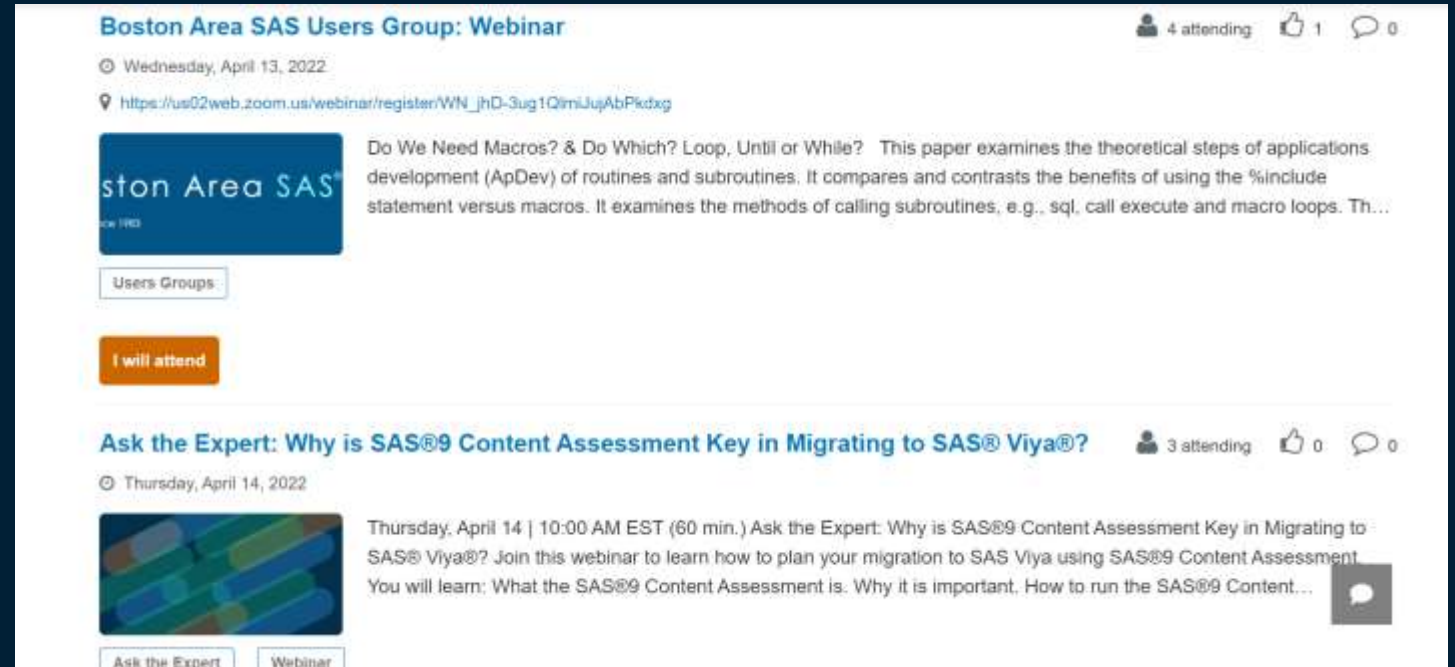
Discover upcoming events, register and get reminders from the community...all in one place.

### Action:

☐ Register for an event to increase your SAS knowledge.

# Communities.sas.com

<https://communities.sas.com/t5/SAS-Community-Events/eb-p/community-events>



The screenshot displays two event listings on the SAS Communities website. The first event is titled "Boston Area SAS Users Group: Webinar" and is scheduled for Wednesday, April 13, 2022. It includes a Zoom registration link and a description of a paper titled "Do We Need Macros? & Do Which? Loop, Until or While?". The second event is "Ask the Expert: Why is SAS@9 Content Assessment Key in Migrating to SAS@ Viya@?", scheduled for Thursday, April 14, 2022, at 10:00 AM EST. It provides details about the webinar's focus on migration planning and content assessment.

**Boston Area SAS Users Group: Webinar** 4 attending 1 0  
Wednesday, April 13, 2022  
[https://us02web.zoom.us/webinar/register/WN\\_jhD-3ug1QimJupAbPkdxg](https://us02web.zoom.us/webinar/register/WN_jhD-3ug1QimJupAbPkdxg)  
Boston Area SAS  
Users Groups  
I will attend  
Do We Need Macros? & Do Which? Loop, Until or While? This paper examines the theoretical steps of applications development (ApDev) of routines and subroutines. It compares and contrasts the benefits of using the %include statement versus macros. It examines the methods of calling subroutines, e.g., sql, call execute and macro loops. Th...

**Ask the Expert: Why is SAS@9 Content Assessment Key in Migrating to SAS@ Viya@?** 3 attending 0 0  
Thursday, April 14, 2022  
Thursday, April 14 | 10:00 AM EST (60 min.) Ask the Expert: Why is SAS@9 Content Assessment Key in Migrating to SAS@ Viya@? Join this webinar to learn how to plan your migration to SAS Viya using SAS@9 Content Assessment. You will learn: What the SAS@9 Content Assessment is. Why it is important, How to run the SAS@9 Content...

Ask the Expert Webinar

# Communities.sas.com

## SAS Bowl Trivia

SAS Bowl is a monthly online trivia game. The top 3 finishers win SAS swag.

### Action:

- ❑ Watch for announcements about upcoming trivia games.

<https://communities.sas.com/t5/Community-Memo/Introducing-The-SAS-Bowl-your-friendly-SAS-Community-trivia-game/ba-p/673113>

Participants 001 >>>

Rank	Participant	Score
1	elayne	1254
2	ProcWes	1207
3	snoopy369	1148
T4	edhell	1138
T4	ronan	1138
6	SassyErik	1100
7	Michelle Homes	1019
8	Tom Kari	950
9	RocketBootKid	936
10	jeannie	895
11	yyt	840
12	jo	777
13	Christine	740
14	renatorullo	691

View My Dashboard

11 12 13 14 15 16 17 18 19 20

sas


Michelle Homes 3

# SAS Users YouTube Channel

SAS How To “Personality” Tutorials

<https://communities.sas.com/t5/Community-Memo/Introducing-The-SAS-Bowl-your-friendly-SAS-Community-trivia-game/ba-p/673113>

ARE EVERYWHERE. JUST ASK THE DATA. SAS Customer Support

 **SAS Users**  
20.5K subscribers

**SUBSCRIBE**

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT

**SAS How To Tutorials** ▶ PLAY ALL

Free SAS How to Tutorials are designed to teach you the basics of SAS programming and analytics. These videos from SAS instructors cover individual tasks to help you learn real-world skills at your...

**LIFT AND RESPONSE CHARTS** with Jeff **21:48**

**LOW CODE NO CODE IN SAS STUDIO** WITH TED **13:17**

**GET STARTED WITH SAS SKILL BUILDER FOR STUDENTS** with Emily **3:11**

**REINFORCEMENT LEARNING** with Christa **24:14**

**DEEP CLUSTERING** with Robert **11:30**

SAS Tutorial | Lift and Response Charts in SAS

SAS Tutorial | Low Code No Code in SAS Studio

SAS Tutorial | Getting Started with SAS Skill Builder for...

SAS Tutorial | Reinforcement Learning in SAS

SAS Tutorial | Deep Clustering in SAS

SAS Users

SAS Users

SAS Users

SAS Users

SAS Users

youtube.com/feed/library



# SAS Blogs

<https://blogs.sas.com/content/blog-directory/>

## Blog Directory

Connecting you to people, products & ideas from SAS

### SAS Voices

Our employees share news and views about all things SAS

### Customer Intelligence

How analytics improves the business of marketing and communicating with customers

### The Data Roundtable

Thought leaders discuss the integral role of data management in analytics

### SAS Users

Technical tips and support information, written for and by SAS users

### Government Data

#### Connection

Government using data to serve citizens, save money & improve quality of life

### The DO Loop

SAS' Rick Wicklin shares statistical programming with a focus on SAS/IML software

### The SAS Dummy

SAS' Chris Hemedinger shares tips and short-cuts to benefit every level of SAS user

### Graphically Speaking

Data visualization with a focus on SAS ODS Graphics

### The SAS Data Science Blog

Advanced analytics from SAS data scientists

# SAS Newsletters

<https://www.sas.com/news/e-newsletters.html>

## News Room

Stay current on the latest topics.

[Press Releases](#)

[Media Coverage](#)

[Media Contacts](#)

[Media Resources](#)

[Analyst Viewpoints](#)

[Insights & Trends](#)


# Additional Contact Methods


SAS Technical Support


[https://www.sas.com/en\\_us/contact/technical-support.html](https://www.sas.com/en_us/contact/technical-support.html)


SAS Technical Support Knowledge Base Maintenance Support Services Contact Us

Communicate with us via the channel of your choice.

 Create a support request

 Email

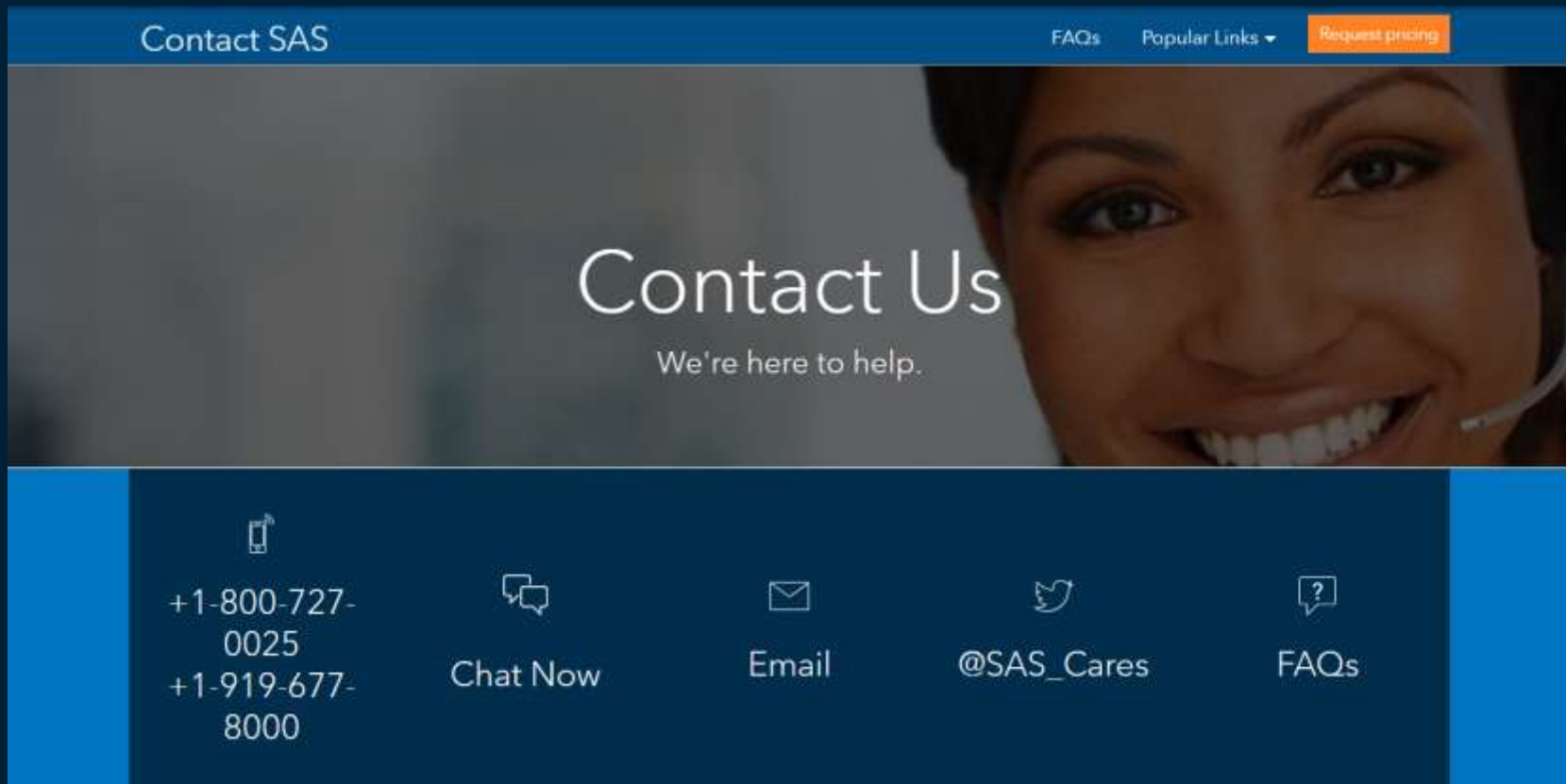
 Chat

 +1-800-727-0025  
(In US and Canada)

+1-919-677-8008  
(International Calls to US Headquarters)

# Additional Contact Methods

Our customer engagement team is ready to help. Call, email, chat or tweet to reach a team member who can answer your questions or guide you in the right direction: [https://www.sas.com/en\\_us/contact.html](https://www.sas.com/en_us/contact.html)



The screenshot shows the SAS 'Contact Us' page. At the top, there is a navigation bar with 'Contact SAS' on the left, 'FAQs', 'Popular Links', and a 'Request pricing' button on the right. The main content area features a large image of a smiling woman wearing a headset, with the text 'Contact Us' and 'We're here to help.' overlaid. Below this, a dark blue footer contains five contact options: a phone icon with the numbers '+1-800-727-0025' and '+1-919-677-8000'; a chat icon with the text 'Chat Now'; an email icon with the text 'Email'; a Twitter icon with the text '@SAS\_Cares'; and a question mark icon with the text 'FAQs'.

# Q&A

Please submit your questions using the Q&A icon located in the menu at the bottom of your screen

