

SAS Technical Support

New Customer portal August 2023

Lasse Jeppsson



On my.sas.com

The screenshot shows the 'My SAS' web interface. The top navigation bar includes the SAS logo and the text 'My SAS - Manage and Deploy SAS Software'. The left sidebar contains a navigation menu with the following items: 'Dashboard', 'My Orders', 'Support', 'My Tracks *', 'My Cases *', 'Create a Case', 'Learn SAS', 'Ask The Expert', and 'Help'. A yellow callout box highlights the text: '* After Aug 21, 2023 "Tracks" will be called "Cases".'. The main content area displays a 'Welcome to My SAS' message and a table titled 'MY ORDERS'. The table has three columns: 'Order', 'Site Name', and 'Status'. The table is currently empty.

My SAS - Manage and Deploy SAS Software

Dashboard

My Orders

Support

My Tracks *

My Cases *

Create a Case

Learn SAS

Ask The Expert

Help

* After Aug 21, 2023 "Tracks" will be called "Cases".

Welcome to My SAS

With My SAS, you can access and manage SAS Viya orders and trials.

MY ORDERS

Order	Site Name	Status
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SAS customer portal

- My Open Cases
- All Cases
- Open a Case

How can we help you?

Ask your technical support, training, licensing, or general questions.

Search for knowledge articles or your support cases



Knowledge

Browse and search for articles, rate, or submit feedback.



Get help

Contact support to make a request or report a problem.

Announcements

No information available

Actions


[Add Contact](#)
Add a contact at your company.


[Manage Contacts](#)
Manage contacts at your company.


[Create Contact Relationships](#)
Grant contacts at your company access to create cases for your company's sites.

[Delete Contact Relationships](#)
Remove contact access from your company's sites.


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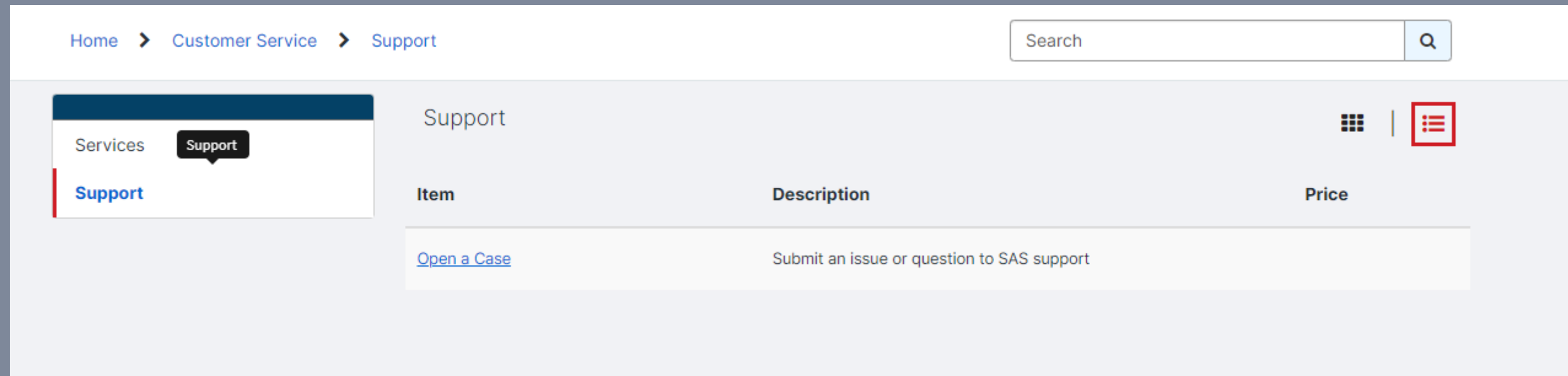
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Open a case



The screenshot shows the SAS Customer Service Support page. At the top, there is a breadcrumb trail: Home > Customer Service > Support. To the right of the breadcrumb is a search bar with the text "Search" and a magnifying glass icon. Below the breadcrumb, there is a navigation menu with "Services" and "Support" (highlighted with a dark blue background and a white speech bubble). To the right of the navigation menu, there is a "Support" heading and two icons: a grid icon and a list icon (highlighted with a red border). Below the heading and icons, there is a table with three columns: "Item", "Description", and "Price". The table contains one row with the following content:

Item	Description	Price
Open a Case	Submit an issue or question to SAS support	

Please see [Submit a Support Request | SAS Support](#)

But a Case can still be opened by sending an email to support@sas.com

Open a Case form

Open a Case

Submit an issue or question to SAS support

If you are unable to solve an issue or answer a question using our self-help resources, you can open a Case with SAS. Do NOT post or attach any personally identifiable or other sensitive information. Any customer information that is classified as Confidential or Restricted should only be transmitted through approved channels. See the SAS Technical Support Policies for more information.

Required information

Select your Account / Site Select your Product

Briefly describe your issue or question

Provide any more details you would like about your issue or question

*** Indicates required**

Contact

* Select what type of issue or question you have

Please provide as much information as possible about your issue or question. Fields marked with an asterisk (*) are mandatory and must be completed to submit a Case. While other fields are optional, the more information provided to SAS support, the quicker and more efficiently your issue or question can be handled.

* Select what type of Product issue or question you have

* Select your Account / Site

* Select your Product


Specify a Product component

Submit

sas | Customer Support Center Home Knowledge Case Support


How can we help you?

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Knowledge

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- Manage Contacts**
Manage contacts at your company.
- Create Contact Relationships**
Grant contacts at your company access to create cases for your company's sites.
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Remove contact access from your company's sites.

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Case handling

Work open and reviewing closed cases

Home > Standard Ticket

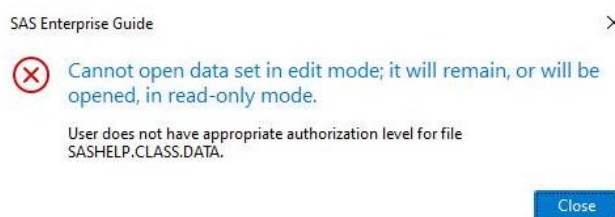
Number: CS0007863 Updated: about a month ago State: **Closed**

I cannot edit the sashelp class data

Assigned to: Gustaf Troeng	Priority: 3 - Moderate	Account: 70068128: MAKEOR...	Contact: Gustaf Troeng	Entitlement: BASE-SAS:70068128	Product: Base SAS
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Activity Attachments

- Gustaf Troeng** (GT) · about a month ago · Additional comments · Translate
ddu
- Gustaf Troeng** · about a month ago · Additional comments · Translate
You do not have permission to edit the sashelp data, but if you want to edit the class dat you can make a copy to a work table.

```
data test;
set sashelp.class;
run;
```
- Gustaf Troeng** (GT) · about a month ago · Additional comments · Translate
When I try to edit the sashelp data I get popup saying I cannot do it
- Gustaf Troeng** (GT) · about a month ago
SAS Enterprise Guide

[2023-09-01 12_04_50-CLASS - SAS Enterprise Guide.png](#)
6.6 KB

Links:

[The new customer experience is here - SAS Users](#)

[SAS Support - Create and manage cases and contact relationships in the SAS Customer Service Portal](#)

[FAQs for Cases and Tracks | SAS Support](#)

[SAS Support - Four tips to remember when you contact SAS Technical Support \(service-now.com\)](#)

Questions?

lasse.jeppsson@sas.com

