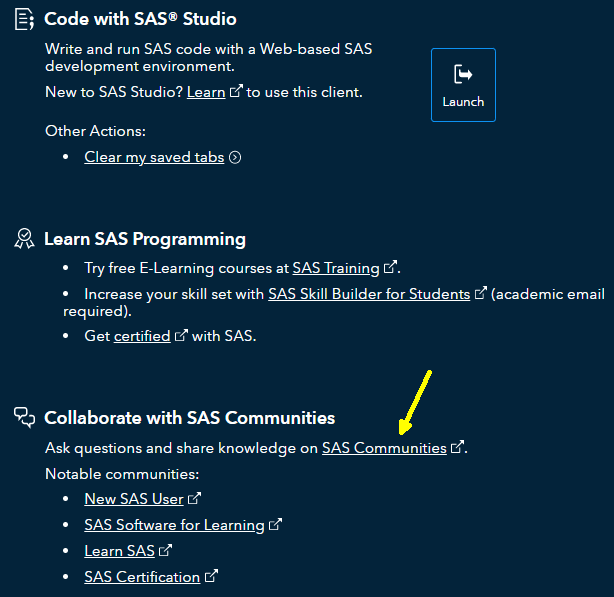
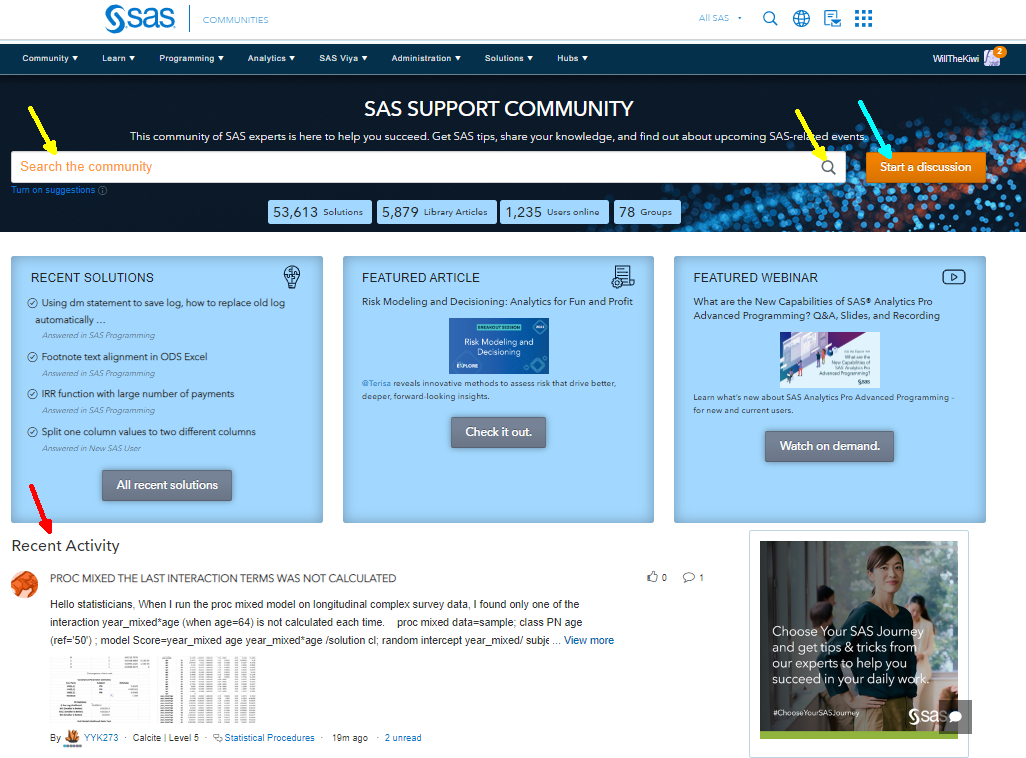
**Getting Help at the SAS Site**

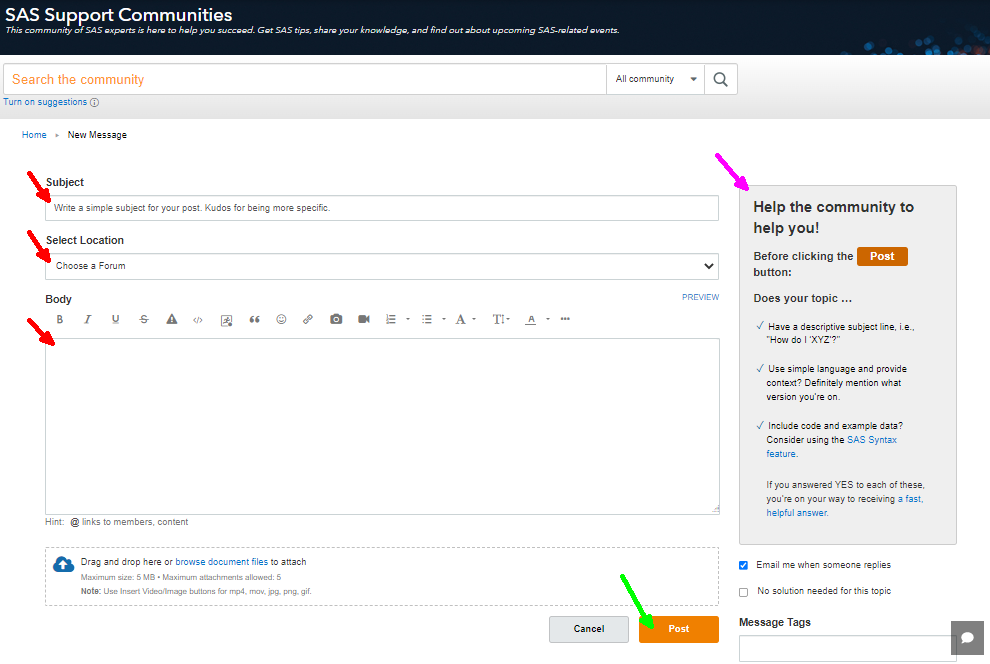
1. If you can't solve a problem via the on-line documentation, try the SAS "communities". When you first login to SAS OnDemand for Academics, click on the link indicated by the yellow arrow:



1. In the resulting window, scroll down to Recent Activity indicated by the red arrow below to see the kinds of questions asked and the "community" it was asked and answered in. Then enter your query in the space indicated by the yellow arrow, then Enter or click the search icon.



1. You will get lots of hits to messages in the various communities, where you might find your query has been answered. If no luck, click on Start a discussion (turquoise arrow, above). You will get this window:



Fill in the boxes indicated with red arrows, and check the advice indicated with a purple arrow before posting (green arrow).

If still no joy, the Contact Us link (<https://www.sas.com/en_us/contact.geo.html>) at the bottom of the page takes you to various options, including a live chat and an email to Technical Support, which I have always found extremely helpful and quick. But make sure you have really exhausted the above options first.

