



ACT! Tips & Tricks

1. [Ever wanted to send a Gmail directly from ACT!? Now you can, and it's free!](#)
2. [Database could not be accessed? Try this.](#)
3. [Why should you clear your Activities, and how can you clear many at once?](#)
4. [Converting prospects to customers with the Replace feature.](#)

"ACT! Now" News

[Sage ACT! 2013 is coming soon](#)

The official release date of Sage ACT! 2013 is September 10th. On account of this upcoming release, we've added several new pages to our website that we think will be helpful:

- [What's new Sage ACT! 2013](#)
- [Sage ACT! Pro vs Premium](#)
- [Sage ACT! Version Comparison](#)

We've also updated our "Shop Online" section to include current information on ACT! 2013 pricing, which is 30% of MSRP for the month of August. These savings also apply to all releases of ACT! 2012, as well.

Sage ACT! 2013 is available for "Pre-Order" at 30% of SRP in our shopping cart until August 31st. You'll receive your receipt immediately, but your credit card will NOT be charged before August 15th. Product is expected to be available on September 10th.

Click [HERE](#) to save. ACT! Now!

SAGE SUMMIT

Preferred Add-ons

Handheld Contact: The best solution for synching ACT! data with Handheld device, be it a Blackberry, iPhone, iPad, Windows Mobile, or Android device. The closest "ACT! experience" available on mobile devices.

QuoteWerks: Deliver professional quotes to your ACT! contacts, and then seamlessly export the transactions to Quickbooks when the deal is done.

Time & Billing for ACT!: Xact Time & Billing integrates with ACT! Contact Manager to offer the complete job management solution. Now you can manage jobs, customers and accounts all from one place!

Accounting Link for ACT! & QuickBooks: The Xact Link for ACT! & QuickBooks is an application which allows ACT! users to connect to selected QuickBooks accounting products; in doing so it provides ACT! users with the ability to view QuickBooks customer information, and update and enter customer data to QuickBooks - all from within ACT!.

The link operates as a tab within the Contact detail view within ACT!. There is also a menu item provided within the Tools menu.

Don't be shy...

"5-MINUTES & IT'S FREE"

Many ACT! users limit their enjoyment of the program because they're fearful of contacting an ACT! Consultant and incurring huge bills.

On Sunday August 12th, I'll be flying into Nashville, Tennessee to participate in the Annual Sage Summit (previously known as "Insights") to engage in many training sessions and meet different add-on vendors.

Of greatest importance, though, is I'll be spending all day on August 15th with the BPAC negotiating with Sage executives on how to improve the ACT! product and services.

I'll be back at the office in the afternoon on Thursday, but if you require technical services in the interim, please do not hesitate to contact our office and speak with either Amanda or Sorel, two of our other full-time ACT! Certified Consultants.

[ACT PREMIUM MOBILE](#)

A free way to access your ACT! data on your Tablet or Smart Phone. On April 19th, Sage released Service Pack 2 for ACT! for Web, which provided the ability to publish your database in HTML5 format for your Tablet or Smart Phone. This HTML5 technology provides application like functionality through your mobile device's browser, and gives you direct, live access to your crucial ACT! data. No syncing is required because you're accessing your live data. Test it for yourself at the following link. Login in as "Chris Huffman" without a password.

<http://act4.keystroke.ca/apfw/m>

Sage ACT! Obsolescence Policy

ACT! 2010 Users, Please Read!

I wanted to inform you of an upcoming deadline for the Sage ACT! upgrade pricing obsolescence policy that may impact you.

As you may recall, Sage recently implemented an Upgrade Pricing Obsolescence Policy where Sage honours upgrade pricing for customers with the current release and, in most cases, two prior releases of a product. Sage implemented this policy for ACT! by Sage 2009 customers and they had a deadline of 5/31/12 to receive upgrade pricing.

To further align the obsolescence of upgrade pricing with Sage's annual release cycle, Sage will be moving the deadline for ACT! by Sage 2010 customers and ACT! by Sage 2009 vertical customers to 9/30/12.

This means starting 10/1/12, ACT! 2010 customers will no longer be eligible for upgrade pricing. Obviously with Sage ACT! 2013 shipping, Sage ACT! 2010 users are outside the N-2 (New minus two) version upgrade policy. (As ACT! 2010 will be three versions away from ACT!

The truth is we have a 5-minute policy that says if we can give advise or provide a quick fix to some issue, there is no charge for the service.

Now 5-minutes may not seem like a big offer until you learn most of us provide such free remote sessions 5-8 times a day, and get our customers up and running without further delay.

What's more, a quick bit of free advise can help stop a customer from embarking on a bad deployment strategy that could truly be costly to repair.

WHAT TO DO AFTER YOU'VE PURCHASED SAGE ACT!

Many people are confused about the process following the purchase of their Sage ACT! software. Questions arise over whether they get installation discs, where they download the software from, when can they expect their license key, and what support they're entitled to.

At Keystroke, we encounter these questions so often we've dedicated a page on our new site, along with an instructional video, on what to expect after you purchase your Sage ACT! software.

Check it out, and let us know what you think: <http://www.keystroke.ca/default.asp?plD=135>

ACT! PUBLIC CLASSES

The Keystroke public full-day training sessions have been such a success this year, we've now dedicated a place on our homepage at www.keystroke.ca to display the training schedule and provide instant access to registration.

The repeated sell-out responses and 100% positive feedback have been an overwhelming endorsement of these classes effectiveness. Keystroke is the only company in Canada to offer monthly public classes, with End-User classes run monthly and Administrator classes quarterly.

As ACT! Premier Trainers we are employing Sage's training curriculum for end users and Administrators.

NEXT CLASS?

- August 28th - End User
- September 25th - Administrator

[REGISTER FOR CLASS](#)

KEYSTROKE QUALITY COMPUTING

2013.)

Sage will begin communicating this deadline to customers through Sage ACT! 2013 campaigns, the Sage ACT! website, and in Sage ACT! 2013 collateral starting 8/1/12, but as always, I wanted you to know first.

To recap, below is a listing of products eligible for upgrade pricing, along with their respective deadline dates, and products not eligible for upgrade pricing.

Products Eligible for Upgrade Pricing:

- Sage ACT! 2012 (14.x) products until 9/30/14
- Sage ACT! 2011 (13.x) products until 9/30/13
- ACT! by Sage 2010 (12.x) products until 9/30/12
- ACT! by Sage 2009 or older no longer eligible for upgrade pricing

If you are an ACT! 2010 user, and you'd like to upgrade before the October 1st deadline, and take advantage of the existing "Early Bird Discounts" on ACT! 2012 and 2013, please call us at 416-499-3090 or visit our online shopping cart at <https://keystroke.ca/browseproducts.asp?catID=3>.

- *Top Five in North America ACT! Sales*
- *#1 in English Canada*
- *Member of the Sage ACT! Advisory Council (BPAC)*
- *ACT! Premier Trainer*
- *Four Full-Time ACT! Consultants*
- *ACT! Database Hosting Services*

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