

# What to expect as a new Sage user

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When we set you up as a new Sage user, you will receive three email messages from [SageSupport@civicscience.com](mailto:SageSupport@civicscience.com). Please add that email to your contacts to keep our messages out of your spam folder.

The first email's subject line is "Thanks for signing up." It provides the [Sage login URL](#) and a link to the [Sage section of the knowledge base](#). It also notes that another email will follow including a link to set up your password. Finally, it shows your name, email, and company name as entered we entered them. If any of that information is incorrect, please [let us know right away](#).

The second email's subject line is "Thanks for subscribing." It provides the name of your subscription type.

The third email's subject line is "Your Sage password." It welcomes you to Sage and explains that you need to create a new password or reset your existing one if you are already a Sage user. It provides a link that you will need to use to set up or change your password.

If you are an InsightStore user, please note that the logins for Sage and the InsightStore are separate (though we ask that you use the same email address for both). You can set the passwords to be the same if you like. We plan to federate the logins in the future.

Sage's login URL is <https://sage.civicscience.com/>. If you forget your password, go to that link, click "Sign In," and then click "Forgot password?"

The knowledge base for Sage is at <https://support.civicscience.com/help/sage>.

Manage your Sage account at <https://civicscience.chargebeeportal.com/portal/v2/login>.

If you have any questions, please contact us at [SageSupport@civicscience.com](mailto:SageSupport@civicscience.com).

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