

# Ensuring your Password setup is correct.

## **Disclaimer:**

The Knowledge Base is our platform to share information with our customers and provide you with a 'help me, help myself' environment. The guides and documents provide step by step solutions to assist you with your queries based on the acquisition of solutions from previous enquiries.



## **Important Note**

- The information contained in these articles should be treated as guidelines.
- Some articles are version and build specific.
- Articles may not be applicable to all environments.
- If the proposed solution is not successful, please post your comments below or contact the Sage Pastel Payroll and HR Department directly on (011) 304 4300 or [support.pastelpayroll@sage.com](mailto:support.pastelpayroll@sage.com).

## FAQ

### Question:

How do I ensure that my Users and Passwords is setup correctly and I can reset my password if I forget my password within Sage Pastel Payroll & HR?

### Solution:

**Note:** Sensitive information needs to be password protected according to the Protection of Personal Information (POPI) Act. Sage Pastel Payroll & HR forces the user to setup a Password to protect the sensitive Payroll information.

When choosing your new password, you will have the option of making use of **Strong Password Validation**.

**Strong Password Validations** require a password to be at least 8 characters and include at least one of each of the following:

- Upper Case
- Lower Case
- Number
- Special Character

Examples of strong passwords:

- P@ssword1
- Pa\$\$word2
- Passw0rd#.

In order to generate a password reminder in case you forget your password, you will be required to choose the following:

- A user name
- A security question
- An answer to the security question

Examples of security questions:

- My first pet's name
- My mother's maiden name
- My best friend's name

Please also see the Tips & Tricks section at the end of this document for some tips on how to set up and manage your passwords.

## Setting up Users and Password in Sage Pastel Payroll and HR

1. Go to **Setup...Users/Passwords.... User/Passwords.**
2. Ensure you have a valid **email address** so you have the option of reset your password if you have forgotten your password.

The screenshot shows the 'Setup Users / Passwords - Sole Access Mode' dialog box. The 'Users' section contains the following fields: 'User' (00 - Demo), 'User Name' (Demo), 'Password' (masked with dots), 'Retype Password' (masked with dots), 'E-mail Address' (support.pastelpayroll@sage.com, highlighted with a blue arrow), and 'Type of User' (Supervisor). Below these are 'Pay Frequency / Security Access' options: 'Monthly', 'Weekly', and 'Fortnightly' (all checked). There are buttons for 'Setup Security Group Access: Demo', 'Setup Excel Reporting Access: Demo', 'Copy from User', 'Not Available', and 'Delete Demo'. The 'Options' section lists various system functions with checkboxes, all of which are checked. Buttons for 'All Options On', 'All Options Off', 'OK', and 'Cancel' are visible.

**Note:** Please take note of your username as it is required to reset your password.

### How would I reset my Password?

1. When logging into Sage Pastel Payroll & HR, click the **Forgot Password** button.
2. Insert the **User Name** for whom you want to reset the password.

The screenshot shows the 'Forgot Password' dialog box. It has three input fields: 'User Name' (highlighted with a blue arrow), 'Security Question', and 'Security Answer'. There are three buttons: 'OK', 'Cancel', and 'Reset Password'.

3. A valid User Name needs to be entered in order to have the Reset Password functionality made available.
4. Click the **Reset Password** button.
5. At this stage, Payroll will send an email to the **registered email address** for this user, which will contain a Reset PIN. A new screen will appear, expecting the Reset PIN that has been sent by email.

6. In order to proceed, please type or copy the PIN into the required field.

**Reset Password**

An email containing your Reset PIN was sent to Ber###@sage.com

Please enter the PIN in the field to reset your user password.

If you are experiencing any problems, please contact your Business Partner or alternatively contact the Payroll Support desk on +2711 304 4300.

Serial No

Reset PIN

OK Cancel

7. Once the correct Reset PIN has been entered, the user will be given the option to set up a new password.

### Tips & Tricks

1. It is your responsibility as an employer, to ensure that your employees' information is protected, along with your company information.
2. Here are a few tips, which accompany the new passwords, to assist in making your Payroll information more secure.
  - Strong Passwords: Ensure that your password is sufficient in both length and versatility.
  - Do not write down your password on a piece of paper.
  - Do not use your password as a security question.
  - Do not use personal information about yourself that someone who knows you could guess (e.g. favourite movie, birthday, etc.)
  - Use different passwords for different systems.
  - Password-protect your backups. This can easily be done in Sage Pastel Payroll & HR by going to Setup...Company Parameters...Settings tab.
  - If you are working on a network, ensure that only the necessary people have access to the relevant payroll information, backup folders, etc.
  - Change your password regularly.
  - Do not share your password with anyone.
3. If you are a supervisor on Sage Pastel Payroll & HR and you wish to change your selection on the Force Strong Passwords option, you can do so by going to Setup...Company Parameters...Settings tab.