

# Refresh Registration

**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).

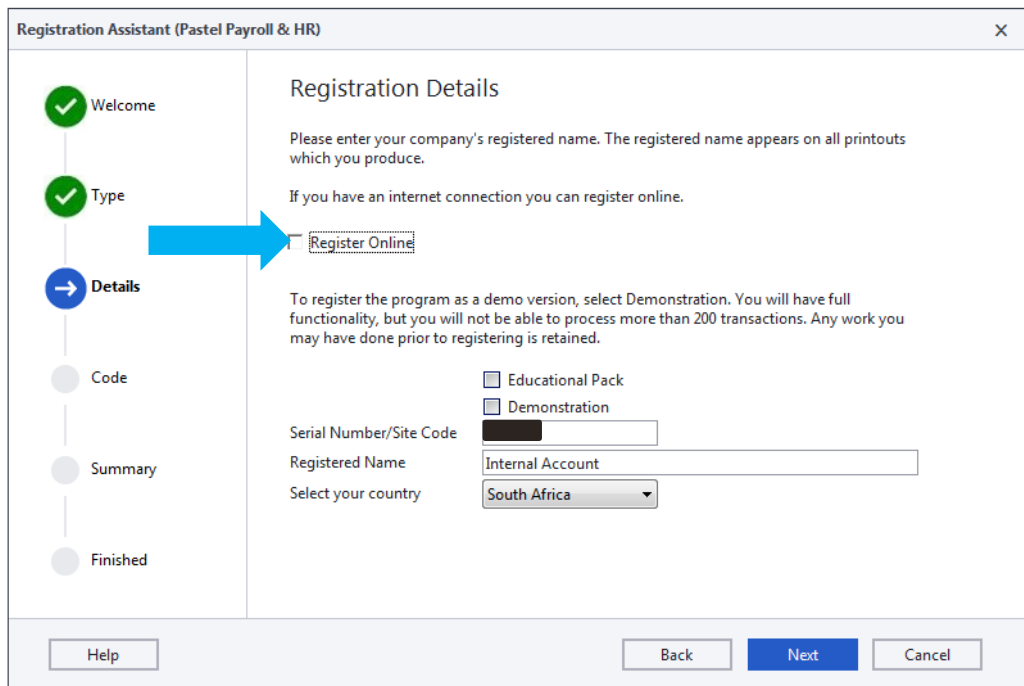
## FAQ

### Question:

How do I refresh my Sage Pastel Payroll Registration?

### Solution:

1. Go to **Help...Registration**
2. Select **Next** on the Welcome to Pastel Screen
3. Select **Next** on the Registration Type Screen
4. Ensure **Register Online** on the Registration Details screen is deselected.



The screenshot shows the 'Registration Assistant (Pastel Payroll & HR)' window. On the left, a progress bar indicates the current step is 'Details'. The main area is titled 'Registration Details' and contains the following text: 'Please enter your company's registered name. The registered name appears on all printouts which you produce.' and 'If you have an internet connection you can register online.' Below this, there is a checkbox labeled 'Register Online' which is checked. A blue arrow points to this checkbox. Further down, there are checkboxes for 'Educational Pack' and 'Demonstration', both of which are unchecked. Below these are input fields for 'Serial Number/Site Code', 'Registered Name', and 'Internal Account'. A dropdown menu for 'Select your country' is set to 'South Africa'. At the bottom, there are buttons for 'Help', 'Back', 'Next' (highlighted in blue), and 'Cancel'.

5. Select **Next**.
6. Ensure your Product and Authorisation codes are inserted on the Registration Code screen
7. Select **Next**.

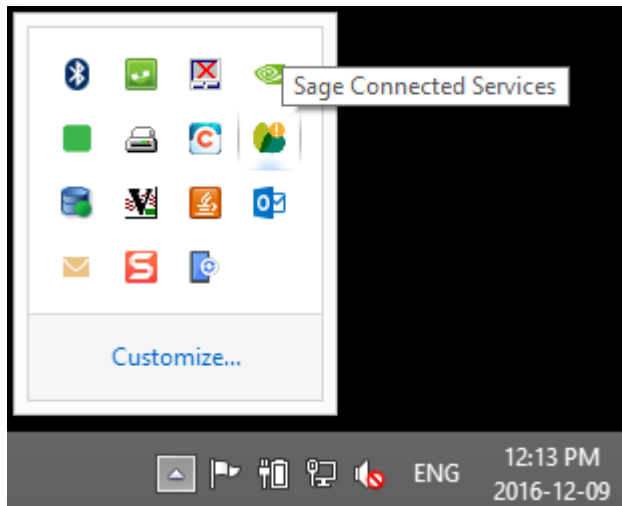
**Note:** If you receive a message to say your registration code has been entered incorrectly, kindly contact the Registration Department on 011 304 4400.

8. Select **Next** on the Summary screen.
9. Select **Finish**

If your registration is still not updating, continue with the below steps:

### Sage Connected Services

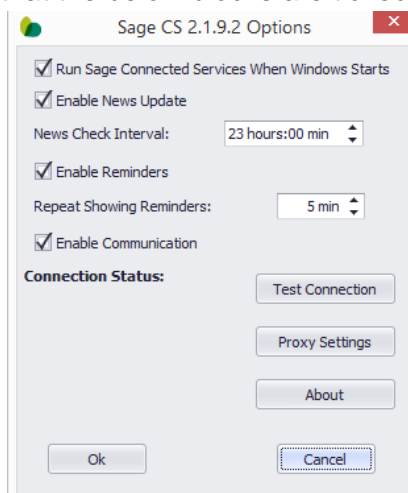
10. Check that Sage connected Services is running, to do this go to your hidden icons in the bottom right hand corner of your PC screen and look for the Sage connected Services icon.



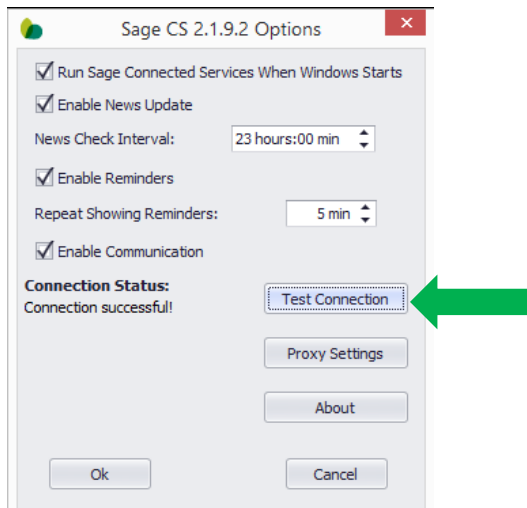
**Note:** If you do not see the Sage Connected Services Icon in the above, please go to 'Start' and in the search bar, type 'Start Service' and select the Start Service icon. You will then be able to see the icon under your hidden icons.



11. Right click on the **Sage Connected Services icon**...**Select Options** and ensure that the below blocks are ticked.



12. Select **Test Connection** and ensure it is successful.



13. Go to **Help...Registration**
14. Select **Next** on the Welcome to Pastel Screen
15. Select **Next** on the Registration Type Screen
16. Ensure **Register Online** on the Registration Details screen is deselected.

The screenshot shows the 'Registration Assistant (Pastel Payroll & HR)' window. On the left, a vertical progress bar indicates the steps: Welcome (checked), Type (checked), Details (active, with a blue arrow pointing to the 'Register Online' checkbox), Code, Summary, and Finished. The main area is titled 'Registration Details' and contains the following text and controls:

- Text: 'Please enter your company's registered name. The registered name appears on all printouts which you produce.'
- Text: 'If you have an internet connection you can register online.'
- Checkbox:  Register Online (deselected)
- Text: 'To register the program as a demo version, select Demonstration. You will have full functionality, but you will not be able to process more than 200 transactions. Any work you may have done prior to registering is retained.'
- Radio buttons:  Educational Pack,  Demonstration
- Text: 'Serial Number/Site Code' followed by a text input field.
- Text: 'Registered Name' followed by a text input field.
- Text: 'Select your country' followed by a dropdown menu showing 'South Africa'.

At the bottom, there are buttons for 'Help', 'Back', 'Next' (highlighted in blue), and 'Cancel'.

17. Select **Next**.
18. Ensure your Product and Authorisation codes are inserted on the Registration Code screen
19. Select **Next**.

**Note:** If you receive a message to say your registration code has been entered incorrectly, kindly contact the Registration Department on 011 304 4400.

20. Select **Next** on the Summary screen.
21. Select **Finish**