

Restoring a Company from a backup.

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.

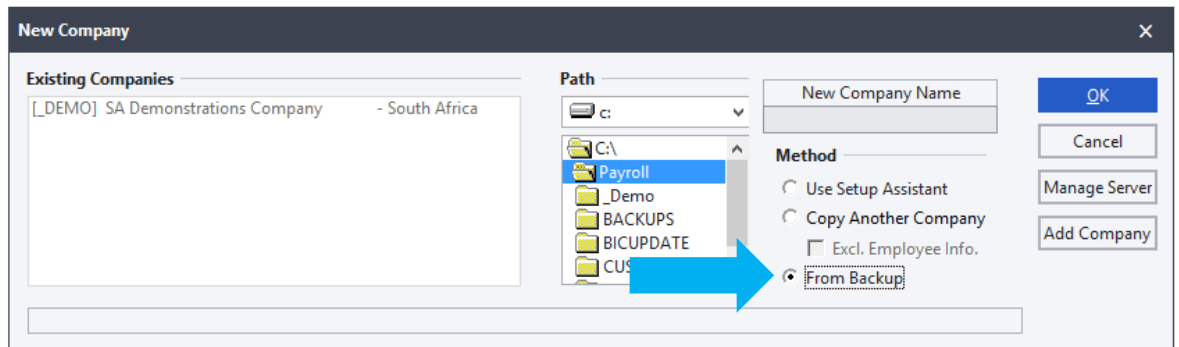
FAQ

Question:

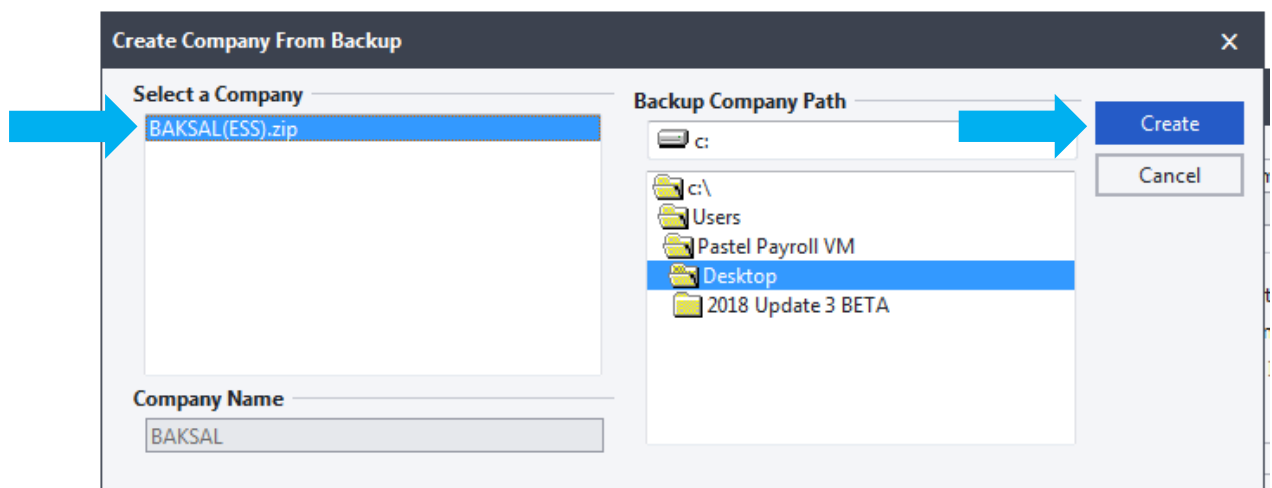
How do I add in a company that I do not have in Pastel Payroll, from a backup?

Solution:

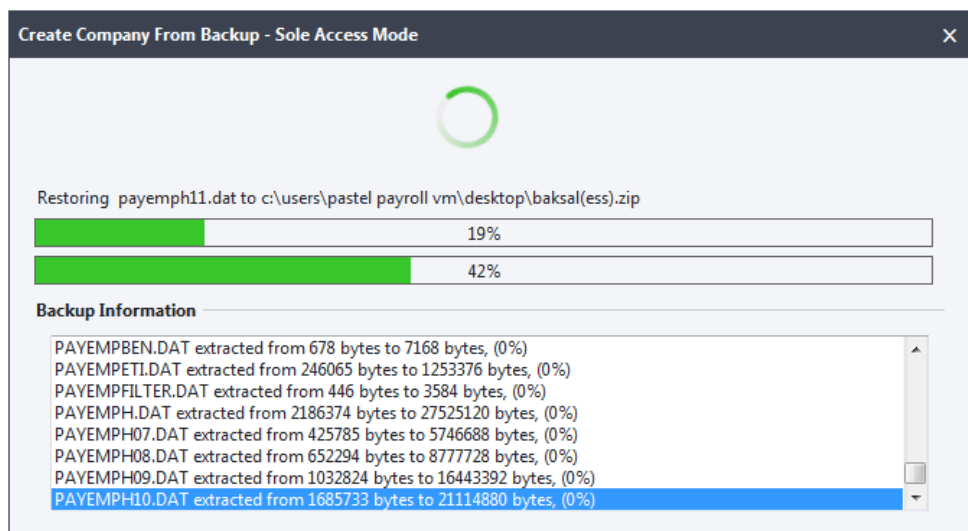
1. Go to **File...New**
2. Select on **From Backup** and Select **OK**.



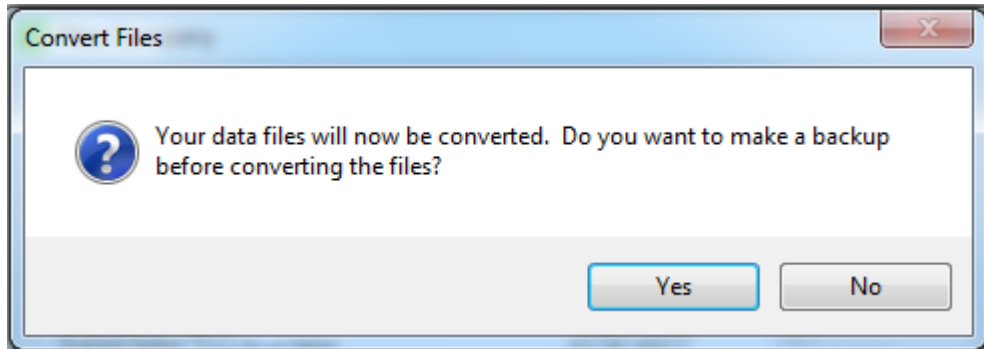
3. Select the backup under **Select a company**, once highlighted enter in the password and select **Create**.



4. A progress bar will indicate the restoring of a new company.

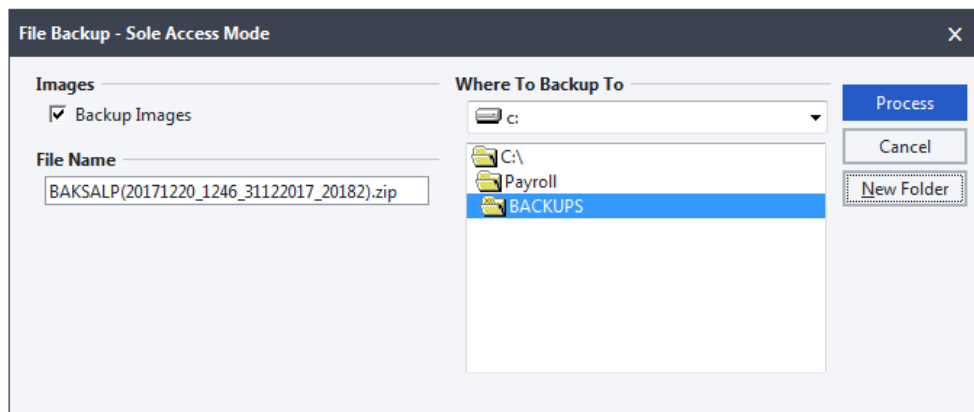


5. Once completed the below screen will display:



6. Select **Yes** to make a backup.

7. Select the location where you would like to save the backup and select **Process**.



8. Once the backup process is complete you can open your company.

