

Uninstall and reinstall payroll

How to uninstall and reinstall your payroll?



Incident:

In the incident where you will need to uninstall and reinstall your payroll software. E.g. if you are on an old version and need to update to the latest payroll version. You will have to download the payroll installation file from the website. Log onto the Sage website, www.sage.com/za/support/product-support/sage-pastel-payroll/download-latest-software-version

Solution:

- Navigate to the Control Panel, under Program and Features
- Right click on the Pastel Payroll update and select Uninstall.
- Once the download has successfully completed, close your Internet Browser and navigate to where your install file would have downloaded and saved to.
- Right click on the .exe and select Run as administrator.
- A Welcome to the Installation Assistant screen will be displayed. Select Next.
- Read the terms of the license agreement and accept them to continue the installation. Select Next
- Ensure that South Africa is selected under Countries. Select Next
- The default destination folder for Payroll is displayed as C:\Payroll. Select Next
Note: If you make use of Self Service, ensure that you install the Self-Service Database to the C Drive on the selection screen above, by clicking in the selection box.
- Select Install
- A progress indicator will be displayed to track the Installation. Wait for the green Progress indicator to be completed.
- Select Finish on the Installation Assistant Completed screen.
- Sage Pastel Payroll & HR is now installed.
- To open the program, double click on the Payroll & HR 2019 icon on the desktop.
- Upon opening Sage Pastel Payroll & HR 2019, please proceed to Help...About.