

Payroll Africa

How to download and install a software update

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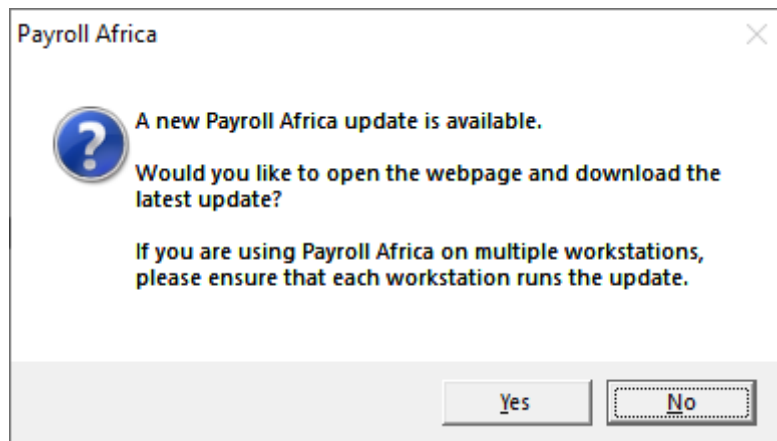


Payroll Africa software update process:

Before updating your payroll system to the latest version, **create a backup**.

Refrain from updating during periods where employees have already been paid. Perform the update in a period before payroll processing is done.

When a new update is released, the following message will be displayed when you try to open the Payroll Africa program:



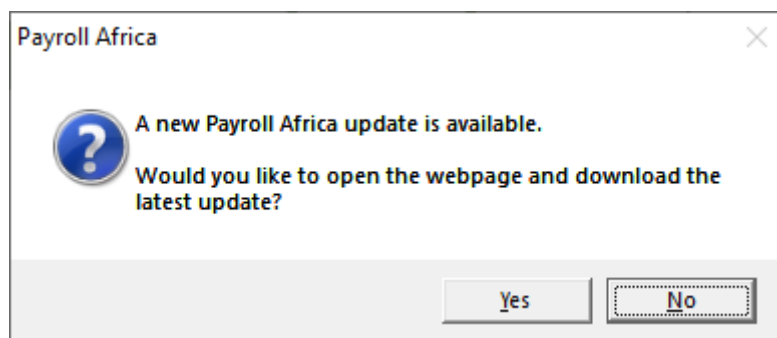
When clicking on 'No', you will be able to login to the Payroll Africa program, without updating the program.

When clicking on 'Yes', you will be navigated to the website update page, where you will be able to download the update, and the program will remain closed.

If you chose not to do the update, there will be a button displayed in the Payroll Africa program with a red check mark, 'GET LATEST UPDATE'.

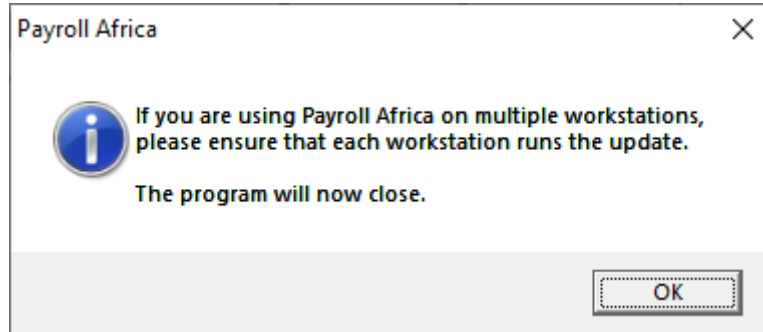


You will be able to click on this button to download the latest update. Once you clicked on the button, the following message will display:



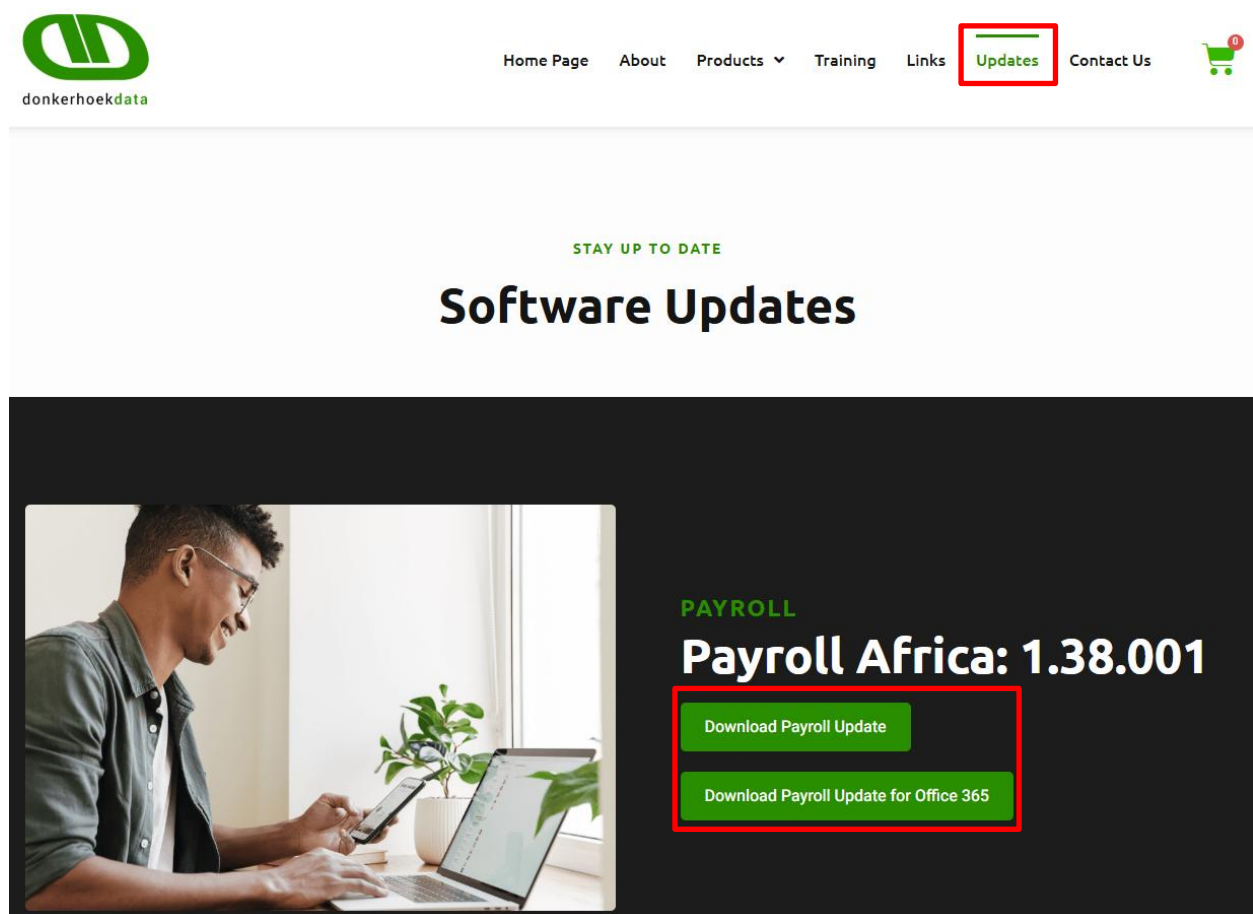
When clicking on 'No', you will be able to work on in the Payroll Africa program without updating the program.

When clicking on 'Yes', the following message will display:



When you click on 'OK', the program will automatically close and you will be navigated to the website update page, where you will be able to download the update.

Alternatively, you are also able to navigate directly to the website update page, where you will be able to download the update wizard. Navigate to <https://donkerhoekdata.com/updates/>



On the updates page that will be opened, the **latest version number will always be displayed**. Close your payroll program before updating.

As per the example above > **Payroll Africa: 1.38.001**

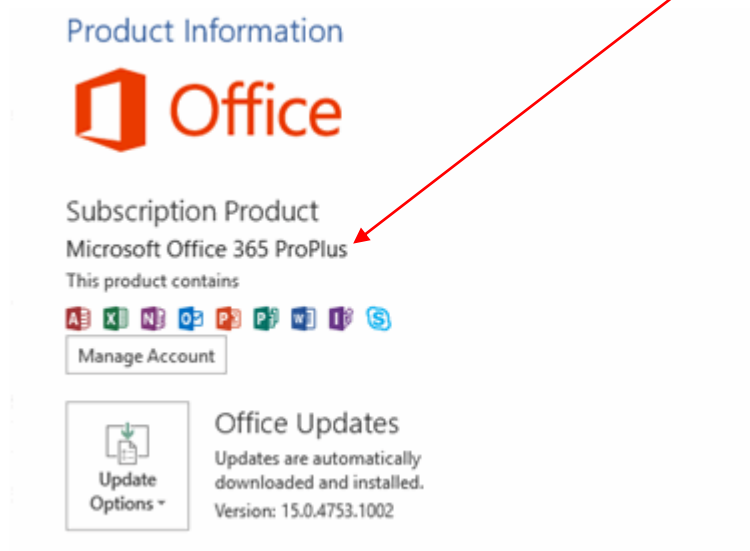
If you *do not* use Office 365, then click on 'Download Payroll Update' button.

If you *do* use Office 365, then click on 'Download Payroll Update for Office 365' button.

To determine what office package you have installed on your windows computer:

If you have Windows, open a Word document, choose **File** from the top left corner, and then click on either **Account** or **Help** on the left nav bar.

You'll see your Office version and information under **Product information**, on the right side of the window.




Once you have selected the correct option to start the update process, the following page will display:

Payroll Update

Company Name *

Email *

☐ I'm not a robot

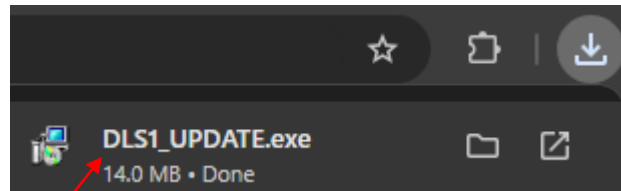

reCAPTCHA
[Privacy](#) - [Terms](#)

→ Download

Complete the Company Name and Email address. Select the tick box next to 'I'm not a robot' and wait for the green check mark to appear. Thereafter, click on the Download button.

When using Google Chrome as your main browser, on the top-right corner of your window, the update will start downloading, and display as DLS_UPDATE.exe once the download is finished.

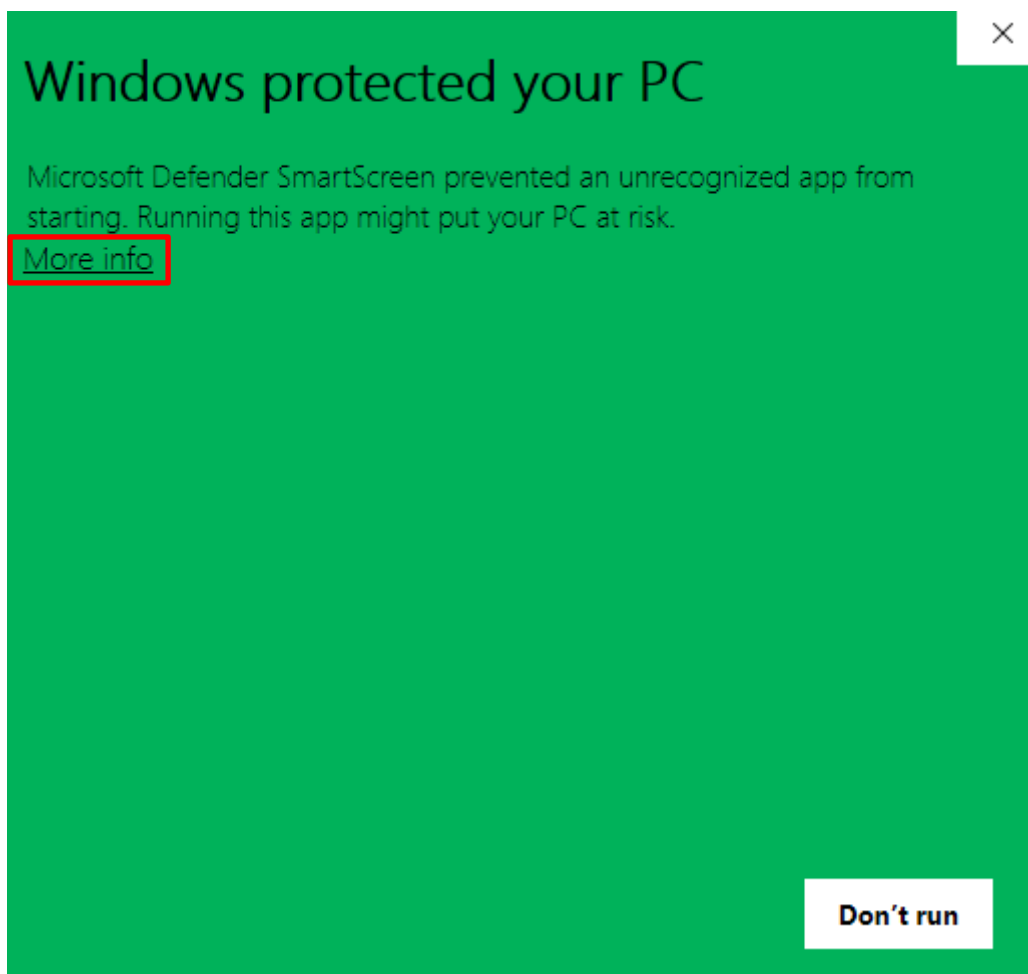
Other browsers may display the downloads differently.



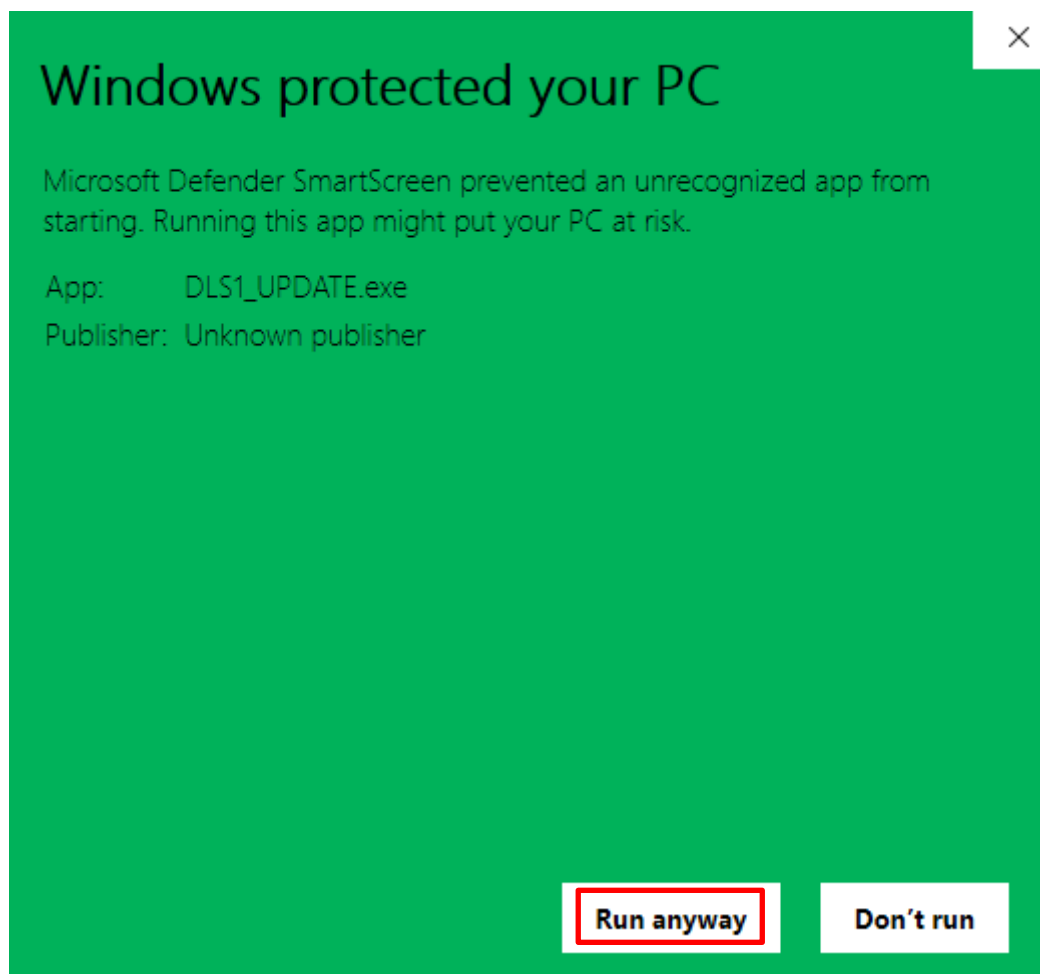
Once downloaded, click on DLS_UPDATE.exe

Please note: If you do not have downloaded icon displayed in your browser, navigate to the Downloads folder on your computers' C drive and you will find the DLS_UPDATE.exe in that folder. Double click on the DLS_UPDATE.exe to start the update process.

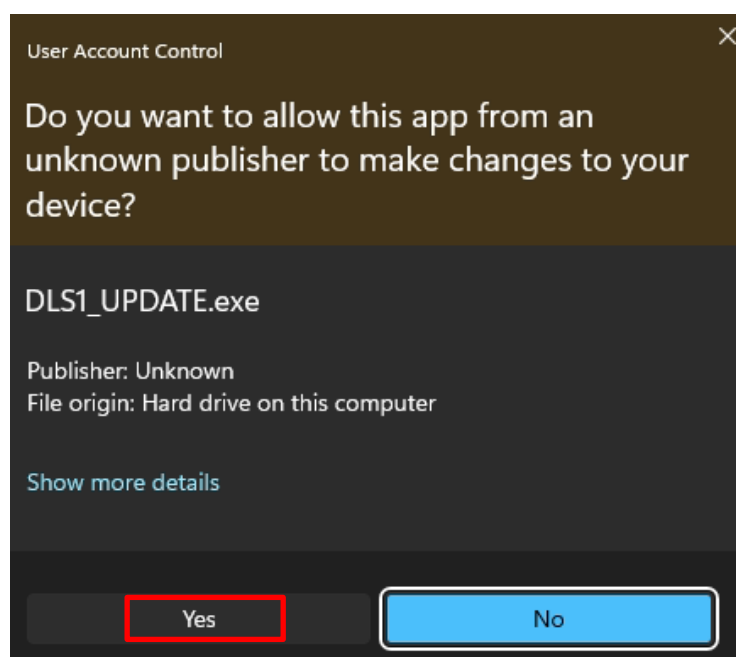
Should the following page display, click on '[More info](#)'.



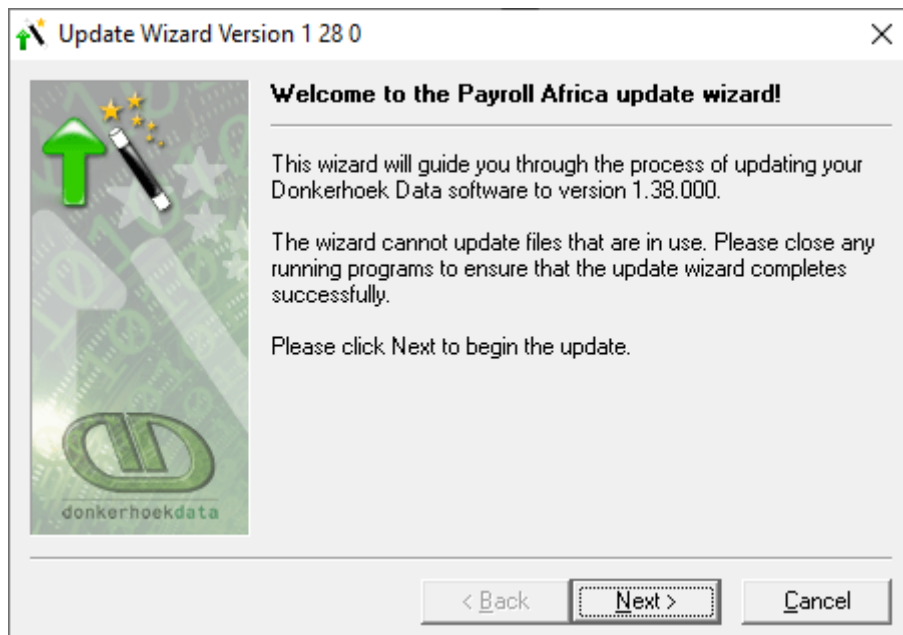
At the bottom of the next page, click on 'Run Anyway'.



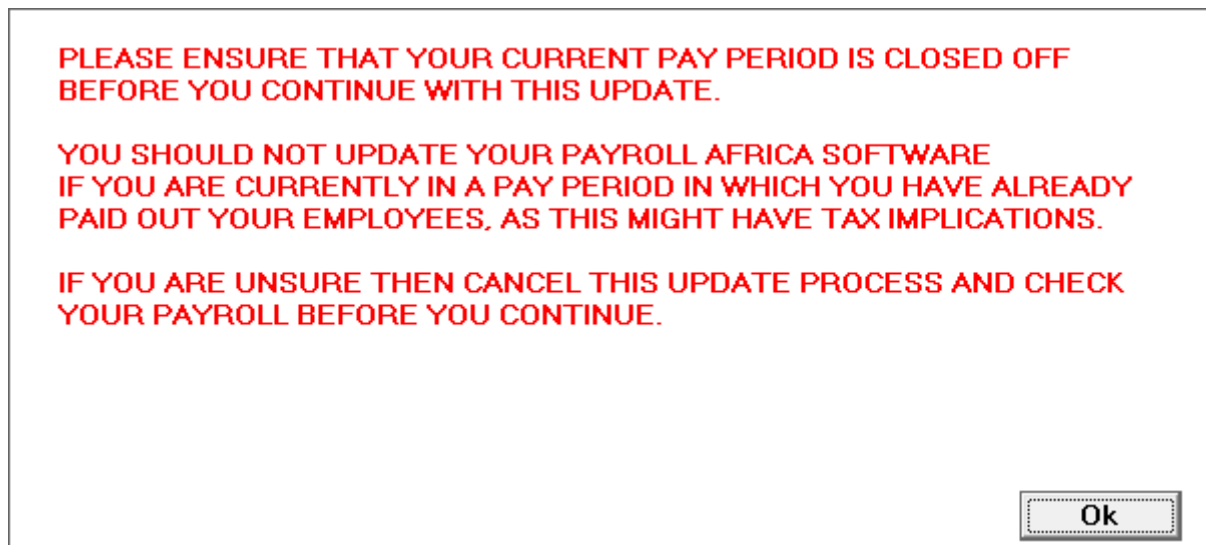
Should the following page display, click on Yes.



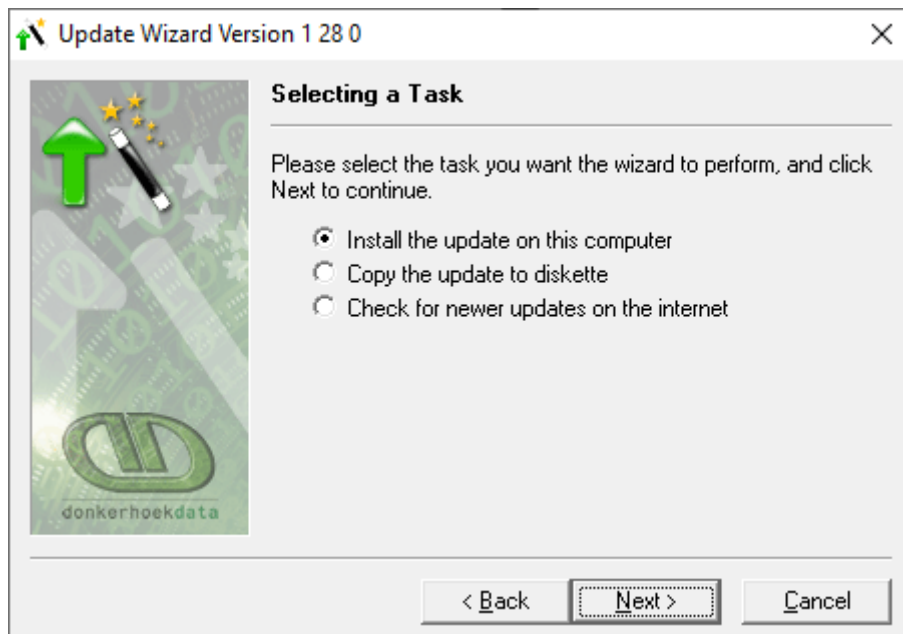
The update wizard screen will then display, click on Next.



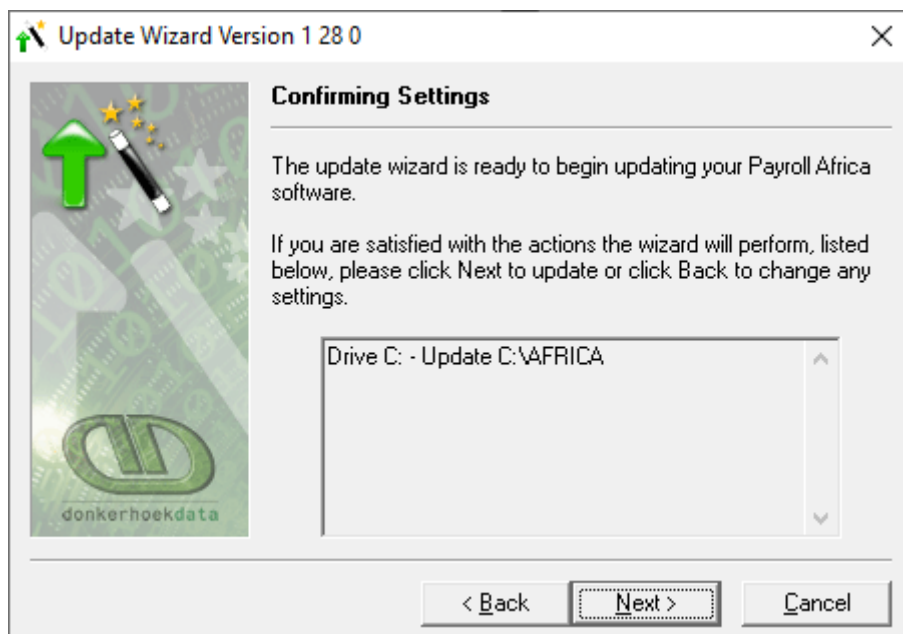
The following notification message will display. **Please read** this thoroughly before continuing with the process, then click on OK.



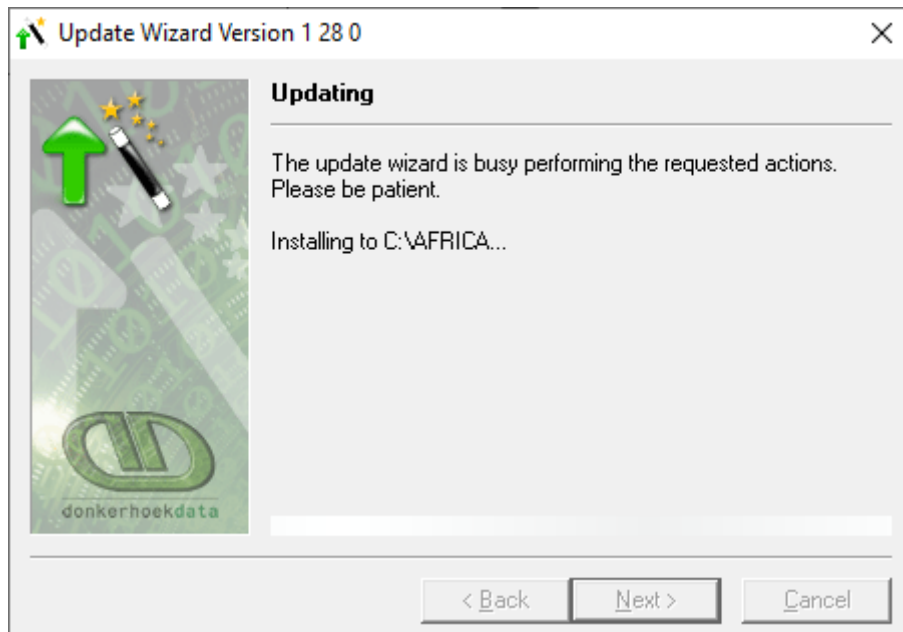
On the following screen, ensure 'Install the update on this computer' is selected, and click on Next.



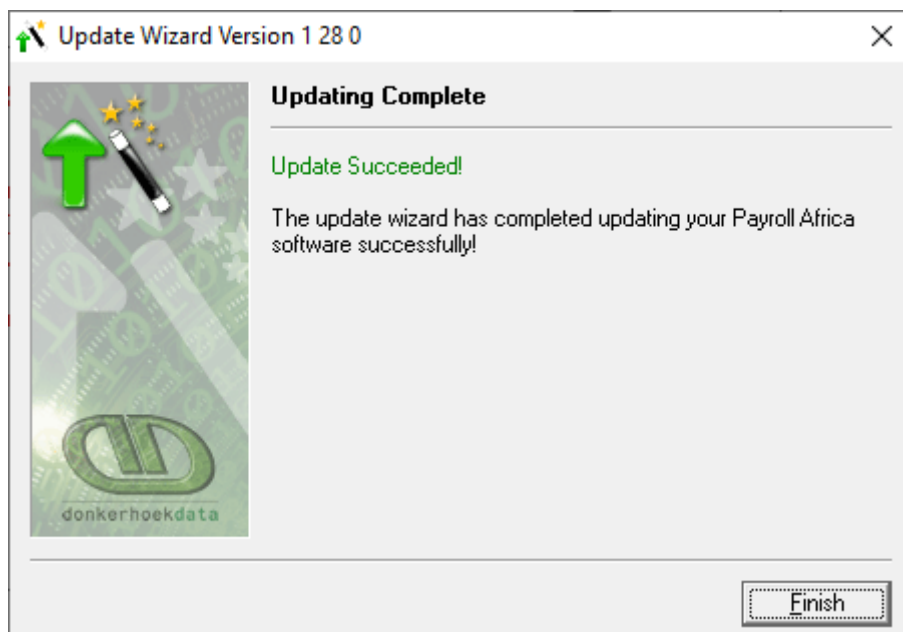
The following screen will then display, click on Next.



The update will now be installed and the following screen will be displayed:

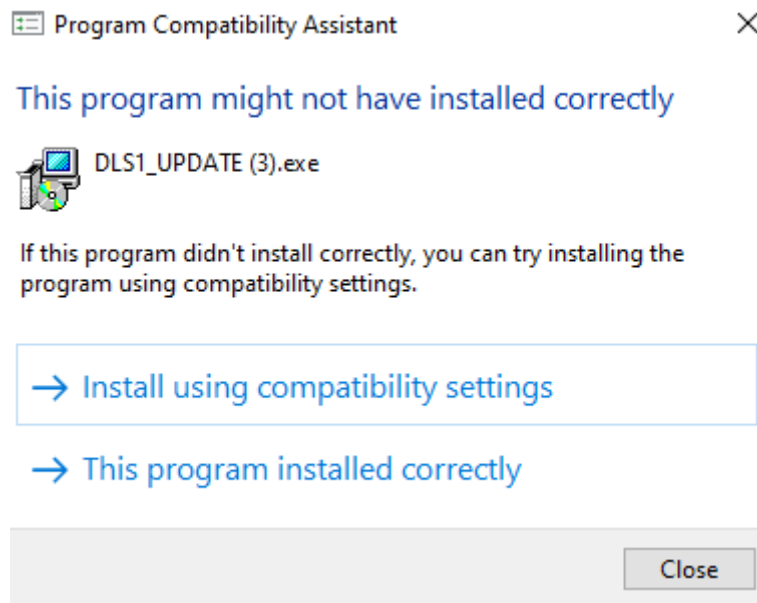


Once the update is successful, the following screen will display:



Click on Finish.

Should the following page display, click on 'This program installed correctly'.



Your Payroll Africa program version will now be successfully updated.

When opening the Payroll Africa program, the new version number will be displayed at the bottom-right corner of the screen.



Please note the above is only an example. As new program versions are released, this number will increment when the updates are installed.

For any assistance, you can phone Donkerhoek Data's friendly support team at 021 874 1047 or email us at support@donkerhoekdata.co.za.