

Sage Business Cloud Payroll Professional

Technical Information

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1.0 System and Environment requirements

Your Sage Business Cloud Payroll Professional service is designed for use on desktop devices using the following internet browsers:



To ensure you get the best possible experience, we recommend that you always use the most up-to-date version of one of these browsers.

Using an up-to-date browser delivers the following benefits:

- Optimal user experience and compatibility.
- Increased security while browsing the web.
- Best protection of your private information.
- Improved performance and stability.

Microsoft no longer supports Internet Explorer 8, 9 and 10. You can still login using these versions, but you may experience issues. For example, options may not display correctly. For more information about Internet Explorer, please visit www.microsoft.com

1.1 Other requirements

A stable Internet connection

- Antivirus software should be configured to exclude files from the following two sites.
 - <https://management.sagepayrollprofessional.com>
 - <https://sagepayrollprofessional.com>
- Pop up blockers must be turned off on the 2 sites indicated above.

1.2 Recommended computer specifications

1.2.1 Operating system

All 32 or 64-bit variants of the following Microsoft® versions:

- Windows® 10
- Windows® 8.1

You need to ensure that you've installed all the latest Microsoft service packs and updates.

1.2.2 Processor speed

2Ghz processor or equivalent

1.2.3 RAM (Memory)

2GB RAM

1.2.4 Free disk space

You will need disk space if you prefer to download reports and export files e.g. Payment files (No data or backup files are saved to your workstation.)

1.2.5 Internet speed

Recommended internet speed: 2 Mbps or higher

1.2.6 Display Settings

- Screen resolution between 1024 x 768 and 1920 x 1080 - this applies to 4k and high resolution monitors.
- Font size: 100%

1.3 Office integration

Some features of Sage Business Cloud Payroll Professional create Excel files. These files can be downloaded by the user, to their local computer to do further calculations. It is, therefore, recommended that the local computer have an instance of Office installed.

2.0 Security and Privacy

2.1 Security

Sage Business Cloud Payroll Professional is a single instance multi-tenant cloud-based solution designed in ACUCOBOL® - AcuToWeb.

This Payroll Application is primarily used by members of the Payroll and / or Human Resources (HR) department (s) to complete payroll processing, leave administration and various other statutory tasks.

The product is hosted in South Africa at a 3rd party site.

All Payroll data, including the user access permission sub-system, is stored in proprietary AcuCorp COBOL ISAM data files. This data is encrypted using proprietary encryption algorithms housed in the ACUCOBOL® run time libraries. This encryption uses a byte transformation algorithm unique to every byte in the file.

2.1.1 SSL Security

One of the most important components of online business is creating a trusted environment. SSL certificates create a foundation of trust by establishing a secure connection. To assure visitors that their connection is secure, browsers provide special visual cues that we call EV indicators -- anything from a green padlock to branded URL bar.

SSL certificates have a key pair: a public and a private key. These keys work together to establish an encrypted connection. The certificate also contains what is called the "subject," which is the identity of the certificate/website owner.

2.1.2 Data Backups

Your Payroll data is backed up daily. Backups are stored for up to two weeks. Data is stored in two alternative locations, accommodating multiple points of failure.

User instructed backups are kept based on the following timelines:

- Ad Hoc Daily backups will be kept for 1 month
- Monthly/Weekly backups will be kept for 2 years
- Tax Year end backups will be kept for 5 years

2.1.3 Authentication

Authentication is the process by which the Website and Application verifies the identity of the user attempting to access the application.

SageID.

Each user that will access the payroll will have to create a Sage ID. A key part of the value proposition for Sage ID is that a customer can use a single account to sign into any application which integrates with Sage ID.

The admin user will log into the payroll application, using his/her Sage ID and then from within the Payroll application define access for additional users, who in return will be invited to create a Sage ID that will allow them access to the application.

Best Practice:

Each user that will access the Payroll Application should be assigned their own unique SageID

2.1.4 Authorisation

Authorisation is the function of specifying access rights to users within the Application.

Payroll users can be restricted in terms of which areas of the application they may access. This can be done on a menu, modular and in some instances field level basis. This extends to data capture, reporting and informational screens throughout the application.

An extension of the authorisation model is the use of zone codes within the application. Data within the Payroll may be segmented into many “Zones” or logical collections which could represent departments, business units, organisations or any other logical grouping of payroll employees.

This data is then exposed or hidden from end-users depending on their “Zone” access rights granted in the Application Security Layer. In this way, multiple users of the application may have access to certain employee records and not to others. Each user is allowed access to one or more data “Zones” in the application.

Best Practice:

When a user leaves the company, it is extremely important that the user is removed from the Payroll application, to ensure that they no longer have access.

2.2 Privacy

Sage is committed to the security and privacy of our customer's data. Please refer to your product license agreement about our data handling practices. This policy lists the types of data we collect, explains how we use and protect that data. How to?

3.0 How to check

3.1 How to change the screen resolution and increase the font size on Windows to affect Sage software

There may be occasions where the font size in Sage Business Cloud Payroll Professional appears too big and some columns do not display. This is usually caused by smaller screens and the screen resolution.

Changing the Windows screen settings affects all software on the computer. Changing the screen settings may affect some of the information that is visible within Sage Business Cloud Payroll Professional.


3.1.1 Change the screen resolution

The information below lists the different resolution rates you can use for different screens:

Windows 10

- Click **Start > Settings > System > Display**.
- Click **Advanced display settings** then from the **Resolution** drop-down list choose the required size.
- Click **Apply** then click **Keep changes**.

Windows 8

- Windows key  and press **X > Control Panel > Display**.
- Click **Adjust resolution** then from the **Resolution** drop-down list choose the required size.
- Click **Apply** then click **Keep changes**.

Windows 7

1. Click **Start > Control Panel > Personalisation > Adjust screen resolution**.
2. From the **Resolution** drop-down list choose the required size.

3.1.2 Change the font size

You can change the font size on-screen by amending Windows settings. This doesn't change the font size in all of the windows in Sage and may cause issues with some options no longer appearing such as the Close button in some windows.


To change your screen settings, please follow the steps below:

Windows 10

1. Click **Start > Settings > System > Display**.
2. Change the size of text, apps and other items and choose 100% then click **Apply**.

3. Click **Sign out now** and restart your computer.

Windows 8

1. Windows key  + X > Control Panel > Display.
2. Choose **Small - 100%** and click **Apply**.
3. Click **Sign out now** and restart your computer.

Windows 7

1. Click **Start > Control Panel > Personalization > Display**.
2. Choose **Small - 100%** then click **Apply** then click **Restart the computer**.

For further information about the Windows screen settings, please refer to your IT Administrator or to your Windows User Guide.

3.2 How to turn off “Pop-up” blocker

Internet Explorer

- At the upper right, click the Tools icon, and select Internet options.
- Click the Privacy tab.
- Check or uncheck Turn on Pop-up Blocker.
- Note: To access advanced features, in the "Pop-up Blocker" section, click Settings...


Firefox

- In Windows, from the **Tools** menu, select **Options...**
If the menu bar is hidden, **press Alt** to make it visible.
- In Mac OS X, from the Firefox menu, select **Preferences...**
- Click **Content**.
- **Check or uncheck Block Popup Windows**.

When blocking a pop-up, Firefox displays an information bar, as well as an icon in the status bar. When you click either the Options button in the information bar or the icon in the status bar, a menu is displayed with the following choices:

- **Allow/Block** popups for this site
- **Edit** Popup Blocker Options
- Note: If you select Edit Popup Blocker Options, you can then click Exceptions next to "Block pop-up windows" and enter the URLs for any sites on which you wish to allow pop-ups.
- Don't show this message (info message) when popups are blocked
- **Show** (the particular blocked pop-up)

Google Chrome

- On your computer, open Chrome
- At the top right, click More  > **Settings**
- At the bottom, click Advanced
- Under “**Privacy and security**,” click **Site settings**
- Click **Pop-ups and redirects**
- At the top, turn the setting to **Allowed**.