

Release Notes

MYOB Payroll 2018.2

About this release

This release contains an update to the TLS protocol, which is used to secure communications when integrating your payroll with MYOB AccountRight Live.

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System Requirements

Check the system requirements for MYOB Payroll 2018.2.

Component	Minimum requirements
Operating system	Windows 10 Windows 8 Windows 7 (Service Pack 1) Windows Vista Ultimate (Service Pack 1) Windows Vista Business Windows XP Professional (Service Pack 2)
Processor	Pentium 4 processor (or equivalent) at 1.5GHz or faster
Memory	1GB RAM or more
Hard disk	1GB or more of free disk space
Microsoft Outlook	Outlook 2003-2016
Display	1024x768 pixels
Other	Windows-compatible printer and mouse. Some features require internet access and Microsoft Internet Explorer 7 or later.

NOTE: Integrating your payroll with MYOB AccountRight? You also need to meet the minimum requirements for AccountRight. See myob.co.nz/minimum_specs. Note that AccountRight does not work with Windows XP.

Installing the update

BEFORE YOU START

- We recommend that you back up your payroll data file to an external drive.
- If your computer only allows users with administrator privileges to install programs, log in to Windows as an administrator.
- Close any open programs.

Task 1: Download and install the update

TO INSTALL FROM A CD

- 1 Insert the installation CD. An installation window appears.
If an installation window does not appear, open Windows Explorer, go to your CD drive and double-click the **autorun** file.
- 2 Click **Install MYOB Payroll**. The **MYOB Payroll Setup** window appears.
- 3 Follow the on-screen installation instructions.
- 4 When the installation is complete, restart your computer.

TO DOWNLOAD FROM MY.MYOB

- 1 Log in to [my.MYOB](#) and go to the **My Products > Download** page.
- 2 In the list of available software, click **MYOB Payroll** to download the installer file.
- 3 Double-click the file you downloaded.
- 4 Follow the on-screen installation instructions.
- 5 When the installation is complete, restart your computer.

Task 2: Check that your software is up to date

- 1 Start MYOB Payroll.
- 2 Press CTRL+R. The **Payroll Version** window appears.
- 3 Check that the MYOB Payroll version is 2018.2.

If the version number has not updated, see '[Troubleshooting](#)' on page 5.

Task 3: Reindex your data (optional)

After the update is complete, we recommend you reindex your data, by going to the **Tools** menu and selecting **Reindex data**.

Troubleshooting

Use the following checklist as a guide to assist with errors encountered when installing. If you are unable to resolve the issue, please contact our Technical Support team (see [‘Technical Support’](#) on page 6).

If experiencing problems, check the following:

- If you have issues installing, try disabling your antivirus software until the installation is complete. If this does not solve the issue, search the MYOB Support Notes on [our website](#)
- Check that there are no yellow exclamation marks in the Windows Device Manager (right-click **My Computer** and go to the **Properties > Hardware** tab). Resolve any conflicts before installing.
- Check that your Windows font size is set to Normal (right-click Windows Desktop and go to the **Properties > Appearance** tab).
- Log in to Windows with Administrator privileges.
- If an error appears that relates to installing *.OCX files, click **OK** and start the installation again.

Technical Support

SUPPORT

Phone Call MYOB Support on 0508 328 283 or visit myob.co.nz/contactus for more contact options. This service is free for all MYOB businessSUPPORT customers.

Support limitations MYOB cannot resolve connectivity issues caused by third-party services, service providers, hardware or software, or networking problems. MYOB does not cover enquiries about general accounting or taxation issues, nor does it include application consulting or training.

MYOB WEBSITES

Support Notes Visit help.myob.com to get help with installing, setting up and customising your MYOB software.

MYOB website Visit myob.co.nz for news and links to many useful resources.

my.MYOB Log in to my.myob.co.nz and access resources available only to registered customers.

Community forum Visit the MYOB Community Forum at community.myob.com, to access the expertise and support of MYOB Partners and other business peers.

FACE-TO-FACE ASSISTANCE

MYOB Training MYOB Training provides courses designed and written by educational, technical and accounting experts, and delivered by professional trainers. There are courses designed for beginners and experienced software users. To find out more, visit myacademy.myob.com or call 0800 60 69 62.

MYOB Approved Partners MYOB Approved Partners are independent consultants whose knowledge, skill and experience are endorsed by MYOB. Partners can assist you with installing, setting up and using your software. They can also provide product demonstrations and one-to-one training. To locate an MYOB Partner, visit [the MYOB website](https://myob.co.nz).