

IRIS PAYE-Master

Installation Instructions

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Update Installation Instructions

Important Note: before you start the update process, please close all applications and restart your pc.

Your Windows regional settings should always be set to **English (United Kingdom)**.
Check in **Control Panel | Region and Language**

This document contains step-by-step instructions to guide you through the update process. Please read all the information before starting the update.

Software amendments

For information on the changes in the latest update of IRIS PAYE-Master select **Help | Updates** from within IRIS PAYE-Master.

Auto Download of Updates

Each time you log into IRIS PAYE-Master the system will automatically link to the IRIS website and check for updates on your behalf.

- If IRIS PAYE-Master finds a new version, which could be a non-critical, payroll critical or a legislation critical update, you will see a message informing you of this
- Once you click **Yes** to proceed with the update a progress bar will appear on screen
- You can minimise this to the Windows task bar and continue using IRIS PAYE-Master
- When the download is complete, a message will appear in the Windows task bar to inform you
- If the download stops for any other reason before it is completed, the next time you log into IRIS PAYE-Master it will resume from the point it had previously reached
- Once the download is complete, the next time you log into IRIS PAYE-Master the update will be installed

Check for Updates – Manual

The manual download process allows you to check for and download updates at your convenience. This method will also allow you to download a version that you had previously opted not to download or if you had selected the 'Ask Me Later' option when informed the download was available.

To use this option, from the **Utilities** menu, select **Options** then click the **Check for Updates** button.

You will then see one of the previously described messages or a message stating:

'A newer version of the software is not available at this time'

Before you update IRIS PAYE-Master

Before you start the update process you should identify the program folder where IRIS PAYE-Master is stored. We recommend that you back up your current application data folder (e.g. all company.DTA files) before installing the new version. See the online help topic **Backup and Restore Data** for more information.

Follow the instructions below to identify the program location:

1. Open IRIS PAYE-Master
2. Select **Help** then **About IRIS PAYE-Master**
3. The location of IRIS PAYE-Master is detailed in the **Program Folder** field. The default Program Folder is C:\Program Files\IRIS Software Ltd\PAYE-Master.net. If your copy of IRIS PAYE-Master is stored in a different location, please make a note of it now as you will need it during the update process.
4. Close the **About IRIS PAYE-Master** window
5. Close IRIS PAYE-Master

Updating an existing copy of IRIS PAYE-Master

To download the latest version:

1. Click **here**
2. To download, select **Click Here** under the **Download** column
3. If necessary, choose the location for the download and click **Save**
4. From the download, click IRIS PAYE-Master.exe then **Run**
5. Select **Install** to start the extraction of the files
6. Click **Next** on the welcome screen
7. Accept the licence agreement then click **Next**
8. Complete the relevant information on the **Customer Info** screen and click **Next**
9. Click **Change** if you need to amend the **Destination Folder** then **Next**
10. Click **Next** to start the installation
11. A message will be displayed when the installation is complete. Click **Finish** and restart your PC before using the software

Important Note: failure to restart your pc may result in your software not functioning correctly. Also, if you share data files across a network, i.e. you operate IRIS PAYE-Master in a networked environment; each individual installation of IRIS PAYE-Master will need to be updated.

Troubleshooting

If you have trouble installing, please check the following:

- Do you have enough disk space? (at least 250MB)
- Do you have enough memory/RAM? (at least 256MB)
- Do you have privileges/permissions to install IRIS PAYE-Master on the computer? (e.g. you may need to login with administrator rights to install software on your PC)

If problems persist, please call the IRIS support team on 0344 815 5661 or visit the IRIS PAYE-Master support website which can be found **here**. Calls are charged at BT local rate

Useful numbers

HMRC online service helpdesk	HMRC employer helpline
Tel: 0300 200 3600	Tel: 0300 200 3200
Fax: 0844 366 7828	Tel: 0300 200 3211 (new business)
Email: helpdesk@ir-efile.gov.uk	

Contact Sales (including stationery sales)

For IRIS Payrolls	For Earnie Payrolls	For IRIS Payroll Professional
Tel: 0344 815 5656	Tel: 0344 815 5676	Tel: 0345 057 3708
Email: sales@iris.co.uk	Email: earniesales@iris.co.uk	Email: payrollsales@iris.co.uk

Contact Support

Your Product	Phone	E-mail
IRIS PAYE-Master	0344 815 5661	payroll@iris.co.uk
IRIS Payroll Business	0344 815 5661	ipsupport@iris.co.uk
IRIS Bureau Payroll	0344 815 5661	ipsupport@iris.co.uk
IRIS GP Payroll	0344 815 5681	gpsupport@iris.co.uk
IRIS GP Accounts	0344 815 5681	gpaccsupport@iris.co.uk
Earnie or Earnie IQ	0344 815 5671	earniesupport@iris.co.uk
IRIS Payroll Professional (formerly Star)	01273 715300	payroll-support@iris.co.uk

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