Accessing the Knowledge Base

Disclaimer:
The Knowledge Base is our platform to share information with our customers and provide you with a ‘help me, help myself’ environment. The guides and documents provide step by step solutions to assist you with your queries based on the acquisition of solutions from previous enquiries.

Important Note

- The information contained in these articles should be treated as guidelines.
- Some articles are software version and build specific.
- Articles may not be applicable to all environments.
- If the proposed solution is not successful, please post your comments below or contact the Sage Pastel Payroll and HR Department directly on (011) 304 4300 or support.pastelpayroll@sage.com.
FAQ

Question:
How do I access the Knowledge Base?

Solution:
1. Open your Internet browser and navigate to https://zones.sagehrandpayroll.com

2. Insert the Account details:
   a. Site
   b. Email address
   c. Password

   **Note:** If you are unsure about your login details please select on Forgot Password, your site code can be located in payroll under Help…About

3. Select Submit

4. Select Support on the left hand side
5. Select **Knowledge Base**

The following screen will display

6. The following screen will display

7. Select on **Sage Pastel Partner Payroll**

8. You can use the search option to search for articles to assist with your query or select on **Errors** or **Processing Assistance** to view all guides available.