

HOW TO DOWNLOAD PAYROLL MATE

Question

PLEASE REFER TO THE STEPS BELOW:

Answer

After completing the purchase of Payroll Mate a live download link will be sent via email to the email address provided at checkout to allow users to instantly download Payroll Mate.

Link Download

1. **Click link** from the email you receive

Dear Valuable Customer,

Below, please find the link to instantly download Payroll Mate YYYY:

Click Link	1
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<https://www.realtaxtools.com/XXXXXXXXXXXXXXXXXXXX/XXXXXXXXXXXXXXXXXXXX/XXXXXXXXXXXX.php>

If you have any further questions, please reply back to this email.

Sincerely,
Real Business Solutions Team

2. **Enter email address** used during purchase of software
3. **Enter name** used during purchase of software
4. Click **Download NOW**

Payroll Mate YYYY Download Instructions

Thank you for choosing Payroll Mate.
 Please enter your email address and name, then click the DOWNLOAD NOW Button.
 Make sure to enter accurate information in order to receive updates and technical support.

Email Address:

Name:

Enter email address
2

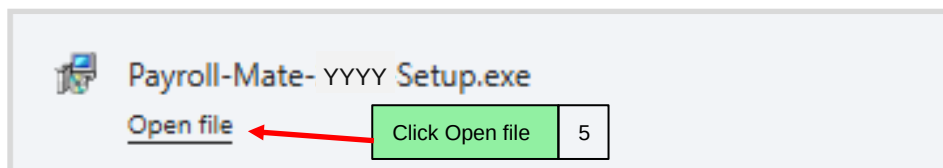
Enter First and Last Name
3

Download NOW


Click Download NOW
4

Small window in your browser will appear in the top right-hand corner showing the progress as it is downloading the .exe installation file. Upon completion of the download:

5. Click **Open file**

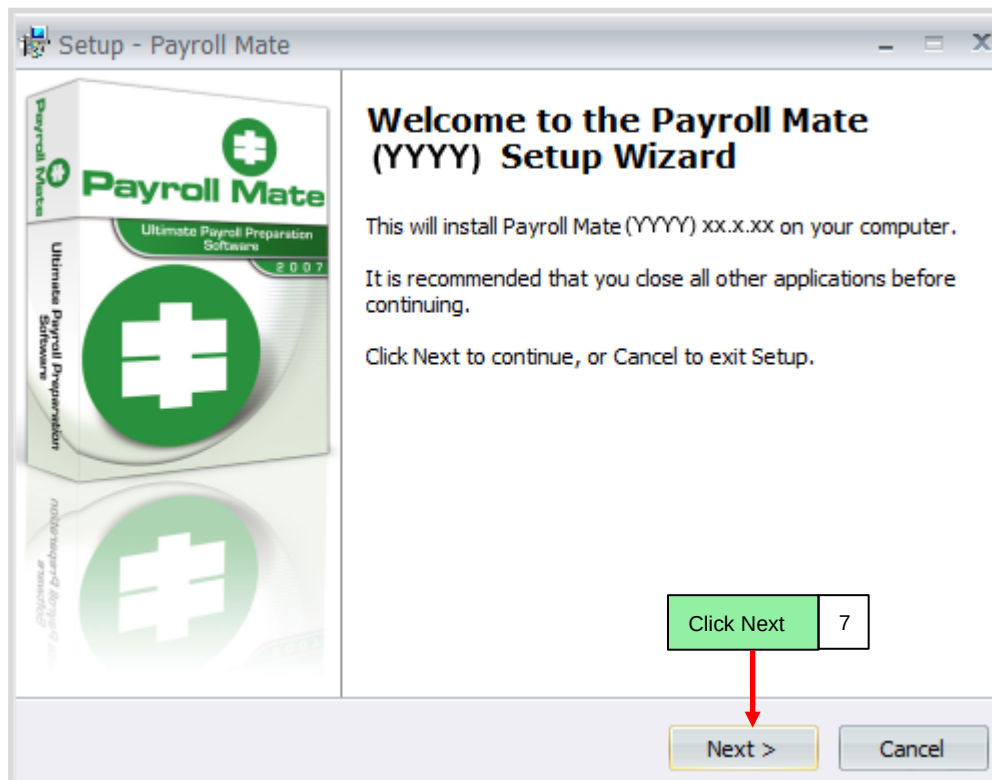


6. Click **Yes**

You will receive a window 'User Account Control' asking:
 Do you want to allow this application to make changes to your device?

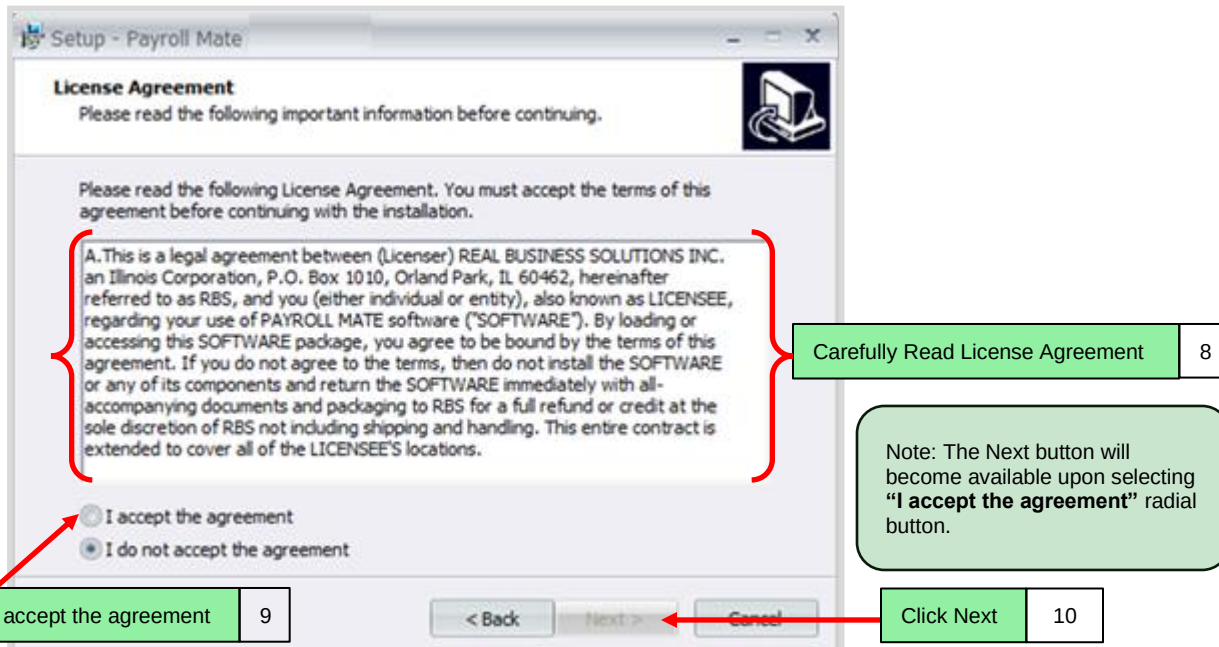
You will be able to click Yes or No. Click Yes in order to install the software.

7. Click **Next**

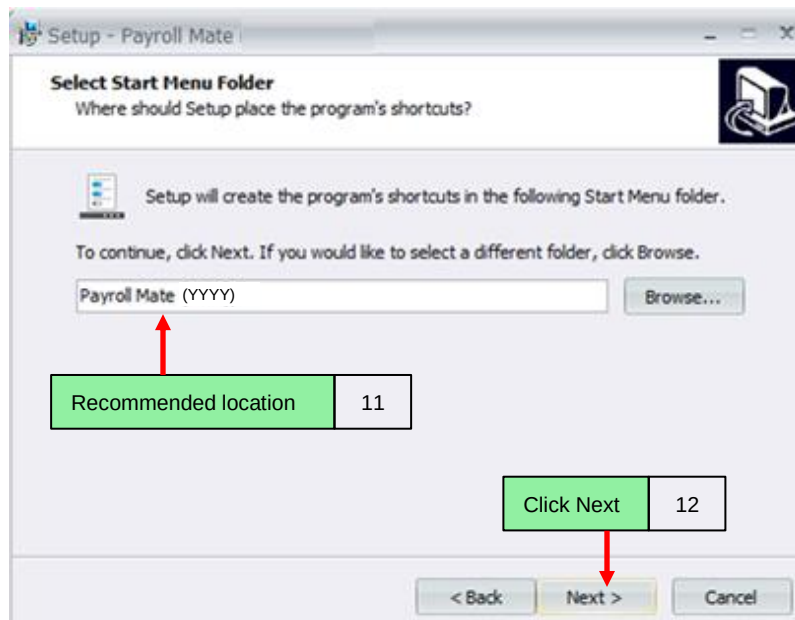


Note: Read the information on the screen. **Close all other applications** you have open before continuing with the installation of the software.

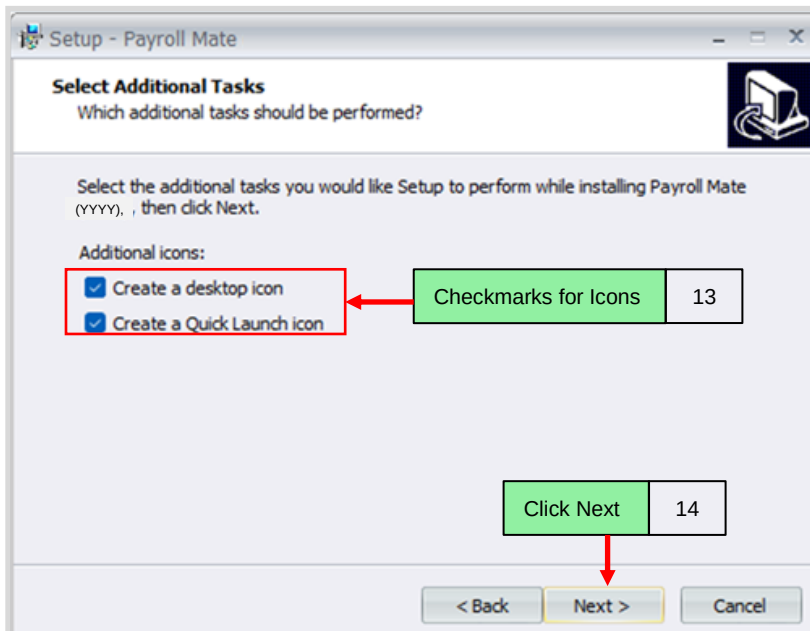
8. **Carefully Read License Agreement**
9. Click **I accept the agreement** radial button
10. Click **Next**



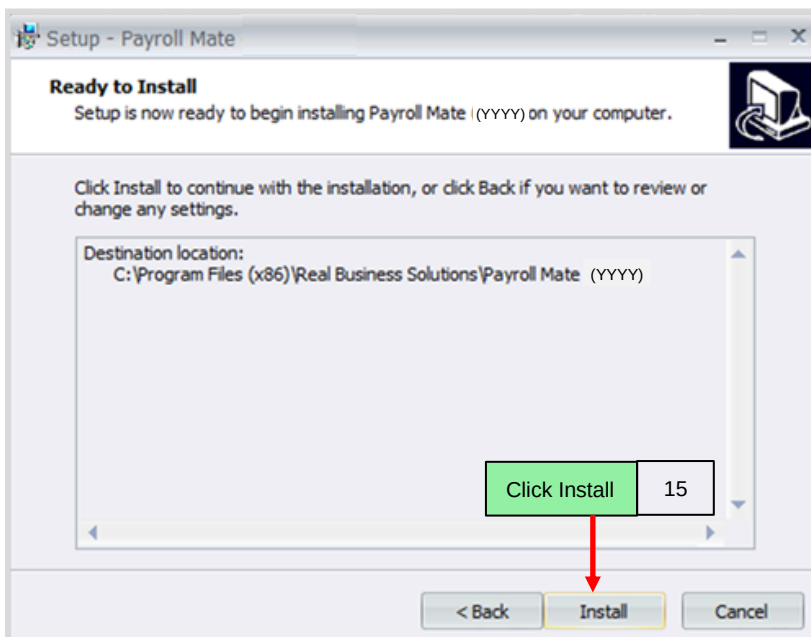
11. **Recommended default location** to create the **program's shortcuts**
12. Click **Next**



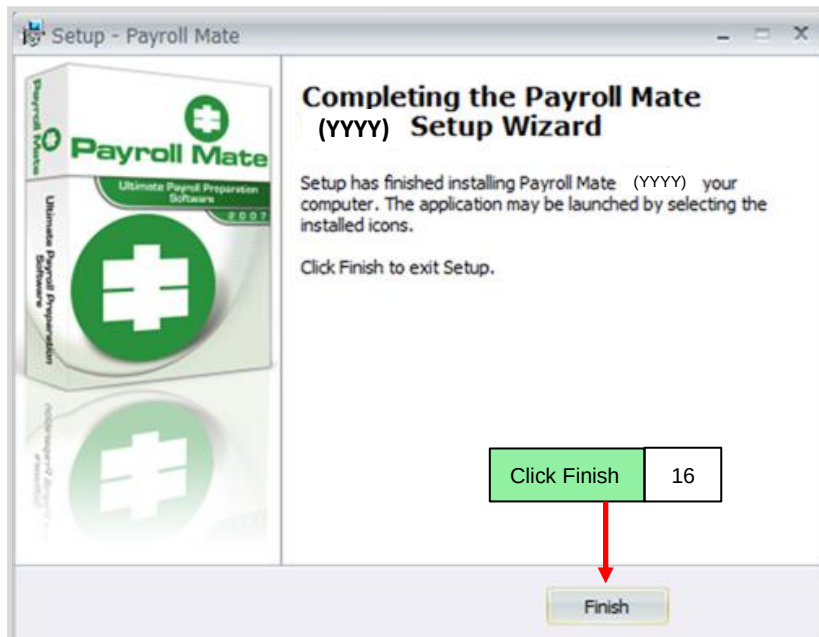
13. **Checkmarks** to add icons to the Desktop and Quick Launch (default & recommended)
14. Click **Next**



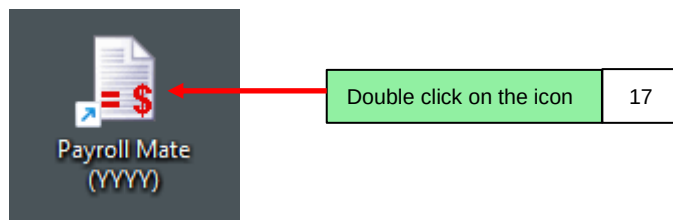
15. Click **Install**



16. To finish the installation, Click **Finish**



17. Once the installation is complete, **open Payroll Mate** by **double clicking on the icon** on the desktop

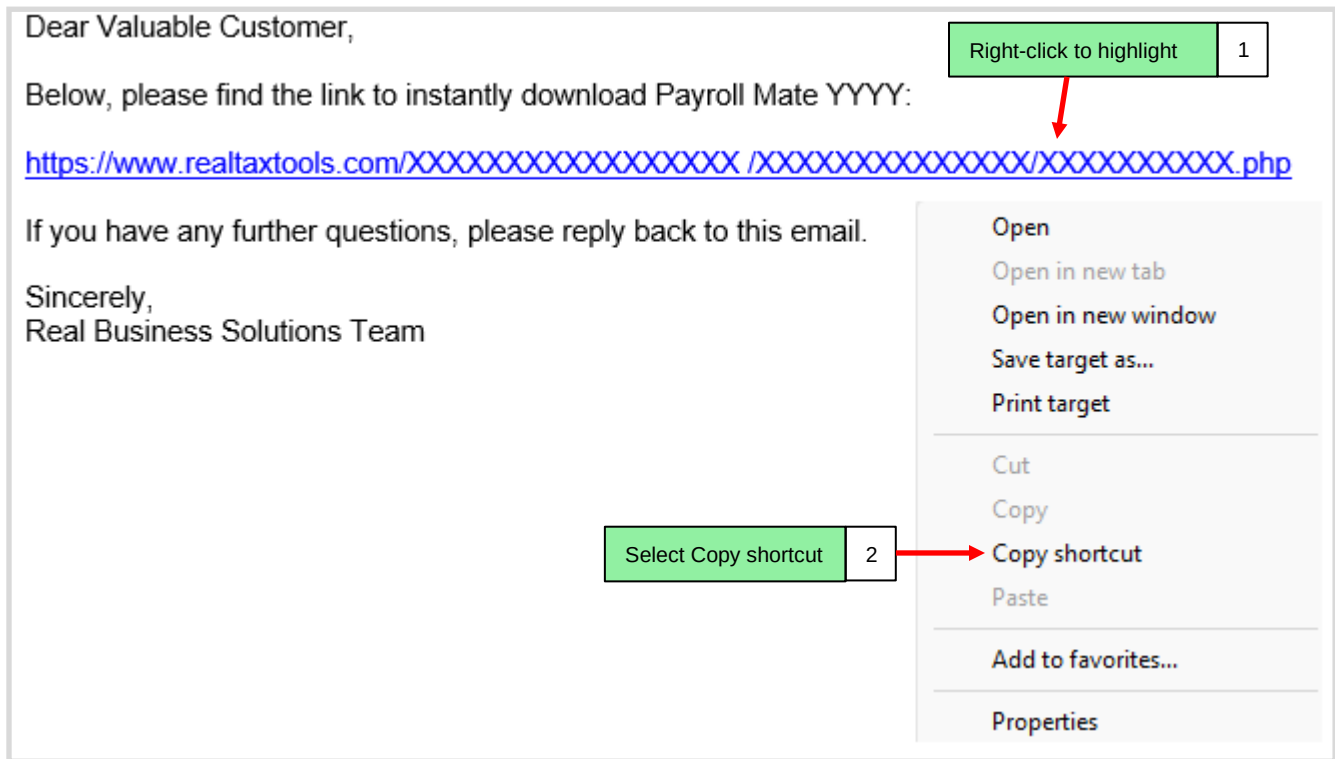


Troubleshooting Download Issues

Some email programs and services along with virus protection add-ons block download links sent through email. Please follow these instructions if the email link is disabled or blocked:

Open the email that we sent you which contains the download link

1. **Right-click** with the mouse **to highlight** the download link and select the full download link text. Make sure that the highlighted text starts with “https” and ends with “.php”
2. Select the **Copy shortcut**



Dear Valuable Customer,

Below, please find the link to instantly download Payroll Mate YYYY:

<https://www.realtaxtools.com/XXXXXXXXXXXXXXXXXXXX/XXXXXXXXXXXXXXXXXXXX/XXXXXXXXXXXX.php>

If you have any further questions, please reply back to this email.

Sincerely,
Real Business Solutions Team

Right-click to highlight 1

Select Copy shortcut 2

Open
Open in new tab
Open in new window
Save target as...
Print target
Cut
Copy
Copy shortcut
Paste
Add to favorites...
Properties

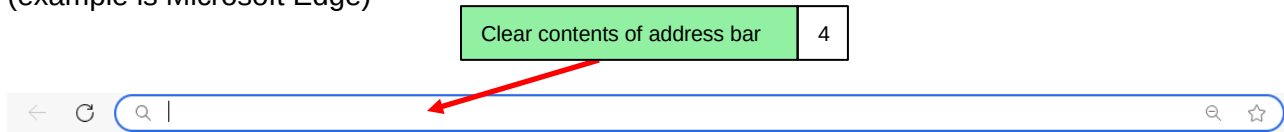
3. **Open your web browser** window such as Microsoft Edge, Google Chrome or Mozilla Fire Fox



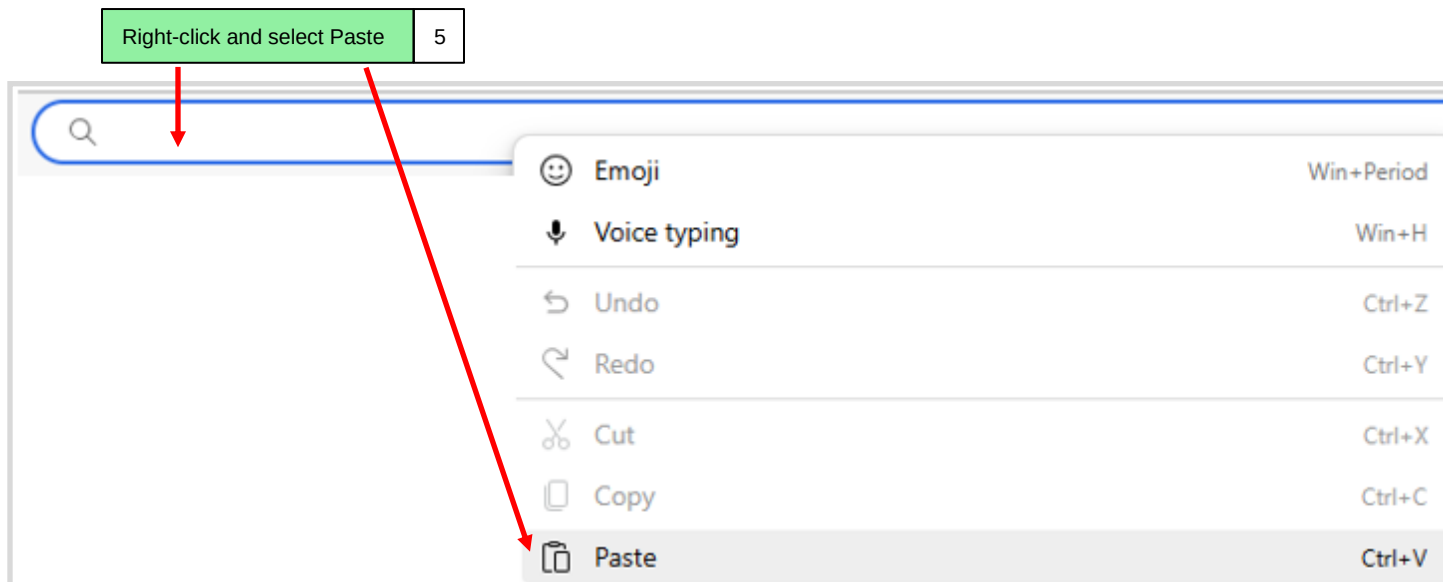
Open your web browser 3

Microsoft Edge Google Chrome Mozilla Fire Fox

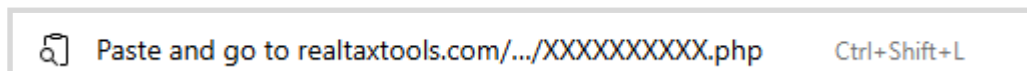
4. **Clear the contents of the address bar** which appears at the top of the web browser window (example is Microsoft Edge)



5. **Right-click** with the mouse pointer inside the web browser Address Bar and select **Paste**



Paste and go may be used. If use Paste and go step 4 and 5 will not apply



Note: **Do NOT** paste the link in a search engine bar (below is example of search engine bar)



6. The **program download link** should now appear in the address bar



7. Press Enter on your keyboard

If you have a virus protection software blocking the download

Try one of the following:

1. Adjust virus protection / firewall and try download again
2. Use a different internet browser to download and try download again (Microsoft Edge, Google Chrome, Mozilla Fire Fox)
3. Make sure to turn off the Pop-Up Blocker in your internet browser and try download again
4. Save the download to your desktop - Right click the Download Now button, select Save As or Save Target As and save the file to your desktop; once the file is saved to your desktop, double click this icon to run download
5. Delete temporary files and cookies and try download again
6. Use a different computer to download