

Welcome to Certified Payroll Solution
Version 5.0

by Sunburst Software Solutions, Inc.

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Certified Payroll Solution generates paper Federal and State mandated Certified Payroll Reports, Statements of Compliance, 32 Federal, State, and Local EEOC Reports, Deduction Authorizations, Union/Bona fide Plan Benefit Reports, and the ARRA (American Recovery & Reinvestment Act) Reporting. "No Work Performed" Certified Payroll and EEOC Reports are automatically generated; once the program "knows" about a job.

In addition to meeting "paper" reporting requirements, Certified Payroll Solution will also create the files necessary to meet "electronic" filing requirements for filing/use with MyLCM, LCPtracker, Elation Systems, Sandia National Laboratories, TRS Consultants; and meets other state specific electronic filing requirements.

QuickBooks Employee, Job, Timesheet, and Payroll transaction data is imported from your company file and with some quick additions of information that QuickBooks has no means of tracking within Certified Payroll Solution; these forms are generated; ready for your signature and mailing.

Version 5.0 is designed to interface with QuickBooks Pro/Premier 2009 - 2015 Editions as well as Enterprise Solutions 9.0 - 15.0. This includes ALL of the Premier and Enterprise versions - Contractor, Enterprise, etc. QuickBooks Pro/Premier 2003-2008 and Enterprise 3.0-8.0 users can still use CPS IF they choose manual payroll.

The original version of Certified Payroll Solution was developed in 2000; using QuickBooks Pro 99 and 2000, and provided an interface for QuickBooks Pro 99, 2000, 2001, and 2002 and has been available since March 2001. We have tested our program thoroughly in all versions mentioned.

Refer to the Quick Start Guide for pointers to setting up your new software.

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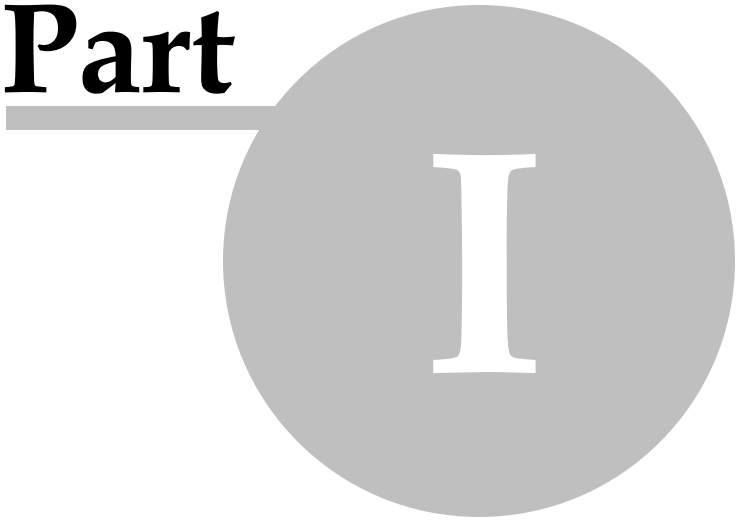
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Table of Contents

Part I	Quick Start Guide	2
Part II	Free Training & Videos	6
Part III	Certified Payroll Solution - Administrator Manual	8
1	How Setup Instructions Work.....	8
2	Installation.....	9
	Important Information for Windows Vista & Windows 7 Users	9
	Creating A Standard User Account OR Changing the Existing Account	12
	Windows 8 - How To Create a Standard User Account	13
	Windows 8 - Change An Admin Account to a Standard User.....	19
	Internet Download	23
	CD Installation Manager	24
	Installation Wizard	27
	Network Installation	29
	Installation & Initial Connection to QuickBooks	31
	Granting CPS Permission to Access your QuickBooks File	32
	QuickBooks 2008-2015 or Enterprise 8.0-15.0 Users	33
	Enterprise 8.0-15.0 Minimum Permission Settings.....	34
	What's Next?	35

Quick Start Guide

Part



1 Quick Start Guide

Every day, we speak with QuickBooks users, Certified QuickBooks ProAdvisors, CPA's, Consultants, and IT people. Each of these individuals have varying levels of experience using QuickBooks in the commercial construction industry and certified payroll reporting requirements.

This manual must accommodate everyone; from the new QuickBooks user, to the Certified QuickBooks ProAdvisor, Subcontractors, General Contractors, Union Shop, Non-Union Shops, people who have been doing certified payroll reports by hand for years, and those who have never done a certified payroll report - hence, the length of this manual. It is setup in a logical fashion; starting with QuickBooks required setup - because QuickBooks provides the backbone of the information for your final reports.

Many long-time QuickBooks users and ProAdvisors feel that they "know QuickBooks" and, therefore, feel that they can skip the **Setting up Your QuickBooks file for use with CPS** section. This choice is a common mistake that results in blank spots on the final reports, errors, frustration, and overall dissatisfaction with what is really a very robust software program.

We would like to stress, that while you may know QuickBooks, **you need to familiarize yourself with what CPS expects to find in your QuickBooks company file**, in order for your reports to be complete and accurate.

Feeling overwhelmed? Don't be - it's not that bad. Watch the [Audio Video and/or Flash Training Demonstrations](#) found in the Certified Payroll Solution Training, Support & Resource Center - <http://bit.ly/PHhGYo>

The Audio/Video Demonstrations are broken into 4 parts and are available in two different formation - Windows Media Player and Flash with a Table of Contents:

1. **Download & Installation Video** - provides a complete overview of how to download the Certified Payroll Solution program electronically from our Web Service Center, save it to the hard drive of your computer, and install the program. Includes common Vista problems and resolutions. 25 minutes.
2. **Initial Setup Video** - walks you through entering your license information, granting CPS permission to access your QuickBooks file, and the initial setup of CPS and various certified payroll reporting preferences NOT handled by QuickBooks. 27 minutes
3. **QuickBooks Setup** - provides a review of your QuickBooks company file setup and the information that CPS "expects" to find there in order to accurately generate your certified payroll reports. 25 minutes
4. **Running CPS** - an overview of running your first set of certified payroll reports and the creation of one-time linked records to hold additional information that QuickBooks has no means of tracking. This video demonstrates the use of the Federal WH-347 and provides a very good overview of how the program works. 30 minutes.

The Flash demonstrations will provide State specific training, while the Audio/Video training will provide you with a very thorough step-by-step overview of the program, and you can actually "see it in action". The Training demonstrations are far less time consuming than reading the entire manual, however, the items listed below will point you in the right direction for additional information on critical topics - refer to the Table of Contents for appropriate page numbers.

IMPORTANT NOTE: All links below are working links to other sections of this manual, if you are accessing the Quick Start Guide from both the .pdf manual and In-Program Help.

General Windows Checks & Updates

- Update your Windows operating system, obtaining critical updates
- Verify that you have the latest Service Packs for Word & Excel - **REQUIRED TO PRINT**
- Read & Verify that your computer is set up correctly if you have [Windows Vista or Windows 7](#)^[9] or [Windows 8](#)^[13] - if you are still using a Windows XP machine you can skip this section

QuickBooks

- Make sure that you have the latest maintenance release (update) for QuickBooks
- Make a Backup copy of your QuickBooks company file prior to making changes
- Read about "**Setting Up Your QuickBooks File for Use with CPS**" and **QuickBooks Required Setup**
- Verify **Preferences** setting
- Verify your Job setup information in **Setting Up Jobs**, as well as, how to create a "filter" for only those jobs needing certified payroll reports.
- Refer to **Tracking Subcontractors on Jobs*** applicable only to specific states
- Verify setup of **Worker Pay Rates** and use **Wage Manager Solution** to update payroll items and rates of pay for multiple employees
- Setup **Company Paid Union or Bona Fide Plan Benefits**
- Setup **Employee Paid Union Deductions and Dues**
- Setup **Office Wages and Sole Proprietorships & Partnerships wages**
- **Set Up or Change Employee Records**, as necessary
- Enter **Employee Timesheets**
- **Process Paychecks** and print

Certified Payroll Solution

- Install the program following the [Installation](#)^[24] instructions
- [Grant CPS Permission to Access your QuickBooks file](#)^[32]
- Go through the initial **System Setup, System Preferences**
- Setup **Statement of Compliance Variables**
- Setup **Employee and Job Defaults**
- Setup **Mailing Label settings**
- Setup any **Fringe Benefits & Special Withholdings** (if applicable)
- **Adding Work Classifications**, if necessary
- **Enter any required State Specific Information** -
 - If you purchased the program on CD with Printed Manual, this information is in the manual
 - If you purchased the program via electronic download after installing CPS, go to the Help Menu, Choose Contents, Certified Payroll Solution, Special States
- **Generating Certified Payroll Reports** will start you on your way, and will show you step-by-step what information you will need to enter in linked records, that QuickBooks has no way of holding
- Connect to the internet and go to the [On-Line Support Area](#) for the most up-to-date troubleshooting and error message resolutions
- **Back Up Your Certified Payroll Solution data!**



write a review

If you like this product and find it to be a time saver, we ask you to please visit the QuickBooks Solutions Marketplace at <http://marketplace.intuit.com/app-review.aspx?AppID=2298> to write a review or please feel free to [drop us a note](#). Your opinions not only help us provide you with the best possible product that we can, but, also, helps others who are interested in Certified Payroll Solution.

Free Training & Videos

Part



2 Free Training & Videos



We have invested thousands of hours preparing audio/video training for our customers - you can find them by going to the home page of our Support Area at <http://www.sunburstsoftwaresolutions.com/technical-support.htm> OR <http://bit.ly/ME7oIF>

The main page of our Support Area contains not only quick links to the **Certified Payroll Solution Training, Support & Resource Center**, but also displays information about program updates and our most requested Support & Training items.


Once you enter the **Certified Payroll Solution Training, Support & Resource Center**, you'll see the following training **Categories**:

- [Certified Payroll Solution Audio/Video Training](#) - these are the training videos that we recommend for ALL new users. These training videos are available in Windows Media Player and Flash versions (that's why there are so many) - short url - <http://bit.ly/LwZfUD>
- [Certified Payroll Solution How-To Support Videos](#) - these short (most under 10 minutes) videos answer the most common support calls that are REALLY difficult to explain over the phone - in other words instead of telling you these videos SHOW you. New videos are added on a fairly regular basis - short url - <http://bit.ly/LE3LFk>
- [Certified Payroll Solution Technical & Training Documentation](#) - documentation on program enhancements, handling employee pay scale increases, reprinting old reports, etc. - short url - <http://bit.ly/Mt2TV4>
- [Certified Payroll Solution Error Messages](#) - error messages and resolutions for just about ANY error that you could encounter when using CPS - short url - <http://bit.ly/OEmJib>
- [Certified Payroll Solution Program Updates](#) - information about general and state specific program updates, how to obtain updates and implement any necessary changes - short url - <http://bit.ly/LSIXYu>
- [Certified Payroll Solution Case Studies, Comparison Charts & Integration Articles](#) - user case studies, integration articles, brochures, comparison chart -short url - <http://bit.ly/NGWz8l>
- [Additional Prevailing Wage Compliance Documents](#) - reports and other documents that we cannot create - but can be created using the QuickBooks Letters function - short url - <http://bit.ly/LE4hTG>
- [Self-Paced State Specific Demo's](#) - downloadable pdf files - short url - <http://bit.ly/M9AbZP>

Other links of interest:

- [QuickBooks for Contractors blog](#) - QuickBooks tips, tricks, workarounds - short url - <http://bit.ly/OAySU7>
- [Learn to use QuickBooks in your construction business](#) - fee based QuickBooks training via eBooks, live webinars, and recorded videos - short url - <http://bit.ly/J2MTmp>

Certified Payroll Solution - Administrator Manual

Part 

3 Certified Payroll Solution - Administrator Manual

3.1 How Setup Instructions Work

**Administrator Task:**

The installation of Certified Payroll Solution MUST be done by the **QuickBooks Administrator** in **Single-User mode** so that they can grant CPS permission to access the QuickBooks data file. This granting of permissions is done only once.



The instructions contained in the **System Preferences** and **Basic Info** topics, pertain to setup for the **Federal WH-347** form which could be required in all states.

If your company is in one of the following states that require specialized forms, there will be a help topic located at the end of this printed manual that is geared toward your additional and specific setup requirements.

If you have chosen to download Certified Payroll Solution, you will want to find your state's Help Topic, located in the CPS In-Program Help file, which is accessed via the Help Menu, and choosing Contents->Certified Payroll Solution->Certified Payroll Solution Setup->Special States - OR - by going to the CPS Help menu --> Contents --> Search tab --> type in the name of your state, and print your state specific information, as it will address certain setup instructions that are required only by your state.

States requiring special forms and/or setup requirements are as follows:

- Alabama
- Colorado
- Florida
- Iowa
- Maryland
- Minnesota
- New Jersey
- North Carolina
- Oregon
- South Dakota
- Wisconsin
- Alaska
- Connecticut
- Hawaii
- Kentucky
- Massachusetts
- Mississippi
- New Mexico
- North Dakota
- Pennsylvania
- Texas
- California
- Delaware
- Illinois
- Maine
- Michigan
- Missouri
- Nevada
- New York
- Ohio
- Rhode Island
- Washington

3.2 Installation

3.2.1 Important Information for Windows Vista & Windows 7 Users

Windows Vista, Windows 7 & Windows 8 Users - take a few moments to review the following important information, as these are our top technical support calls from users:

1. You should be logged in as a Standard User - QuickBooks and any of your other software programs does not need to be run or installed at the Windows Administrator level, HOWEVER, you will need to know the Administrator password to install the programs.
2. Your User Account Control should be turned ON.
3. Your QuickBooks file should be located in the C: -> Users -> Public Folder ->Public Documents -> Intuit -> QuickBooks -> Company Files Folder

NOTE: If when you start Vista, Windows 7 or Windows 8 and there is only a single login account, that account is the Administrator account and you will need to create a Standard User Account and sign in under the Standard User Account when installing QuickBooks, or any other software.

If you have Windows Vista or 7, See the next section - [Creating A Standard User Account OR Changing the Existing Account](#)^[12]

If you have Windows 8, see [Windows 8 - How To Create a Standard User Account](#)^[13] and/or [Windows 8 - Change An Admin Account to a Standard User](#)^[14]



Why is it important to have a Standard User Account?

When you use your computer under only the Administrator account, ANY malicious programs or harmful viruses from unfamiliar websites can install themselves with little to no warning to you; because they take on all of the privileges and abilities of you - the computer Administrator.

On the other hand, when you create a Standard User Account, and it is set up so that the User Account Control is turned on, when ANY program is installed (and even some program updates) the Standard User is presented with a window which requires the computer administrator password - essentially asking permission to install the program - therefore, you will be made aware when a program is being installed.



How do I know if my Windows Vista or Windows 7 settings are correct, and WHY is this important?

Vista implemented tighter security controls to protect us from harmful programs and viruses from malicious websites and Windows 7 made those security controls somewhat less annoying. Basically they have changed how we work with our computers and where we store our information; whether we share it with others or not.

To check your account type, and whether or not your User Account Control is turned on, perform the following task:

1. Click your Start button



2. Choose Control Panel



3. Choose User Accounts

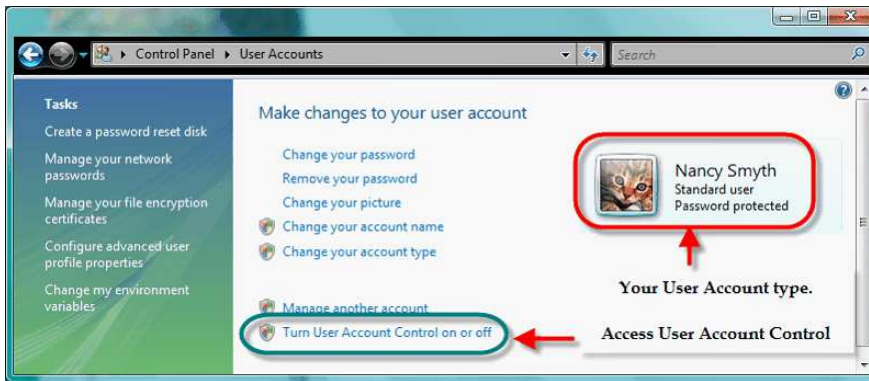


4. Select Your Account.

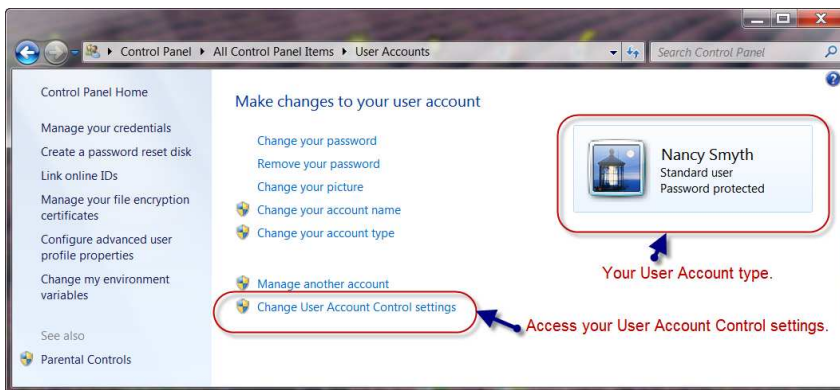
Here you should see that you are setup as a Standard User (as shown below). If you are set up as an

Administrator, you should create a Standard User Account for yourself, and ALWAYS log in using that account.

Windows Vista - Standard User Account

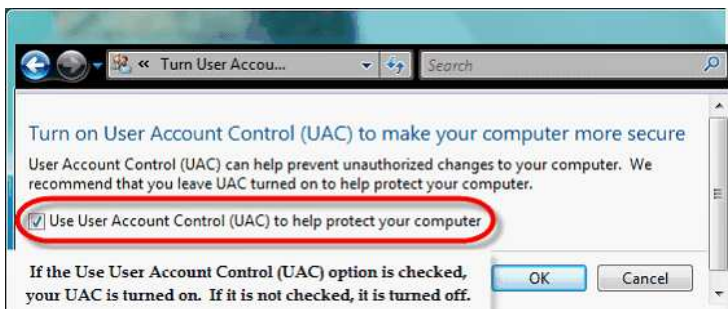


Windows 7 - Standard User Account



Click the link that says “Turn User Account Control on or off”. One of two things will happen. IF a User Account Control Window appears asking for the Administrator password, your Use Account Control is turned on - enter the Administrator password to Continue. Click OK, and install your software AFTER verifying that your QuickBooks file is in the Public Folder. IF the User Account Control Window does NOT appear, your User Account Control is turned off, and we need to turn it on.

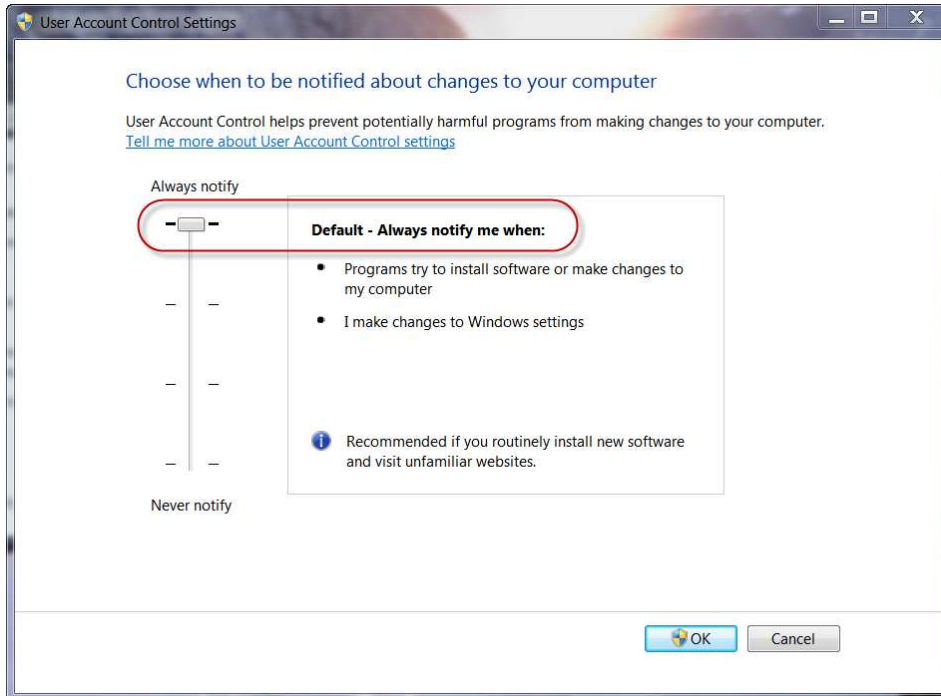
Below is a screenshot of the User Account Control Window in Windows Vista:



IF the “Use User Account Control (UAC) is checked, it is turned on and properly functioning. All you have to do is click OK, verify that your QuickBooks company data file lives in C: -> Users -> Public Folder ->Public Documents -> Intuit -> QuickBooks -> Company Files Folder, and then you can safely install your new software.

If the “Use User Account Control (UAC) is not checked, it is not turned on. Click into the box to place a check mark in it - the placement of the check mark “turns” the UAC on - click OK, and you will have to reboot or restart your computer in order for this to take effect, before you can install your new software.

Below is a screenshot of the User Account Control window in Windows 7:



NOTE: The User Account screen will vary in appearance depending upon which version of Windows 7 you are running, however, it should be set to Always Notify you.

3.2.1.1 Creating A Standard User Account OR Changing the Existing Account



Each computer **MUST** have both an Administrator and a Standard User Account. **DO NOT** under any circumstances just change the existing Administrator account to a Standard User one without first creating a new Administrator account!

Follow the steps below to create a Standard User Account if this is a new Windows Vista or 7 computer and you've not yet installed any software:

1. Close all open/running software on your computer.
2. Click your Start button -> choose Control Panel -> choose User Accounts.
3. Note what the current account name is {it may be Admin}
4. Click the link that says "Manage another account".
5. Click the link that says "Create a new account".
6. Type in a User Name - this name **MUST** be different than the existing account name - for example if the existing user account name is Admin, make this user account name be YOUR name
7. Select the Standard User account type option.
8. Follow any on screen prompts.
9. Reboot your computer and log into the newly created account and install your software.

Follow the steps below to create a NEW Administrator User Account and turn the existing Administrator Account into a Standard User Account if you have already installed a lot of software on this computer:

1. Follow Steps 1-5 above.
2. Type in a User Name - this name **MUST** be different than the existing account name - for example if the existing user account name is YOUR name, make this user account name be ADMIN or your company name.
3. Select the Administrator account type option.
4. Follow any on screen prompts.
5. Reboot your computer and log into the newly created account.
6. Click your Start button -> go to Control Panel -> User Accounts -> choose Manage another account -> select the original login account.
7. Choose Change the Account Type and set it to be a Standard User.
8. Follow any on screen prompts -> reboot your computer and log into the ORIGINAL account.

Yes, unfortunately this is all a lot of work and aggravation, but it must be done in order for the QuickBooks 3rd party software application to be able to work with your company data file.

NOTE: We have had a lot of success with creating a new Administrator account and changing the existing account to a Standard User Account. There have only been a few instances where this would still result in an 80040408 error.

- If you are unable to resolve an 80040408 error using the information provided above:
- You will need to login to the Administrator account and uninstall/remove QuickBooks and the 3rd party app.
- Reboot {restart} the computer and log into the Standard User Account -> install QuickBooks and the 3rd party application.

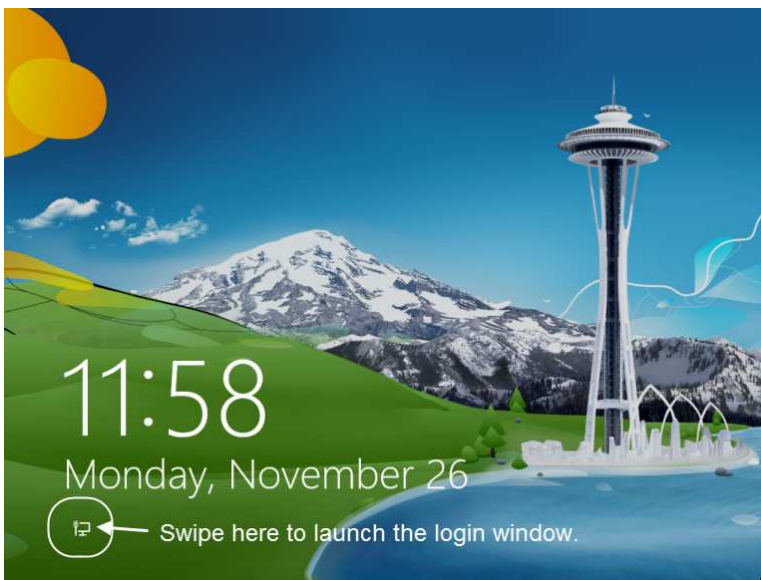
3.2.2 Windows 8 - How To Create a Standard User Account

Windows 8 is certainly more geared toward a computer that has a "touch screen" rather than a computer with a normal monitor with you using a mouse.

Just because it looks and acts differently - underneath it's very similar to Windows 7; it's just that getting from point A to point B is a little different.

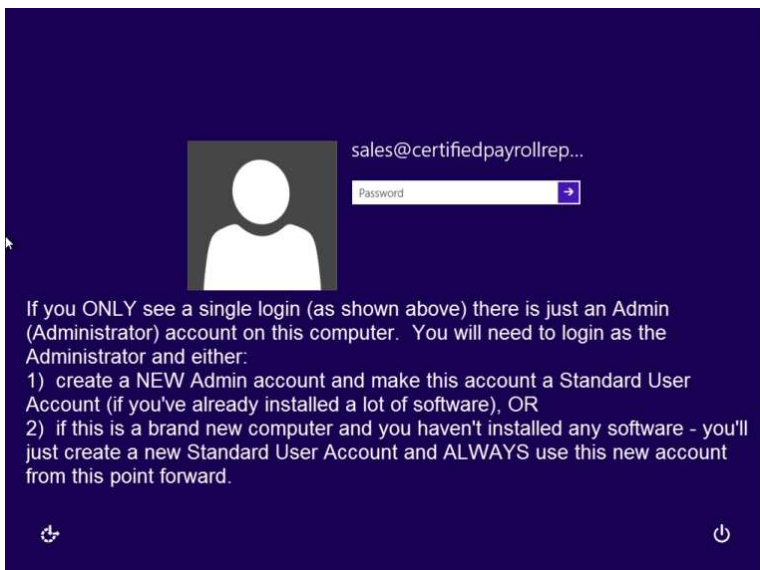
You will still need to create and use a Standard User Account in order to run our software with QuickBooks - just like with [Windows Vista and 7](#).

When you boot your Windows 8 computer you'll see a little image of a computer in the lower left corner - with your mouse you'll want to make a "swiping" motion which will raise the background image and provide you with the log-in window.



If/when you are successful with the "swipe" and the background image raises, you'll see the login window (sample below). If you only see a single login option, then this computer ONLY has an Admin (or Administrator) account. At this point you'll need to either:

1. Sign in and create a New Administrator account, log in with the NEW Admin account and convert this account to a Standard User Account - if you've already installed a bunch of software or had your computer for awhile.
2. Sign in and create a new Standard User Account, reboot and log into the new Standard User Account and install ALL of your software - if this is a brand new computer

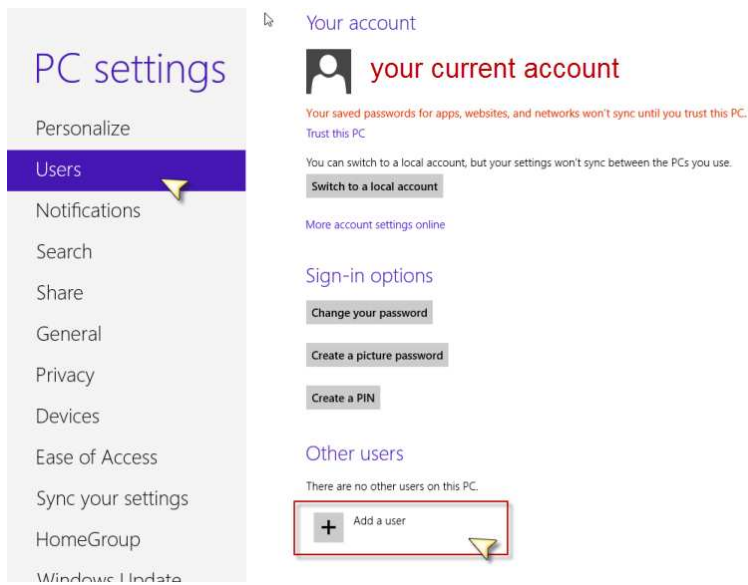


Once you've logged in, the Start window will appear (sample below).

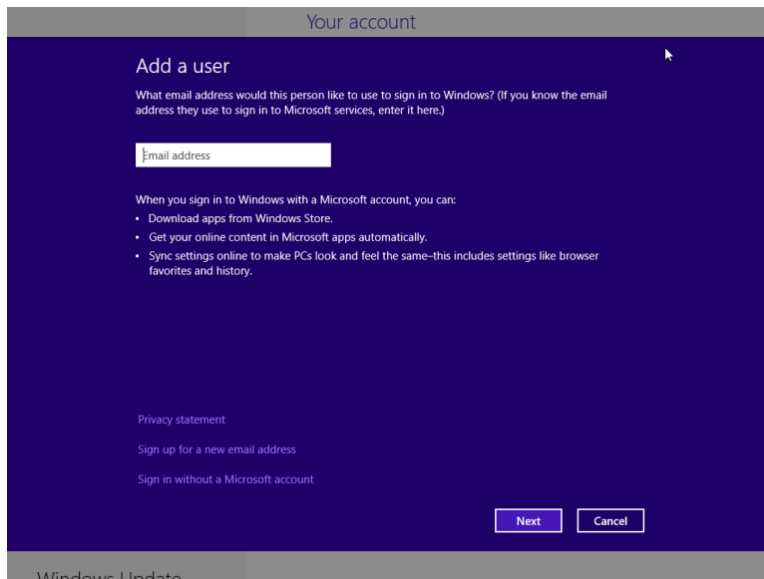


Once here (and I can't seem to capture a screen shot) you'll move to the lower right hand corner and make a swiping motion with your mouse. A menu with icons will fly in from the right and you'll want to click on the icon that looks like a gear this is the "Settings" option.

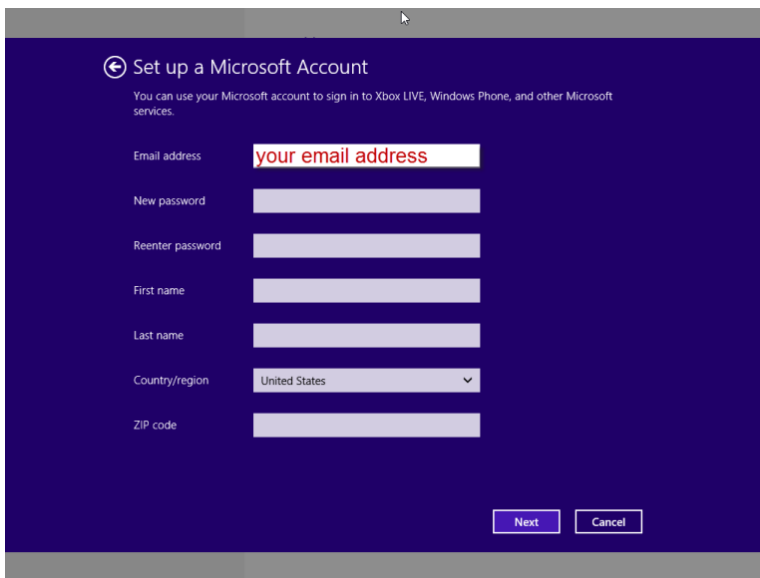
Once you get to the Setting menu, you should click on where it says Change PC settings. This launches the Settings menu - click on Users (right) and Add a User:



In Windows 8, everything is tied to an email address, so enter the email address that will be associated with the Standard User and click Next.



Complete the rest of the information in this window (the email address that you entered in the previous screen will automatically be filled in). Click Next.



← Set up a Microsoft Account

You can use your Microsoft account to sign in to Xbox LIVE, Windows Phone, and other Microsoft services.

Email address

New password

Reenter password

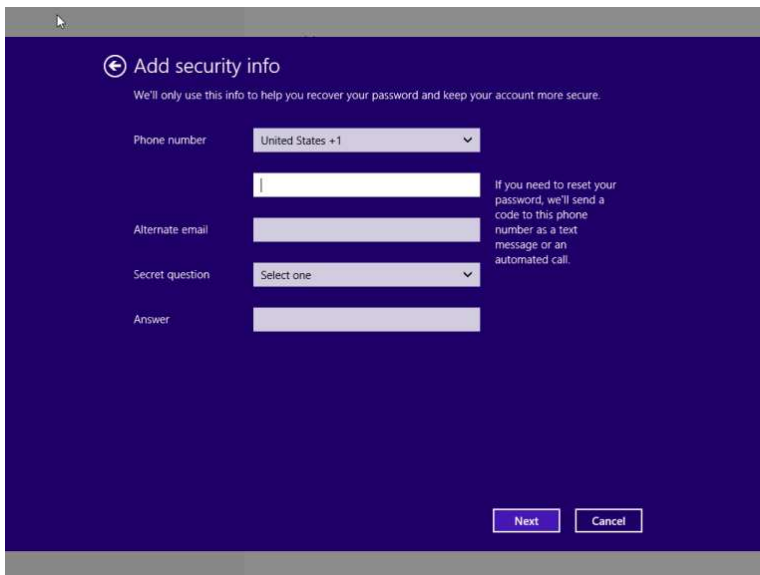
First name

Last name

Country/region

ZIP code

Add the required security information



← Add security info

We'll only use this info to help you recover your password and keep your account more secure.

Phone number

Alternate email

Secret question

Answer

If you need to reset your password, we'll send a code to this phone number as a text message or an automated call.

Add your Birth date and gender. You can also opt-in or opt-out of receiving promotional emails from Microsoft. Click Next.

← Finish up

Birth date

Gender Male Female

Send me email with promotional offers from Microsoft. (You can unsubscribe at any time.)

Clicking Next means that you agree to the Microsoft services agreement & privacy and cookies statement.

Enter the characters (captcha code) displayed. Click Next.

← Finish up

Birth date

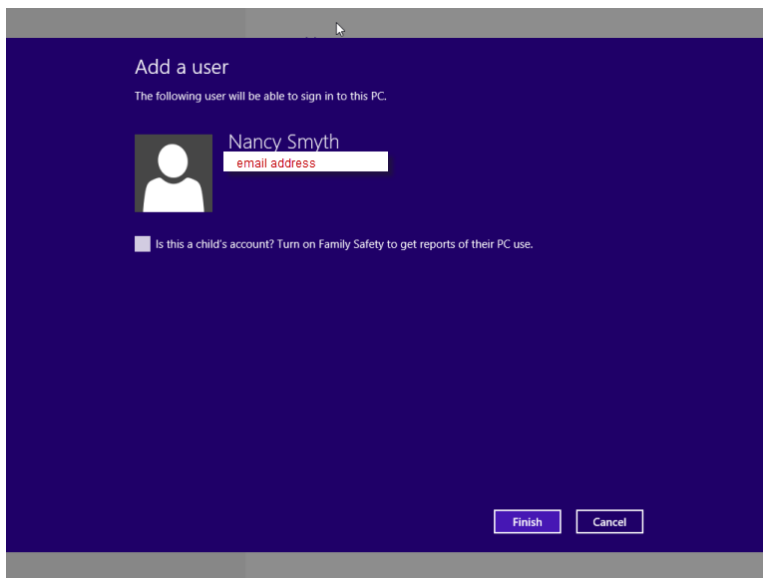
Gender Male Female

Enter these characters
New | Audio

Send me email with promotional offers from Microsoft. (You can unsubscribe at any time.)

Clicking Next means that you agree to the Microsoft services agreement & privacy and cookies statement.

Here's your new Standard User Account. Click Finish.



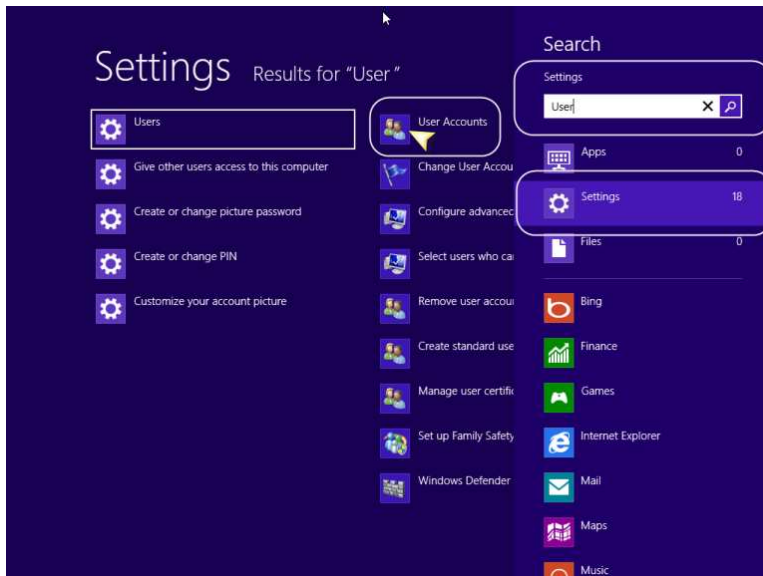
Any new accounts that you create are automatically created as Standard User Accounts. So if this is a brand new computer and you haven't installed any software, at this point you can just reboot your computer and log in under the new account and begin installing software.

If you've already installed a LOT of software under the original Administrator account - follow the instructions in the next section; [Windows 8 - Change An Admin Account to a Standard User](#)¹⁹¹

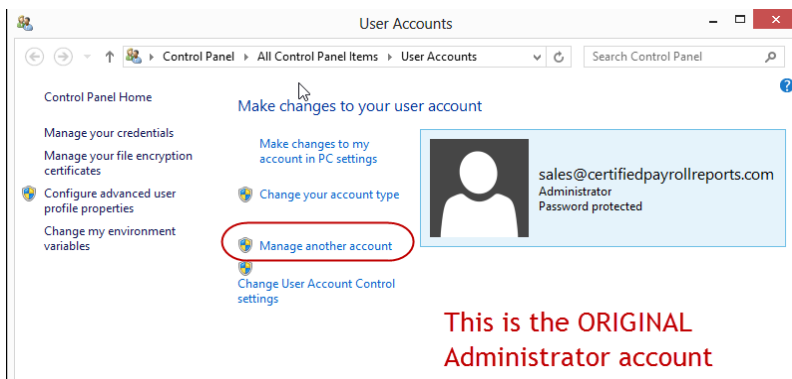
3.2.2.1 Windows 8 - Change An Admin Account to a Standard User

You'll still need to follow the instructions for setting up a new Account - [Windows 8 - How To Create a Standard User Account](#)^[13]; and yes, unfortunately any new accounts created are automatically a Standard User Account and you'll need to change it to an Administrator Account.

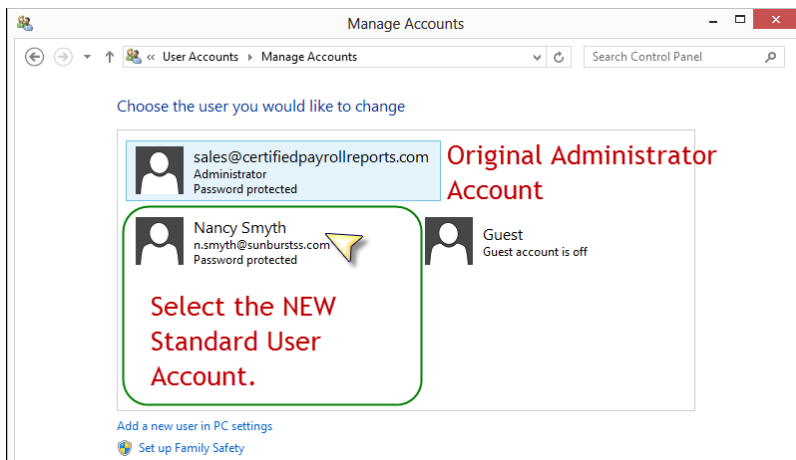
After you create the new account -> swipe the lower right corner of the Start window -> the flyout menu will appear -> select Search -> choose Settings from the left menu and in the search window type in User - a window similar to that shown below will appear -> select/click **User Accounts**.



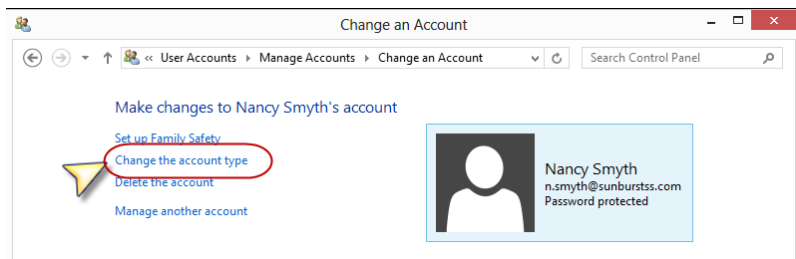
Once you click on User Accounts - you'll see a much more familiar User Accounts window (like you did in Vista and Windows 7); it just takes you a lot longer to get there! Once you are here, click on the **Manage another account** option.



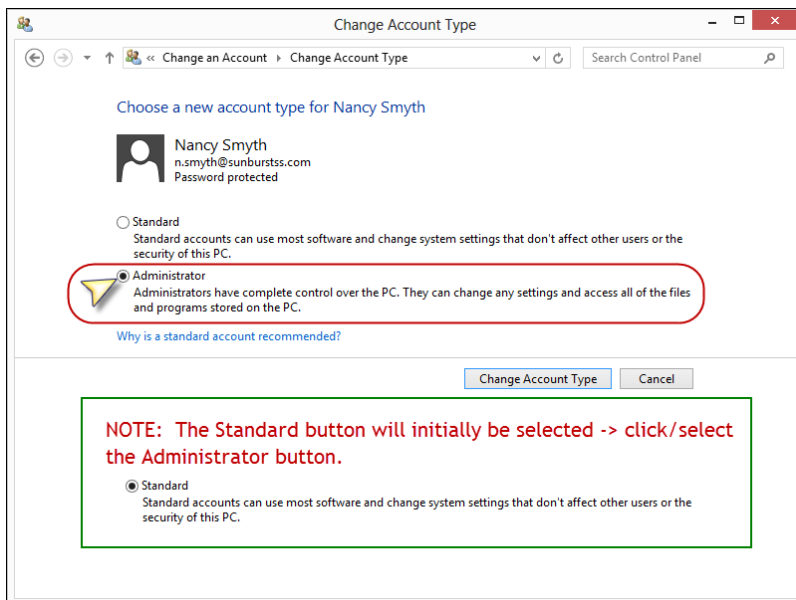
Here you will see both the original Administrator account (the sales@certifiedpayrollreports.com account) AND the new Standard User Account (Nancy Smyth). Select/click on NEW Standard User Account (Nancy Smyth)



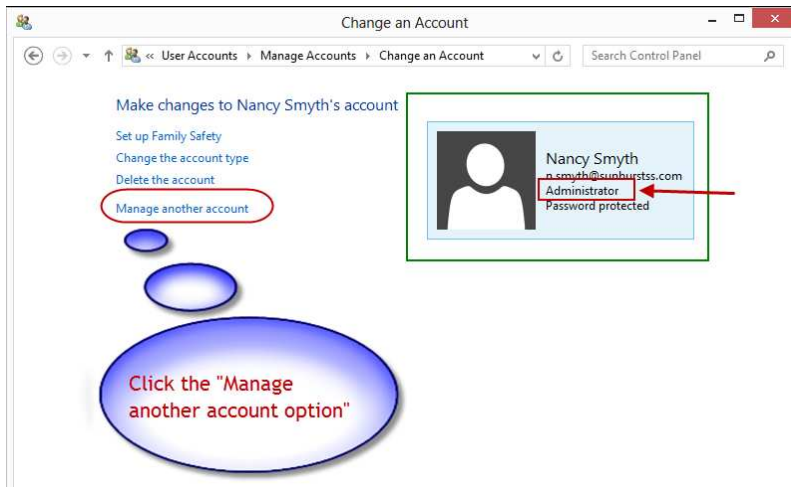
On the next window, click the **Change the account type** option.



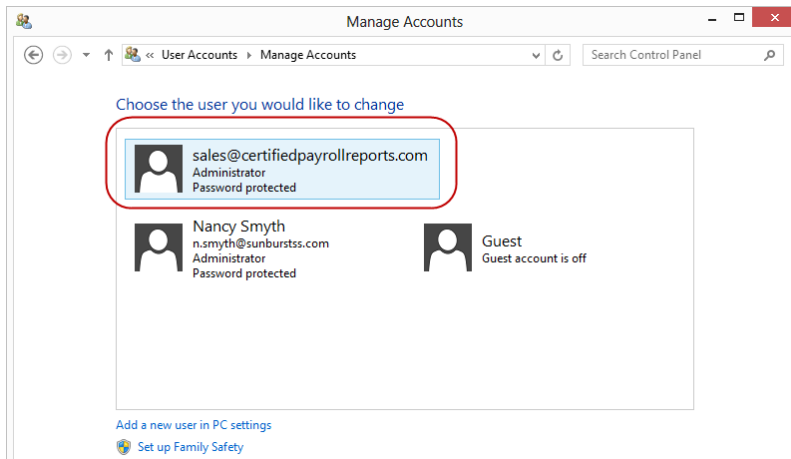
This account will originally be set to a **Standard** account -> select the **Administrator** radio button -> click the **Change Account Type** button.



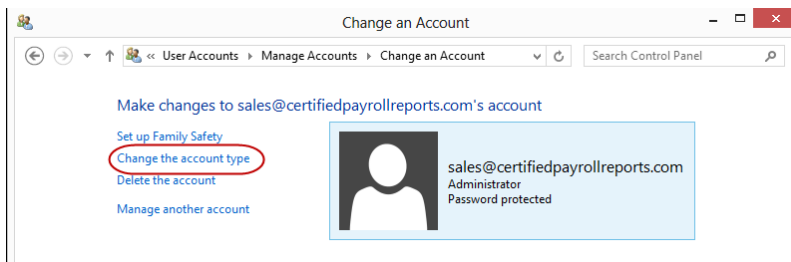
You're now taken back to the Change Account -> Make changes to (Nancy Smyth's) account, and you'll see that the account is now an Administrator account.



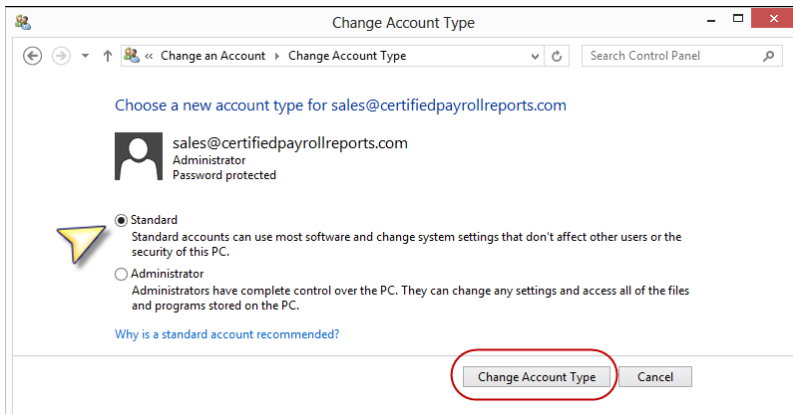
This time you will select the ORIGINAL Administrator account (sales@certifiedpayrollreports.com)



click on the **Change the account type** option.



Set/select the Standard option and click the Change Account Type button.



At this point, after clicking the Change Account Type button, swipe in the lower right corner to display the flyout menu, click on the "gear" or settings option -> click the Power icon and restart your computer.

When the login screen appears select the Standard User Account.

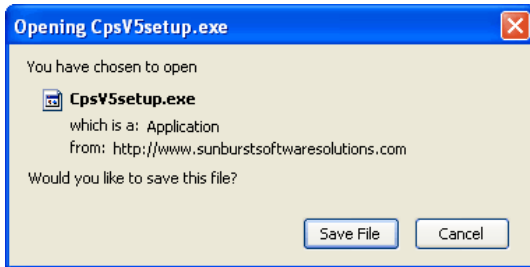
3.2.3 Internet Download

From the Web Service Center, locate the button which says "Download Current CPS Setup"

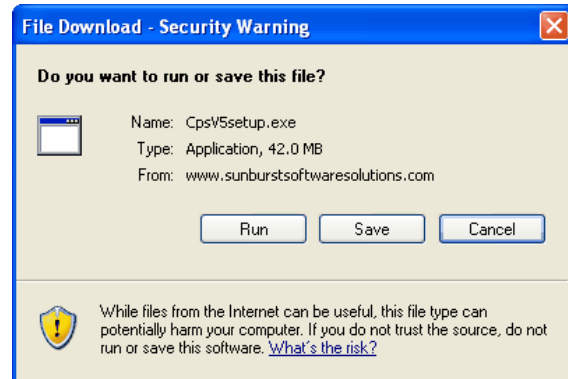
Download Current CPS Setup (40.0 MB)

Click on this button, and when prompted to Run or Save the file, choose to **SAVE** it to the hard drive of your computer for future reference.

If you use Firefox



If you use Internet Explorer



When the program has finished downloading, you will have an opportunity at that time to Open (Firefox) or Run (Internet Explorer). This will automatically initiate the [Installation Wizard](#)²⁷.

If you do not have time to install the program at this point, you can easily locate the file later, and then initiate the installation.



Where and How do I save the file so I can find it later?

Where you save the file will depend on if you are using Windows XP or Windows Vista, AND if you will ultimately be running CPS only on your computer, OR if you will network it. We'll provide an example for each.

Windows XP:

- **Run on a single computer** - create a new folder in your My Documents Folder called Downloaded Programs - save the file in My Documents -> Downloaded Programs folder.
- **Network** - create a new folder in the Shared Documents folder called Downloaded Programs - save the file in Shared Documents -> Downloaded Programs folder.

Windows Vista & Windows 7:

- **Run on a single computer** - create a new folder in your Documents folder called Downloaded Programs - save the file in C: -> Users -> Your User Name -> Documents -> Downloaded Programs folder.
- **Network** - save the file in C: -> Users -> Public -> Public Downloads



How do I install the program later?

Open the folder where you originally saved the program (see above). Locate the file called CpsSetup or CpsSetup.exe and double-click on it. This action automatically launches the Installation Wizard, and the User Account Control window will appear if you have Vista, Windows 7, or Windows 8; and you will need to enter

the Administrator password. IF THE USER ACCOUNT CONTROL WINDOW DOES NOT APPEAR, your User Account Control is not turned on and you will experience errors when attempting to run the CPS program. Immediately cancel the installation and verify your Vista or Windows 7 settings as outline in "[Important Information for Windows Vista & Windows 7 Users](#)" OR if your computer is Windows 8, see "[Windows 8 - How To Create a Standard User Account](#)" and/or [Windows 8 - Change An Admin Account to a Standard User](#)

3.2.4 CD Installation Manager

In most cases, inserting the installation CD starts the Installation Manager. If the Setup Manager shown below does not start, or come up shortly after inserting the CD, do the following.

- Use "My Computer" to locate the CD drive and double click on it.
- Locate the file named "CpsAutoRun" and double click on it.

Please take a few moments to familiarize yourself with the various options contained within the Installation Manager. The Installation Manager is ONLY available on CD Purchases.

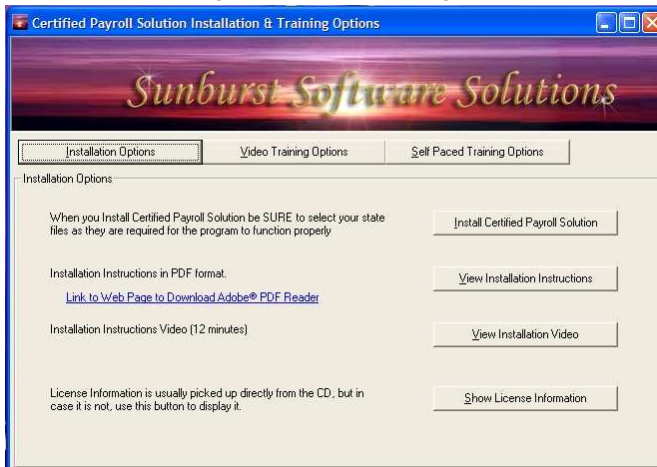


Windows 7 & Vista Users:

There will be a User Account Control window that will appear (which cannot be captured) stating that an unidentified program wants to access your computer, **you must select Allow**. If you do not see the User Account Control window - immediately STOP, or CANCEL the installation, and follow the instructions in "[Important Information for Windows Vista & Windows 7 Users](#)". You may then start the installation again.

If you have a Windows 8 computer, read [Windows 8 - How To Create a Standard User Account](#) and/or [Windows 8 - Change An Admin Account to a Standard User](#)

Installation Manager - Installation Options Tab:



- Clicking on the "Install Certified Payroll Solution" button will start the installation procedure for CPS **and** Wage Manager Solution.
- Clicking on the "View Installation Instructions" button will open a .pdf which provides complete instructions for installing your new software.
- Clicking the "View Installation Video" currently provides a complete overview of how to download the Certified Payroll Solution program electronically from the Web Service Center, save it to the hard drive of your computer, and install the program.
- Clicking the "Show License Information" button displays your license information.

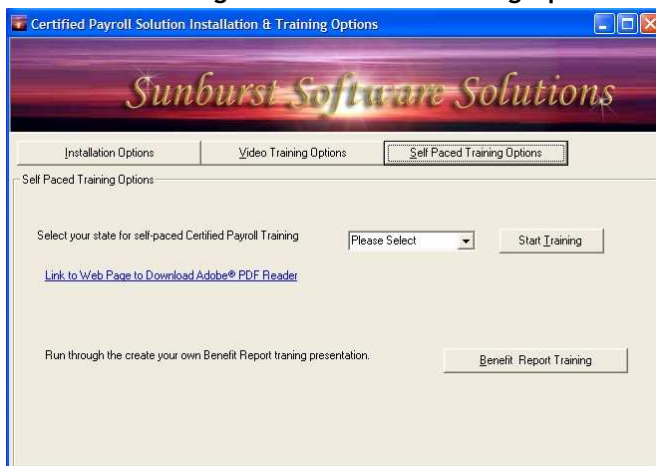
Installation Manager - Video Training Options Tab:



We highly recommend that you take the time to watch these Audio/Video training demonstrations, as they do provide a very detailed overview of how the program works and what information is required, and they **will** provide you with the answers to your basic as well as some advanced setup questions.

- Clicking the "Initial Setup of CPS" button walks you through entering your license information, granting CPS permission to access your QuickBooks file, and the initial setup of CPS and various certified payroll reporting preferences not handled by QuickBooks. 27 minutes.
- Clicking the "Setup of QuickBooks" button provides a review of your QuickBooks company file setup and the information that CPS "expects" to find there in order to accurately generate your certified payroll reports. 25 minutes.
- Clicking the "Running Certified Payroll Reports" button provides an overview of running your first set of certified payroll reports, and the creation of one-time linked records to hold additional information that QuickBooks has no means of tracking. This video demonstrates the setup of a state which falls under the reporting requirements of the Federal WH-347, while providing a good general overview of how the program works for all other states. 30 minutes.

Installation Manager - Self-Paced Training Options Tab:



- Clicking the "Start Training" button allows you to run through a "Flash" presentation for each specific state. This is provided for your benefit and you should find it to be very helpful in setting up your QuickBooks data file and running your new program. The basics are covered here, and this is well worth the time in getting reports right the first time. The manual has more detailed information. If you have questions - refer to the Quick Start Guide found in your manual for quick referencing appropriate page numbers. Please select your State from the drop-down list.
- Clicking the "Benefit Report Training" - allows you to run through a detailed "Flash" presentation on

using the Design-Your-Own-Form Benefit Reporting module. Using this presentation, combined with the detailed written instruction in the manual, will guarantee your success in utilizing this new feature should our standard generic reports not meet your specific needs. It is suggested that you review this AFTER having created Certified Payroll Reports.

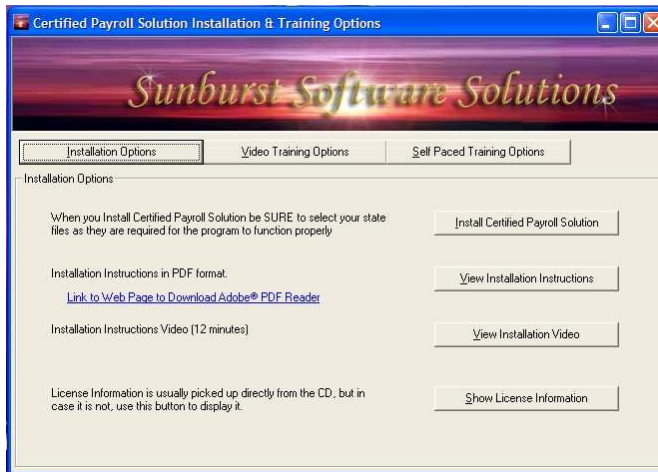
For Troubleshooting Help on Installation see:

Certified Payroll Solution Common Error Messages in the program Help file, or for the most up-to-date comprehensive list of Error Messages, visit our on-line support at <http://www.sunburstsoftwaresolutions.com/certified-payroll-solution-errors/view-category.htm>.

NOTE: If problems occur during the installation, specifically a 1329 or 1395 error (possibly others as well), disable your anti-virus software - **after** scanning the installation file or media. Rerun the installation. As a general rule, it is **NOT** a good idea to disable your anti-virus program during the installation of any software program.

Having clicked the **Install Certified Payroll Solution** button from the **Installation Option** tab, you will initiate the installation and will be automatically taken through the setup process. The 7 Steps found in the [Installation Wizard](#)^[27] is really quite self-explanatory, and in most cases, you need to do nothing more than to simply click the "Next" to continue. If you are installing CPS on a computer running Windows 2000 or XP, the following screens will appear - screens will be similar in **Windows Vista & Windows 7** and any specific instructions will be noted.

Return to Installation Manager.



If you have not already watched any of the **Training Demonstration**, select the Video Training Options tab to view Audio/Video training, OR click the Self-Paced Training Options tab from the Drop Down list, select your state, and click on the **Start Training** button. If you have purchased the program via electronic download, you may view the training demonstration on line by clicking this link: <http://www.sunburstsoftwaresolutions.com/cps-support/cps-training.htm>.

The training demonstrations are provided for **your** benefit, and you should find them to be very helpful in setting up your QuickBooks data file, and running your new program. The basics are covered within the training demonstration and is well worth the time in getting reports right the first time. The manual has more detailed information, if you have questions - refer to the Quick Start Guide found in your manual for quick referencing appropriate page numbers.

For [Network Installation](#)^[29] information, refer to the following page; otherwise, continue to [Installation and Initial Connection to QuickBooks](#).^[31]

3.2.5 Installation Wizard

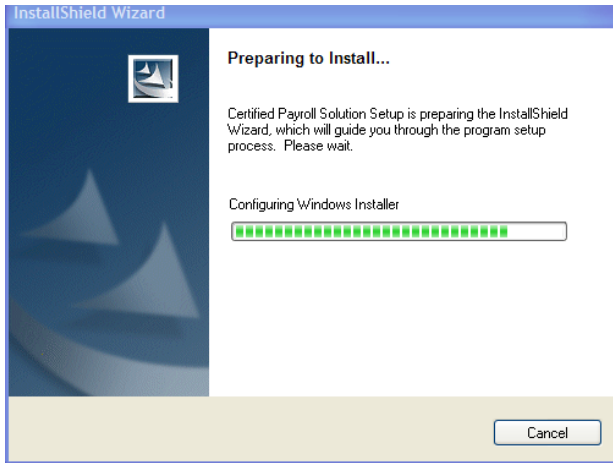


Vista & Windows 7 Users:

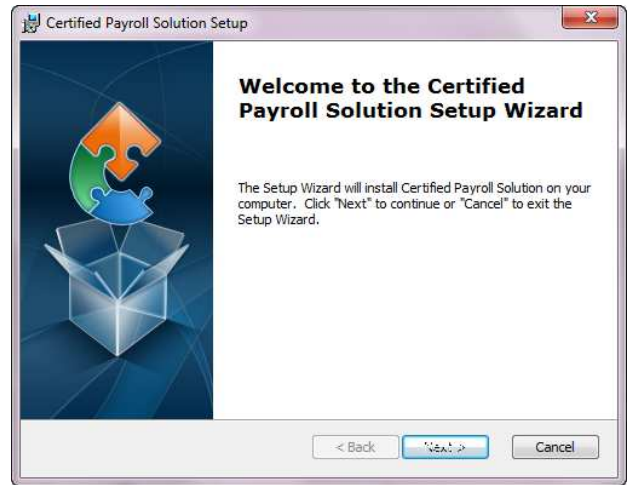
There will be a User Account Control window that will appear (which cannot be captured) stating that an unidentified program wants to access your computer, **you must select Allow**. If you do not see the User Account Control window - immediately STOP or CANCEL the installation, and follow the instructions in [Important Information for Windows Vista & Windows 7 Users](#)⁹ to turn the User Account Control setting on. You may then start the installation again.

If you have a Windows 8 computer, read [Windows 8 - How To Create a Standard User Account](#)¹³ and/or [Windows 8 - Change An Admin Account to a Standard User](#)¹⁹

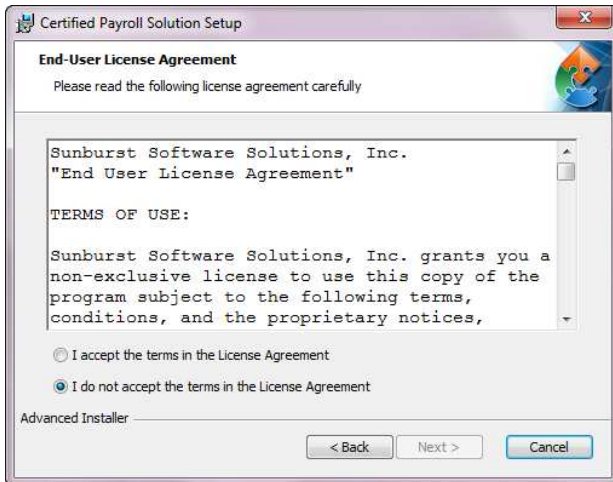
Installation Preparation



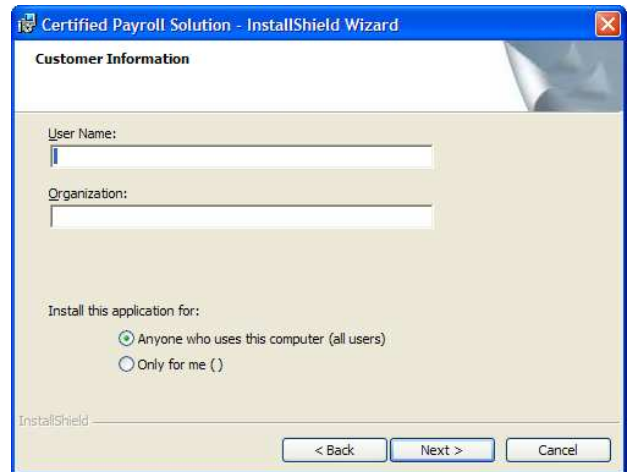
Step 1 - InstallShield Wizard



Step 2 - License Agreement



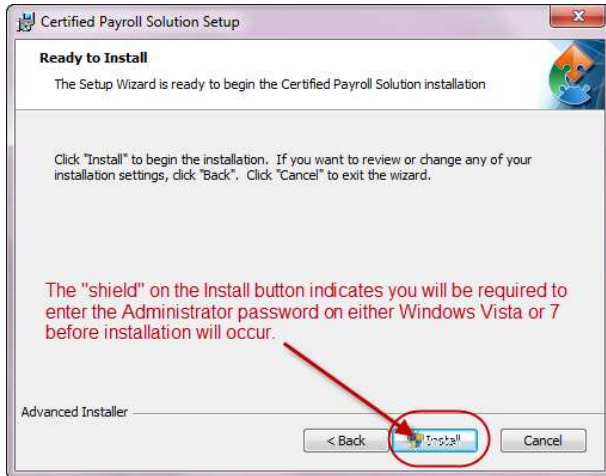
Enter Company Info-some computers



A copy of the entire license agreement can be found in this manual, as well as, the in-program Help for your convenience.

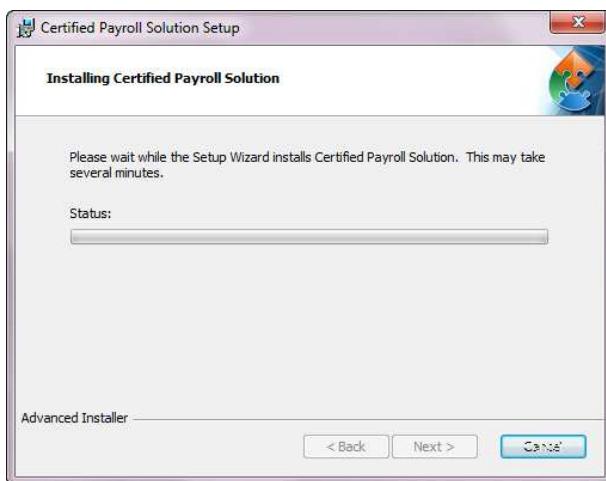
This software, like any other software program, will automatically default its installation to the computer that you are using. **You are NOT allowed to change the programs default installation of C:\Program Files\CPS for Windows XP, Vista, and 7; 32-bit computers OR C:\Program Files (x86)\CPS for Windows XP, Vista, and 7; 64-bit computers** . Complete network instructions are included within the manual. CPS must be installed on each computer, with all computers sharing a common "data folder".

Step 3 - Ready to Install Windows 7

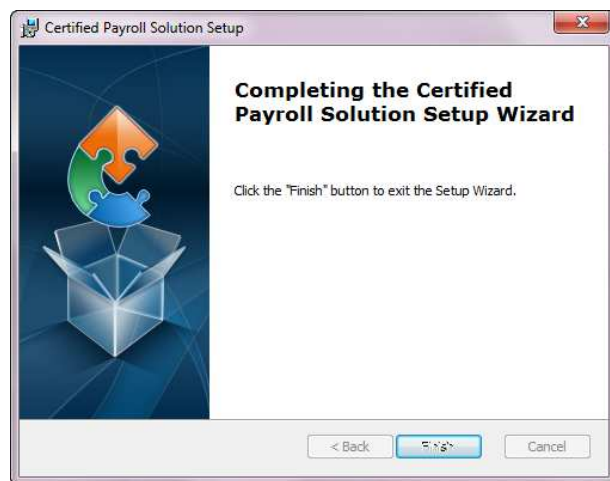


The "shield" on the Install button indicates that you will be required to enter the Administrator password on either Windows Vista or Windows 7 before installation will happen. If the User Account Control window DOES NOT APPEAR requiring you to enter the Administrator password - IMMEDIATELY CANCEL this installation and read [Important Information for Windows Vista & Windows 7 Users](#) 9.

Step 4 - Installing



Step 5 - Installation Complete



3.2.6 Network Installation

While Sunburst Software Solutions, Inc. does not proclaim to be an "IT Company, we do provide you and your IT Consultants with Network installation instructions, as a courtesy. Also, please be advised that we do not provide any other FREE Network Installation services, support, or troubleshooting assistance.

Running our program on a network is fairly easy. First, an overall view is explained, and then detailed instructions are given.

OVERVIEW:

1. The program is installed on each computer that will run the program. The same version of the program **MUST** be running on each computer. Use the Help menu -> About to check the version on each computer. Additionally you may download the most current version of the program from our Web Service Center (provided that you have a current Annual Maintenance Contract), by choosing the Help menu -> About -> Login to the Web Service Center.
*****The software may NOT be copied from one computer to another. Any computer tech who does this/attempts to do this should be instantly fired*****
 - Since our software requires QuickBooks, Microsoft Word and Excel, each of these products must also be installed on each PC that runs our software.
 - If you are running Terminal Services, the software only needs to be installed on the server as essentially that is where the software is running, and your networking is complete.
2. The Data for the program is kept in a shared folder on the network that each user has FULL PERMISSION to access.
 - A Run-time Error 75 or 76 will occur immediately upon starting the program (after double-clicking the shortcut on your desktop and BEFORE the menu appears) if the permission levels of a specific user are not sufficient.
3. Our program contains many support files and, therefore, a folder named "Data" contains all of these files. The "Data Path", which is specified in the Data Locations tab (accessed from the System Setup menu -> System Preferences -> Data Locations) points to where this Data folder is and must not contain the final \Data.
 - For example if the program's data is stored in \\Server\Accounting Shared Data\CPS\Data, then the Data Path will be \\Server\Accounting Shared Data\CPS

IMPLEMENTATION:

Backups: Even if the server is backed up, use the program's own Backup program to automatically make data backups. The reasons for this are many:

- Using the program's own data backup is simple and automatic, once it is setup.
- Restoring data is simple and does not require much searching for what files you may need to restore.
- The program restore will allow you to specify one particular file if that is the only file you are having trouble with.
- Allows you to keep multiple backups.

If the program has not yet been run for the first time: When the program is licensed on each PC, there is a "Data Path" folder where you can specify your network folder and you are networked from the start.

- By "default" this folder is set locally for a single user system and is different for Windows XP, Vista, and Windows 7.
- You may change this folder upon installation and your networking is complete.
- NOTE: If this folder ever changes, you need to update it's location using the "Browse for Data Path Folder" button found from the System Setup -> System Preferences -> Data Locations tab.

If you have already been running the program on one computer and now wish to setup another PC:

1. Backup your data on the currently functioning computer.
2. From the System Setup menu -> System Preferences -> Data Locations tab, and note the current location of your data (probably on your C drive).
3. Click into the white box her and press the F5 key to be taken into a Windows Explorer window displaying this folder.
4. Right click on the folder called "Data" and then left click the COPY option.
5. Navigate to the server and create a shared folder for this application if you have not done so already.
6. Double-click into the shared folder, right click, and then left click the PASTE option. This will copy your existing data to it's new server location.
7. TEST to be sure that you have necessary permissions to access this folder by creating a simple Word document named "Test" and saving it to this folder. ALSO TEST to ensure that you can delete the "Test" document. If you cannot save a file to OR delete a file from this folder you do not have sufficient permissions and will need to resolve this BEFORE you attempt to run CPS.
8. Now that your data has been moved, simply tell the program about it's new location by returning to the Data Locations tab and using the Browse for Data Path Folder button.



All computers must be running the same version of CPS - check the Help menu ->About for version information.

Obtain software installations for new computers from our Web Service Center, which can be accessed from the computer that the program is currently installed on by going to the Help menu -> choosing About -> clicking the Login to Web Service Center button.

3.2.7 Installation & Initial Connection to QuickBooks



Audio/Video Training Available:

A 30 minute video called Certified Payroll Solution - Initial Setup covering this section is available on your Installation CD, or in our On-Line Support Area using this url - <http://www.sunburstsoftwaresolutions.com/cps-training.htm>

Congratulations! You are now ready to run **Certified Payroll Solution** for the first time. From your **Start** menu, choose Programs, choose Sunburst Software Solutions, and choose **Certified Payroll Solution**. Or, look on your Desktop for this icon



Certified Payroll Solution.lnk

And double click on it to start CPS.



If you choose to "share" your data, it will be moved automatically to the Public Documents folder within Users -> Public. Otherwise it will remain in the My Documents folder of your own user account.

The first time you run the program, leave the CD in the drive, as it will be used to prefill your license information. The following message box will prompt you.



Select OK.

This program is licensed to ONLY THE COMPANY NAME THAT WAS GIVEN WHEN YOU PLACED YOUR ORDER! If the name is incorrect, you must contact us at (888) 348-2877. If you have additional companies that require Certified Payroll Reporting, please contact us for an additional License(s) at a discounted price.

You will be taken to the next setup screen, which looks like this - if you have purchased the program on CD, this information will be pre-filled for you, and changing the information in any way, will cause an error. If you have purchased the program via electronic download, simply copy and paste the licensing information contained in the email to their appropriate spots.

Troubleshooting: If you receive the following Error Message "Invalid Company Name, State, Serial Number and License Key" - The license key is incorrect for the name of the company, state, and serial number. Make sure that each of these elements matches your licensing letter or email; using upper and lowercase letters.



If you did not install the program in its default location, YOU MUST write the information contained in the Data Path (including drive) box in this manual. We will not be able to help you, if you have not installed the program to its default location.

You will now receive the following message box - please follow the instruction in the box to begin [Granting CPS Permission to Access Your QuickBooks File](#)³².



3.2.8 *Granting CPS Permission to Access your QuickBooks File*



Whenever you initially install a 3rd Party Integrated Application such as ours, you must grant permission within QuickBooks to the integrated application, before the Integrated Application is able to communicate with your company file. This safety protocol was established by Intuit so that QuickBooks users would feel safe using integrated applications.

To grant permissions to an Integrated Application, you must be logged into QuickBooks as the QuickBooks Administrator (Admin) and be in single-user mode.

As the QuickBooks Administrator, Certified QuickBooks ProAdvisor, Accountant, IT Consultant, etc. setting up this program; please take the necessary time up front to make sure that the following permission setting exist - you can even create a new Role in QuickBooks called CPS, if you would like, and assign it to multiple people. The time you spend now will save someone a call to Technical Support, and eliminate the need to call you back into their office to correct any problems.

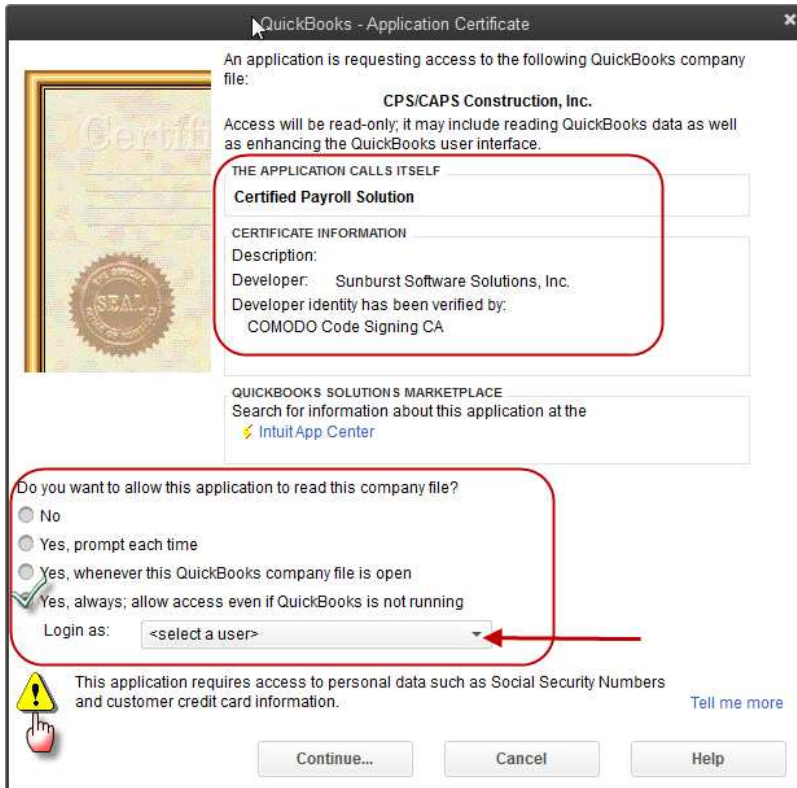
Be sure to follow the correct instructions, because granting permissions does differ between versions.

We'll cover instructions for QuickBooks Pro/Premier 2013 AND Enterprise 13.0 in the manual, and place instructions for older versions of QuickBooks in our On-line Support Area <http://www.sunburstsoftwaresolutions.com/cps-technical-training-documentation/view-category.htm?dir=DESC&limit=10&limitstart=10&order=date> in the event that any of you are still using those versions, and doing manual payroll.

3.2.8.1 QuickBooks 2008-2015 or Enterprise 8.0-15.0 Users

After opening the QuickBooks Company file that you will be using with CPS and clicking the OK button, CPS will now access your QuickBooks Pro/Premier company file requesting that you grant it permission to access your file. The following QuickBooks Integrated Application Screen will appear as shown below.

Intuit has made it easier to grant permissions in these versions, and allows Developers such as ourselves, to indicate "how" we will be accessing your QuickBooks company file. As shown below, CPS access will be "read-only", meaning, that we will only **read** the information that you have already entered in QuickBooks without ever writing anything back. This screen, also, indicates that CPS requires access to personal data, such as Social Security Numbers, which are required on Certified Payroll Reports.

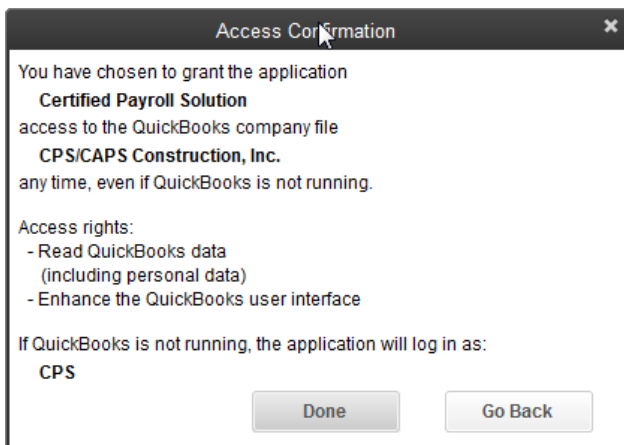


On this screen, select the "Yes, Always; allow access, even if QuickBooks is not running" option.

In the Login As: drop down, {where it says <select a user> choose Admin or someone who has full payroll & timesheet permissions.

Enterprise Users - be sure that the person chosen in the "login as" has sufficient permissions, refer to [CPS Minimum Permission Setting for Enterprise Users](#) ³⁴.

Select Continue.



And confirm the settings that have just been initiated.

Clicking the Done button, you will be taken to **System Setup -> Addresses tab**

3.2.8.1.1 Enterprise 8.0-15.0 Minimum Permission Settings



The advanced permission setting in Enterprise 8.0-14.0, certainly can make a business owner feel more confident, that only the people they really want to have access to certain data, are the only ones that will indeed be able to access it. However, we have seen many business owners get “carried away”----effectively stopping people from actually doing their job.

When granting Certified Payroll Solution access rights to your QuickBooks file, the user that is assigned, in the “Login As” drop down selection of the Integrated Application properties screen, **must have** the following access rights to the QuickBooks company file - otherwise, Certified Payroll Solution will not be able to access the required information to complete your Certified Payroll Reports, and the user will receive a QuickBooks Error message - stating:

Retrieving “x” (time line entries or Jobs) from QuickBooks Failed.

Error Code 0:

“X” (Job) query failed. Insufficient permission level to perform this action.

. . . and they will be unable to run or print the reports.

As the QuickBooks Administrator, Certified QuickBooks ProAdvisor, Accountant, IT Consultant, etc. setting up this program, please take the necessary time, up front, to make sure that the following permission setting exists - a suggestion is to create a new Role in QuickBooks called CPS, and assign it to multiple people, or, as needed. The time you spend now will save someone a call to Technical Support, and perhaps eliminate the need to call you back into their office from an important meeting.

To ensure that the user has sufficient permissions from the QuickBooks **Company Menu**, select **Users** and, then, **Set Up Users and Roles**. In the **User List tab**, click on the name of the user to view the **Roles** assigned to this user. Select the **Role List Tab**, and then, press the **Edit Button**. Following are the **minimum** permissions required to retrieve paycheck and time sheet information from QuickBooks, however, it does not guarantee the ability to actually issue payroll in QuickBooks, OR the ability to correct any errors that the program finds:

Select **Banking** option and expand the Activities by clicking on the + sign.

1. Click on the **Bank Accounts** option, and expand the list by clicking on the + sign. Select the name of the **bank account** that you use to **issue paychecks**. Select **Full Access, View and Print**.
2. Click on **Checks**, and expand the list, by clicking on the + sign. Select **Partial Access to View, Create, Modify, and Print**.

Select **Centers** and expanding the Activities by clicking on the + sign.

1. Click on the **Customer Center** and expand the list by clicking on the + sign. Select **Partial Access to View List, Modify Entries, Print List, and View Balance**.
2. Click the **Employee Center** and expand the list by clicking on the + sign. Select **Partial Access to View List, Modify Entries, Print List, and View Payroll Info**.
3. Click the **Vendor Center** and expand the list by clicking on the + sign. Select **Partial Access to View List, Modify Entries, Print List, and View Balance**.

Select **Company** and expand the Activities by clicking on the + sign. Select **Company Information** and grant **Full Access with View and Modify Access** levels.

Select **Employees & Payroll** and expand the list by clicking on the + sign. Select **Paychecks** and choose **Full Activity Access Level**, including **View, Create, Modify, Delete and Print**. Select **Payroll Adjustments** and choose **Full Activity Access Level**, including **View, Create, Modify, and Delete**.

Select **Lists** and expand the Activities by clicking on the + sign.

1. Select **Customer & Vendor Profile List** and expand the list by clicking on the + sign. Select **Customer Type List** and choose **Full Activity Access Level**, including **Create Entries, Modify, Delete, and Print**.
2. Select **Payroll Item List** and choose **Full Access** with the ability to **View List, Create Entries, Modify Entries, Delete Entries, and Print Lists**.

Select **Reports** and expand the Activities by clicking on the + sign:

1. Select **Custom Transaction**, expand this, select **Custom Transaction Detail**, and choose **Partial Access to View**.
2. Select **Customers and Receivables** and choose **Full Access to View and Print**.
3. Select **Employees and Payroll** and choose **Partial Access to View**
4. Select **Jobs** and choose **Full Access to View and Print**
5. Select **Time** and choose **Full Access to View and Print**
6. Select **Vendors and Payables** and choose **Full Access to View and Print**

Select **Time Tracking** and choose **Full Access to View, Create, Modify, Delete, and Print**.

3.2.9 *What's Next?*

After you have completed the program installation and granted Certified Payroll Solution (CPS) permission to access your QuickBooks Data file, you will automatically be taken through our Setup Wizard and to the System Setup menu -> System Preferences -> Addresses tab; the "Setup Wizard" will begin walking you through the setup of your Certified Payroll reporting preferences.



If you close the Setup Wizard and wish to access it at a later time - go to the Help menu --> choose Setup Wizard.

Access to your CPS Manual (in .pdf format) will be available as:

- a shortcut on your desktop
- from your Windows Start button -> Programs -> Sunburst Software Solutions -> CPS Manual
- from within CPS by going to the Help Menu, and choosing Manual (.pdf)

Searchable Help is available from the CPS Help menu by choosing Contents.

Screen (window) sensitive Help is also available by clicking on the **question mark** (located in the lower right corner of each screen). Clicking on the button will open a browser window containing Help text that is specific to the screen you are working in with links to State Specific instructions.

