



Sunburst Software Solutions, Inc.
Phone: (888) 348-2877
Email: AskUs@SunburstSoftwareSolutions.com
Website: <https://sunburstsoftwaresolutions.com/>

Certified Payroll Solution Enterprise User Permissions

The advanced permission setting in the QuickBooks® Enterprise Solutions version can certainly 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, ProAdvisor and IT people get “carried away” — effectively stopping people from actually doing their job!

NOTE: Certified payroll reports should be created by the same person that handles payroll!

When granting Certified Payroll Solution access rights to your QuickBooks file the user that is assigned in the “Login As” drop-down section 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.

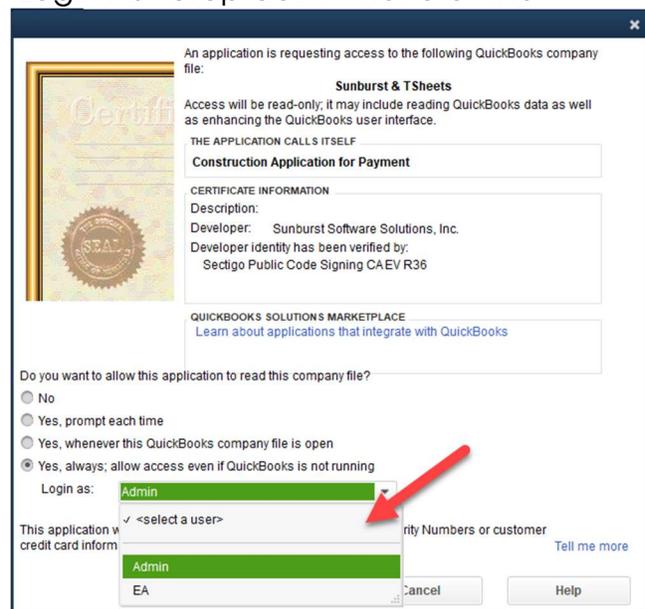
Example:

Larry, who is the QuickBooks Administrator (ADMIN), originally set up Certified Payroll Solution and initially chose Admin from the “Login As” drop down menu of the Integrated Application Properties screen.

Larry did all the setup and ran the first few weeks of certified payroll reports to make sure everything was set up and working properly.

Larry then gave the task of generating reports to Suzy, who normally handles **ONLY Accounts Payable**.

Certified Payroll Reports should be run by the same user that does payroll!



In QuickBooks, Suzy's user profile has no permission to access timesheet or payroll data.

When Suzy is logged into QuickBooks as herself and attempts to run Certified Payroll Solution, she will receive the following error message in Certified Payroll Solution that has been created by QuickBooks and is now being reported.

Retrieving "X" (time-line entries, jobs, employees, payroll data) from QuickBooks failed

Error Code 0: "X"

(timesheet, jobs, employees, payroll data) query failed. QB returns: Insufficient permission level to perform this action.

At this point Suzy is unable to run the reports because Larry told Certified Payroll Solution that only the Admin user (or a user with Admin permissions) can run report – and Suzy does not have the correct permissions.

To avoid a call to Sunburst Technical Support, Larry has 4 options:

1. Tell Suzy that when she needs to run certified payroll report to have the QuickBooks company file closed. This allows the program to login and connect to the QuickBooks file automatically using Admin permissions (as long as the Admin is not currently logged into QuickBooks). **This method causes a considerable delay in the programs initial connection to the QuickBooks company file, and you might feel that the software is not working.**
2. Edit Suzy's QuickBooks User Account and give her the required permissions so that she can have QuickBooks open while running reports and also to correct any errors that CPS encounters. On Suzy's computer the QuickBooks Administrator, while in single-user mode, must go to the:
 - Edit menu → choosing Preferences.
 - Scroll to Integrated Applications → click on the Company Preferences tab.
 - Click on Certified Payroll Solution → and click Properties.
 - And change the "Login As" to be Suzy's user.

The Admin can now Exit QuickBooks. Suzy can log in as herself and can now run reports.

3. Create a new User Account in QuickBooks called CPS, who has the permission outlined **below**. Changing the "Login As" as detailed above.

4. Create a new permissions **Role** in QuickBooks called Certified Payroll – **recommended method.**

Important Note: If Larry chooses Option 1 or 3 and Suzy encounters any errors, such as **Timesheets (for Employee/job/wage) listed below are not in the Paycheck detail OR Employees listed below have multiple rates for the same payroll item name in the QuickBooks Employee Record** – Suzy will be unable to into QuickBooks and correct the problems. Larry or the person running payroll will have to log into QuickBooks and correct the errors before Suzy can create the reports without errors.

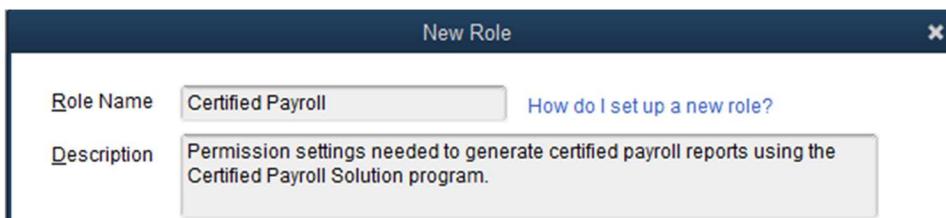
In theory, this sounds like it can be accomplished. However, in reality we don't see this happen and reports are generated with errors, then rejected, causing payments to be withheld.

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 the following permission settings exist – we suggest that you create a new **Role**, in QuickBooks called Certified Payroll and assign it to multiple people or as needed.

Taking the time to ensure that the person whom you wish to have run Certified Payroll Solution has the proper permissions outlined below will alleviate the need for a support call and overall frustration with the software.

How to create a Certified Payroll Role in QuickBooks.

1. From the QuickBooks Company menu, select Users -> Setup Users and roles.
2. Enter the Admin password when prompted → click OK.
3. Click the Role List tab → New.
4. Roll name = Certified Payroll
5. Description = Permission settings needed to generate certified payroll reports using the Certified Payroll Solution program



The screenshot shows a 'New Role' dialog box with the following fields:

- Role Name:** Certified Payroll
- Description:** Permission settings needed to generate certified payroll reports using the Certified Payroll Solution program.

Click the + sign next to Banking.

1. Click the + sign next to Bank Registers → select the name of the bank account that you use to issue paycheck from → select Full → View and Print
2. Select Checks → select Partial → View → Create, Modify, and Print

Click the + sign next to Centers.

1. Click the + sign next to Customer Center → select Partial → View, Modify, Print, and View Balances.
2. Click the + sign next to Employee Center → select Partial → View, Modify, Print, and View Payroll Info.
3. Click the + sign next to Vendor Center → select Partial → View, Modify, Print, View Balance

Click the + sign next to Company.

1. Select Company Information → Select Full → View and Modify

Click the + sign next to Employees & Payroll.

1. Select Paychecks → select Full → View, Create, Modify, Delete and Print
2. Select Payroll Adjustments → select Full → View, Create, Modify, Delete

Click the + sign next to Lists.

1. Select Customer & Vendor Profile Lists → select Customer Type List → select Full → View List, Create Entries, Modify Entries, Delete Entries, and Print List
2. Select Payroll Item List → select Full → View List, Create Entries, Modify Entries, Delete Entries, and Print List

Click the + sign next to Reports.

1. Select Custom Transaction** → Partial → View.
2. Select Customers & Receivables → Full → View and Print
3. Select Employees & Payroll → Partial → View.
4. Select Jobs → Full → View and Print
5. Select Time → Full → View and Print
6. Select Vendors and Payable → Full → View and Print

Click the + sign next to Time Tracking.

1. Select Full → select View, Create, Modify, Delete and Print

Assign the Certified Payroll Role to Users

Once these permissions have been selected, Click OK.

Still logged in as the Administrator, click the User List tab

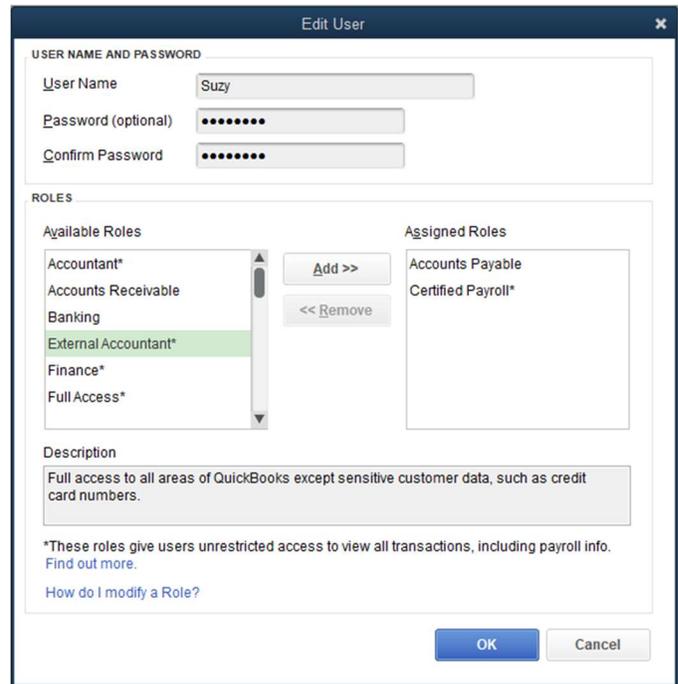
- Select Suzy's user → choose Edit.
- From the Available Roles block → click on the Certified Payroll role just created → and click Add

Suzy's user profile should now look like this:

Click OK → then Close.

From the QuickBooks Edit menu

2. Choose Preferences → Integrated Applications → Company Preferences
3. click on Certified Payroll Solution → click Properties.
4. change the login as to Suzy on this computer.
5. Click OK, Ok again to exit Preferences.



At this point, the Administrator should Exit QuickBooks.

Susy should log into QuickBooks as herself and be able to create the certified payroll reports without error.

If errors continue, please review the above settings carefully, before contacting Sunburst Support. We have carefully tested and documented the required permissions.