



## Frequently Asked Questions

**FileX** is a secure way for ADP® to seamlessly and conveniently exchange documents with you. Using FileX is a faster and easier experience too. You'll be receiving all your files from your ADP team through FileX, which means you can feel safer than ever managing the sensitive information of your company and most importantly, your employees.

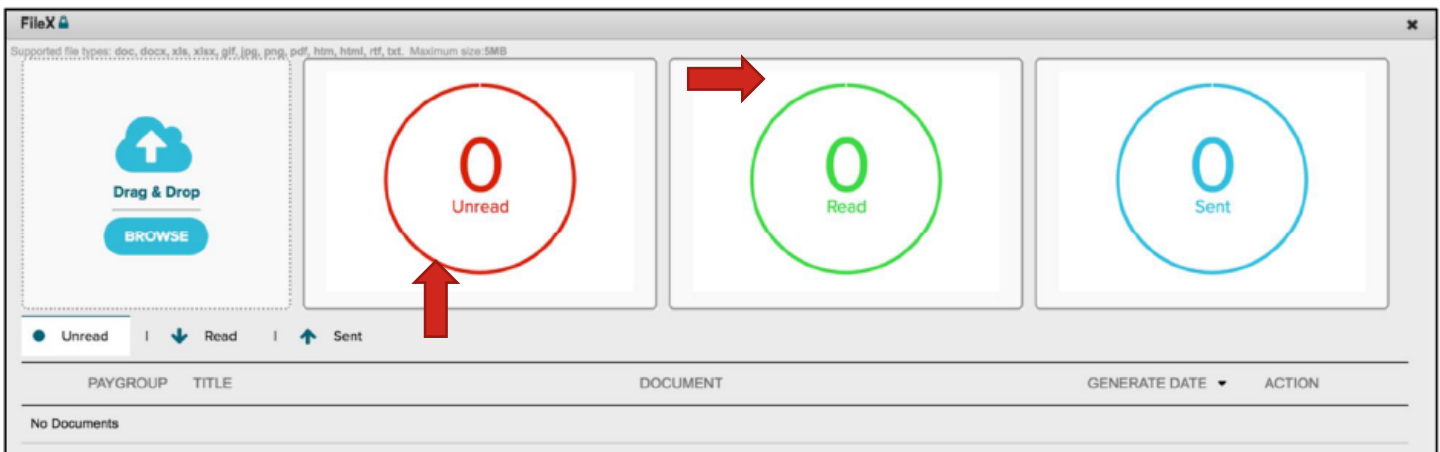
Documents uploaded through FileX are securely stored so both Client Admins and ADP can use FileX to send, receive, view, approve or reject the documents in a secure way.

**Note:** If you have any questions or need assistance with FileX, please contact your Payroll Advisor.

### How do I access FileX?



1. Click the **secured tray icon** in the header of My TotalSource.
2. The **FileX dashboard** displays.





## What are the benefits of the dashboard?

- Upload documents by **dragging** a file into the Drag & Drop section or by clicking **Browse** and selecting a file.
- Clickable data icons display a high-level count of Unread, Read and Sent documents. **Select** a data icon to view the document detail section for that status.
- The document detail section displays uploaded documents and associated action (view, approve, reject, delete).
  - **Note:** All documents are available for 30 days with the exception of wage garnishment documents which are kept forever.

## How do I upload documents?

- Similar to an online drop box, clients can upload Word, PDF, Excel and JPEG files.
  1. Drag a file into the **Drag & Drop section** or click **Browse** to select a file.

FILE NAME	FILE SIZE	TITLE	COMMENTS
FileX test document - Copy - Copy.txt	19 b	FileX test document - Copy - Copy.txt	

Category: Agency Notice, BEP, Bankruptcies, Benefit Forms  
 Paygroup: 88A  
 CANCEL SUBMIT

2. Select or enter the **Pay group**.
3. Enter the **Title** of the document.
4. Select a **Category** to indicate the type of document.
5. If available, certain categories display an employee field so that the client admin may select the employee associated with the document.



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6. Enter any **comments** you would like ADP to see upon receipt of the document.
7. Click **Submit**.
8. To confirm a document has been sent, **click sent** and verify the document is listed in the document detail table.

### How do I view documents?

- Documents that ADP sends to you display in the **New** data icon.
  1. Click a data icon (**Unread, Read, or Sent**).
  2. Click the **Document** link to view the document.
    - a. The document downloads to the user's computer.
  3. If necessary, click the **trash icon** to delete the document.



### How do I process a Wage Garnishment?

1. To ensure timely processing of all garnishment orders, upload the orders via **FileX**.
2. When uploading a garnishment document, select the **Garnishment/Lien** category and then select the corresponding category.
3. Title the document as (**Type of Order**)- Employee Name.
4. Select the **Employee Name**.
5. Click **Submit**.