

# **TotalPay<sup>®</sup> iNET**

## **Web Site User Guide**

### **(For Employers)**

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# I. INTRODUCTION

Welcome to ADP's TotalPay® iNET Web site (<https://tpinet.adp.com>). TotalPay iNET Web site provides you the ease and convenience of using your personal computer to manage your ADPChecks and ADP Full Service Direct Deposit. You will be able to request stop payments on ADPChecks, request reversal/deletion of Employee Full Service Direct Deposit, order copies of paid ADPChecks, review the status of these requests, and view the Uncashed Items and Refunded Items report.

This guide will familiarize you with the services available on the TotalPay iNET Web site so you manage ADPChecks and FSDD for your employees.

## SCREEN PRINTS

All screen prints are for illustration purposes only.

## SUPPORT

For support on TotalPay iNET, please contact your Client Service Representative.

## SYSTEM REQUIREMENTS

The TotalPay iNET Web site supports Windows 2000 and XP, and Internet Explorer 6.0 or above.

## II. GETTING STARTED

### A TWO-PART PROCESS

There are actually two sections within the TotalPay iNET Web site. The first is the security feature from Netsecure that will recognize you as a valid user when you log on to the TotalPay iNET Web site.

If you are a new user to ADP's Internet Security Infrastructure (ISI), you will receive an e-mail notification, which provides the information to register and download a digital security certificate in order to access the Netsecure (<https://Netsecure.adp.com>) and TotalPay iNET (<https://tpinet.adp.com>) Web sites. See "Downloading Your Digital Certificate" in section IV of this guide.

If you are an existing ISI user, you will not receive an e-mail notification; however, your Client Service Representative will contact you when the TotalPay iNET product is established for your use. You will use your current digital certificate to access Netsecure (<https://Netsecure.adp.com>) and TotalPay iNET (<https://tpinet.adp.com>). Proceed directly to Section V, "Logging into the TotalPay iNET Web Site."

### OVERVIEW OF ADP INTERNET SECURITY

ADP's Internet Security System, Netsecure is the system that controls access to ADP's Internet products. It provides user authentication, single sign-on, and centralized user management. This means that secure user access to all ADP Internet products can be set up and managed within one application. Users only have to register once, and all ADP Internet products share the same registration and login ID.

### III. CLIENT MASTER SETUP IN NETSECURE

**NOTE:** This section is for the Client Master only. If you are not a Client Master, skip to “Downloading your Digital Certificate” in section IV of this guide.

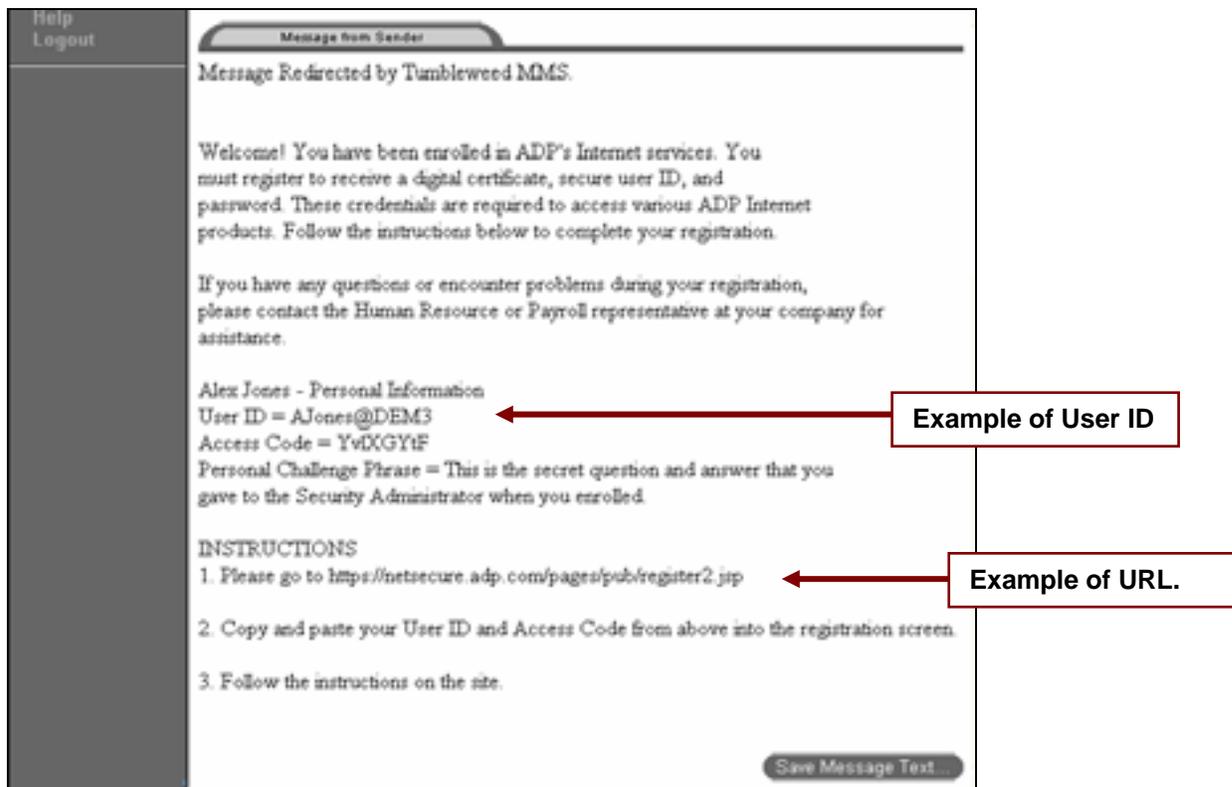
The Client Master is the highest level assigned in ADP’s Internet security system, Netsecure. The Client Master is the administrator for your company and can perform all functions.

Once you are set up on the Netsecure Web site and the TotalPay iNET Web site, you can go directly to the site at <https://tpinet.adp.com> to manage TotalPay iNET for your company.

## IV. DOWNLOADING YOUR DIGITAL CERTIFICATE

You must download a digital certificate before you can log into the Netsecure Web site (<https://Netsecure.adp.com>) or the TotalPay iNET Web site (<https://tpinet.adp.com>). Perform the following procedure on the PC you will use to set up and manage users. Your digital certificate is valid for two years. If you are a new ISI user, you will receive an e-mail notification, including instructions for renewing your certificate, 60 days before the expiration date. If you are an existing ISI user, you will not receive an e-mail notification; however, your Client Service Representative will contact you when the TotalPay iNET product is established for your use.

1. Open the confirmation e-mail you received from ADP. (See sample below. Keep in mind that the URL referenced in the message below is for illustration only.)



2. Click the URL in the e-mail or enter it in your browser to go to the registration page (shown on page 5). **NOTE:** You may receive a security alert before this page appears. If you do, click **Yes** to continue.
3. Copy and paste the User ID and Access Code from the confirmation e-mail. **Note:** The Access Code is sensitive to both spaces and case. Do not copy any spaces with the Access Code.
4. Select the security question (Challenge Prompt) you agreed on with your ADP Implementation Specialist, and enter your answer. Remember, your answer (Challenge Response) is case sensitive.

5. Create a password for your account. Password rules are as follows:
  - Your password must be between eight and twenty characters and contain at least one alpha and one numeric character.
  - Your password is case sensitive.
  - You can use special characters and spaces in your password.
  - You cannot repeat any character more than four times. For example, AAAAAA11 is not allowed.
  - Your password will expire in six months, at which time you will be prompted to select a new one. That password change will be effective immediately.
  - When changing your password, you cannot repeat a previous password. The system will retain a history of your last four changed passwords, and you cannot reuse them. Temporary reset passwords will not be part of the password history.
  
6. Click **Submit** to download your certificate.

The screenshot shows the 'ADP Netsecure Internet Administrator' user registration page. At the top, it says 'ADP Netsecure Internet Administrator' and 'ADP Internet Administrator User Registration'. Below this is an important note: 'Important: Be sure to request your certificate on the same computer on which you plan to use your certificate. If you need to use the certificate on more than one computer - follow the instructions to copy your certificate between computers.' The form is divided into sections: 'User's Identity' with fields for 'User ID' and 'Access Code'; a challenge-response section with a dropdown for 'Challenge Prompt' (currently set to 'What was your favorite childhood pet's name?') and a 'Challenge Response' field; and a password section with 'Password' and 'Confirm Password' fields. A red asterisk note states: '\* Password must be a minimum of 8 characters and contain at least one alpha and one numeric character.' At the bottom right, there are three buttons: 'Submit', 'Reset', and 'Help'.

**NOTE:** After you click submit, you may receive several security alerts similar to the one below before the Congratulations page appears. If you do, click **Yes** as many times as is necessary to continue.



The Congratulations screen below will appear. A digital certificate has now been successfully downloaded to your PC and your password is set. You are now ready to log in to ADP Internet Security or the ADP Internet product your company is using. See the Logging In to ADP Internet Security section for information on how to access the security site. Refer to your product documentation for information on how to access and use specific products.



**Note:** You can export your certificate to a diskette or CD-ROM to keep as a backup in case your computer crashes. Be sure to keep the diskette or CD-ROM in a secure location. You can also import your certificate to another computer from the diskette or CD-ROM. For more information, see "[How do I manage my digital certificate?](#)" in the online help section of the Netsecure Web site.

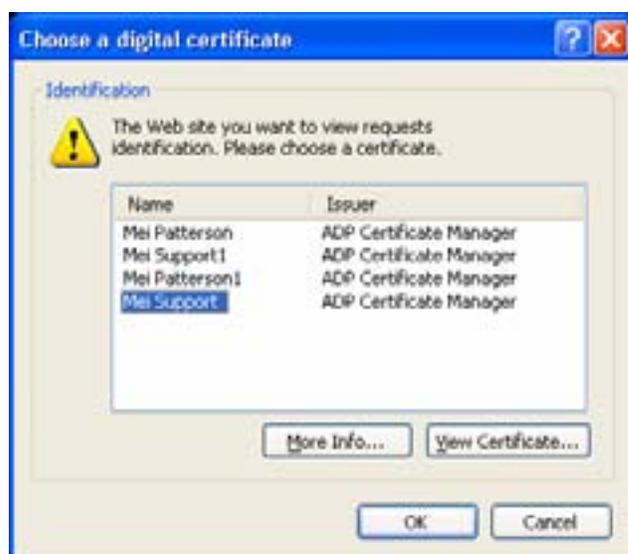
## V. LOGGING IN TO THE TOTALPAY INET WEB SITE

Once you have completed the Netsecure installation and downloaded your digital certificate, you can access the TotalPay iNET Web site. To access the TotalPay iNET Web site, follow these steps:

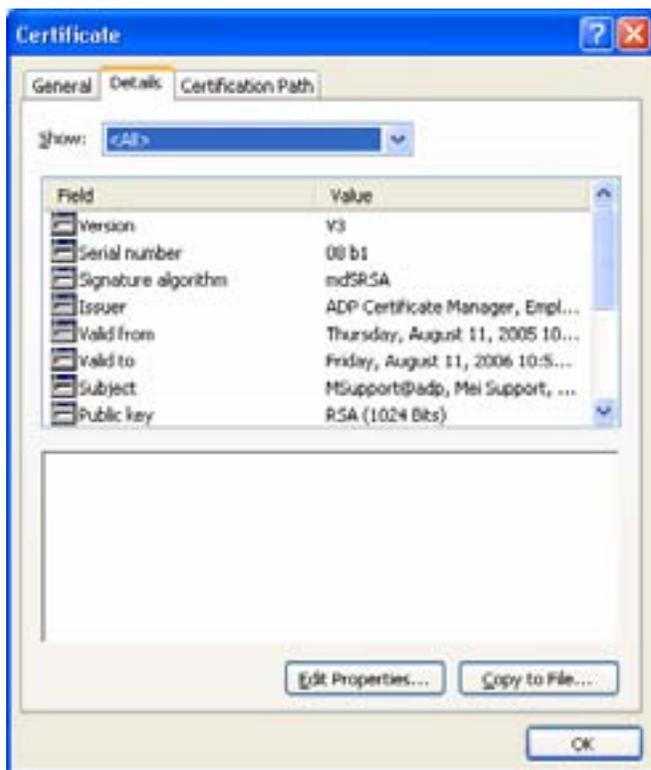
1. Open a browser and go to <https://tpinet.adp.com>. The following Security Alert window may appear. Click **Yes**.



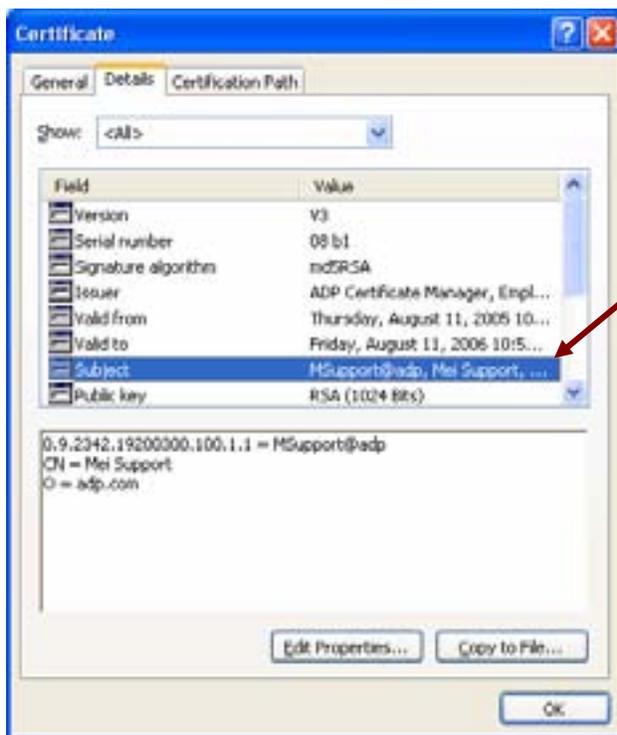
2. The Choose a Digital Certificate window will appear. Click the appropriate certificate and then click OK. If you have forgotten your User Name, click the **View Certificate** button.



The Certificate screen will appear. Click the **Details** tab.

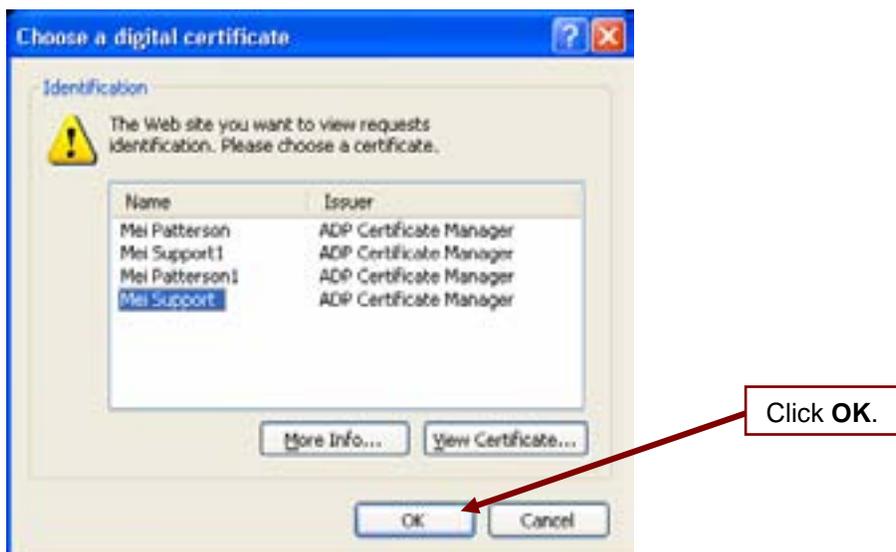


a. Click the **Subject** field. Your certificate information will appear in the lower box.



**Highlight and copy your certificate name.** (To copy, press and hold the Control key and then press the C key.). Click **OK**.

- b. The Choose a Digital Certificate window will appear. Click the appropriate certificate and click **OK**.

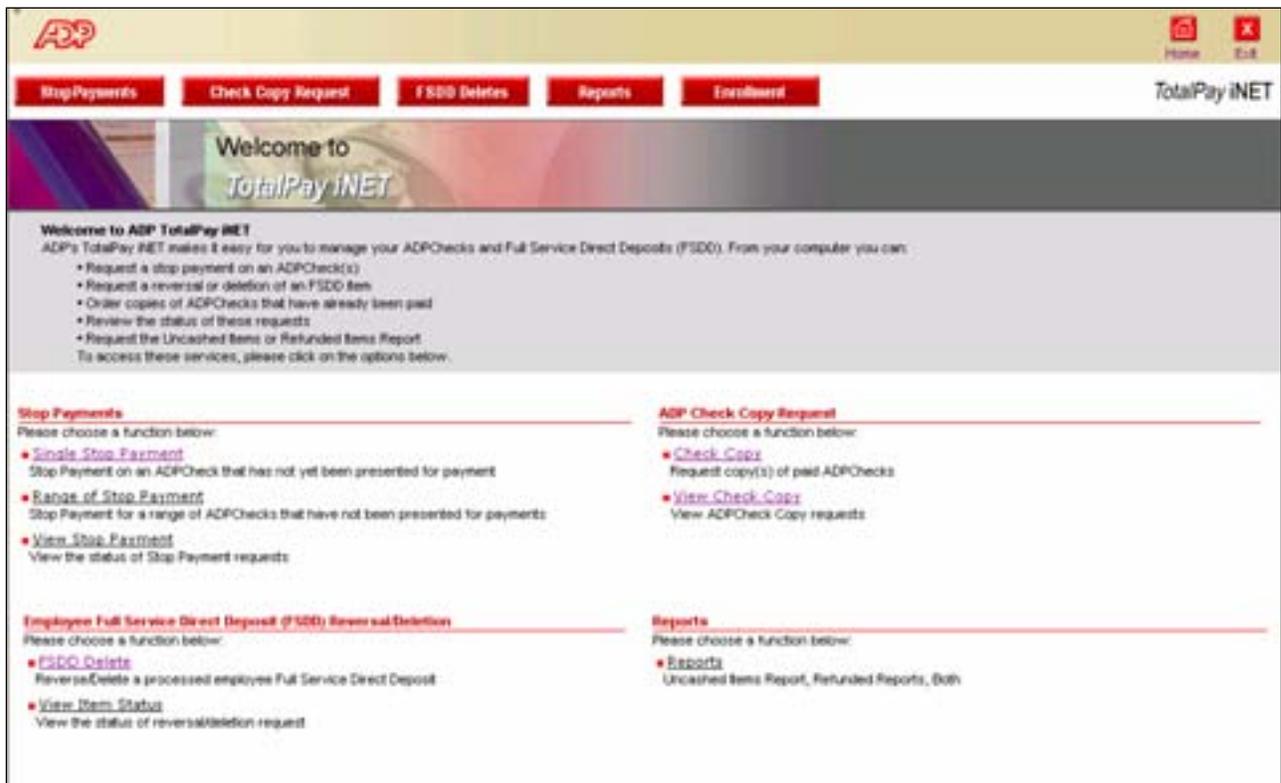


The Enter Network Password window shown below will appear.

3. Paste your User Name in the appropriate field (you copied it on the Certificate window). To paste the User Name, press and hold the Control key and then press the V key.
4. Type in your Password. Click the **OK** button.



The Welcome to TotalPay iNET screen shown below will appear.



You are now successfully set up in both the Netsecure and the TotalPay iNET Web site. From this page, you can do the following:

- Request stop payments on your ADPChecks
- Request reversal/deletion of employee FSDO items
- Order copies of ADPChecks that have already been paid
- Review status of these requests
- Request the Uncashed Items and Refunded Items report

## MANAGE USERS

This section discusses how to set up and manage the Web site users you select for the TotalPay® iNET Web site. As a security feature, there are multiple user account levels in both the Netsecure and the TotalPay iNET Web sites. You can decide how many users to create and what level to assign to each user. A detailed description of each user level is available on the next page.

### User Accounts

Assign user account levels in both the Netsecure and TotalPay iNET Web Sites based on the following matrix and user descriptions:

#### Netsecure Web Site User Levels

| Netsecure User Level | Create Security Admins | Create Product Users | User Name/ Password Maintenance | View/Edit Personal User Profiles | TotalPay® iNET Web Site User Level |
|----------------------|------------------------|----------------------|---------------------------------|----------------------------------|------------------------------------|
| Client Master        | X                      | X                    | X                               | X                                | TPiNetClientAdmin                  |
| Admin                |                        | X                    | X                               | X                                | TPiNetAdmin                        |
| User                 |                        |                      |                                 | X                                | TPiNetUser                         |
| Report User          |                        |                      |                                 | X                                | TPiNetReportUser                   |

#### TotalPay® iNET Web Site User Levels

| Netsecure User Level                    | Client Master or Security Admin | Product User | Report User      |
|-----------------------------------------|---------------------------------|--------------|------------------|
| TotalPay® iNET Web Site User Level      | TPiNetClientAdmin               | TPiNetUser   | TPiNetReportUser |
| <b>Task</b>                             |                                 |              |                  |
| Create Admin, Product, and Report Users | X                               |              |                  |
| Manage                                  | X                               |              |                  |
| Reset User Password                     | X                               |              |                  |
| Submit FSDD reversal/deletion request   | X                               | X            |                  |
| Submit ADPCheck stop payment request    | X                               | X            |                  |
| Submit ADPCheck copy request            | X                               | X            |                  |
| View status of request                  | X                               | X            |                  |
| Submit request for report               | X                               | X            | X                |

## Netsecure Web Site User Levels

The following is a description of the user levels that can be assigned in the Netsecure Web site.

### Client Master

The Client Master is set up by ADP and can create Security Admins and Web Site Users. The Client Master can also oversee day-to-day requests for user name or password maintenance (e.g., password resets).

### Security Admin

The Security Admin can only create Product Users. The Security Admin can also oversee day-to-day requests for user name or password maintenance (e.g., password resets).

### Product User

The Product User can edit his or her personal profile; however, he or she cannot create any other users.

### Report User

The Report User can edit his or her personal profile; however, he or she cannot create any other users.

## TotalPay iNET Web Site User Levels

The following is a description of the user levels that can be assigned in the TotalPay iNET Web site.

### TPiNetClientAdmin

TPiNetClientAdmins are set up by ADP. This user role can create and administer TPiNetAdmin, TPiNetUser and TPiNetReportUser user accounts for the parent company, and any additional company/payroll codes.

### TPiNetAdmin

TPiNetAdmin are set up by the TPiNetClientAdmin. This user role can create and administer TPiNetUser and TPiNetReportUser user accounts for the parent company, and any additional company/payroll codes. They can also submit requests for FSDD reversals/deletes, ADPCheck stop payments, ADPCheck copies, and reports.

### TPiNetUser

TPiNetUser are set up by either the TPiNetClientAdmin or the TPiNetAdmin. They can submit requests for FSDD reversals/deletes, ADPCheck stop payments, ADPCheck copies.

### TPiNetReportUser

TPiNetReportUser are set up by either the TPiNetClientAdmin or the TPiNetAdmin. They can submit requests for reports.

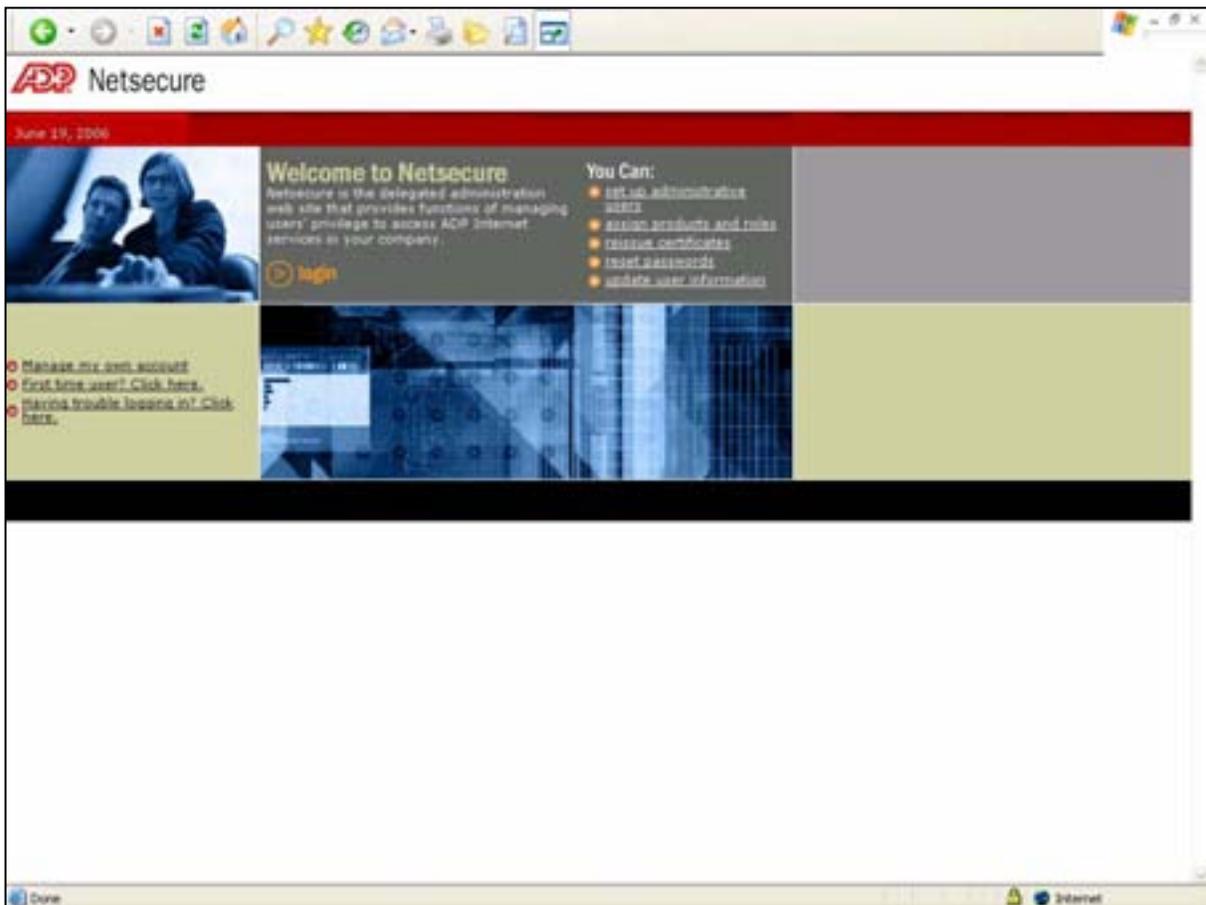
## How to Add a User

If you are the Client Master or Security Admin in Netsecure for your company, you can create additional users (general users and/or report users) for the TotalPay iNET Web site. You must first create a digital certificate in Netsecure and set up the user in the TotalPay iNET Web site. For more information on digital certificates, please visit ADP's Netsecure Web site (<https://Netsecure.adp.com>).

**Important:** Pop-up blockers may interfere with the display of valid pop-up screens (confirmations, forms, reports). ADP recommends that you disable pop-up blockers or set up your pop-up blocker to allow pop-ups for this site.

Here are the simple steps to add/delete and manage users for your company:

1. Go to the Netsecure Welcome page (<https://Netsecure.adp.com>).
2. On the Welcome page, click **Login**.

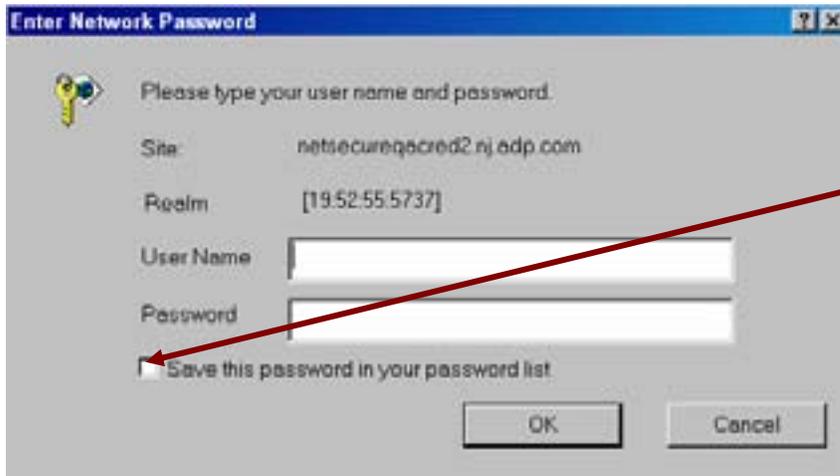


- In the Client Authentication window, select your certificate and click **OK**.



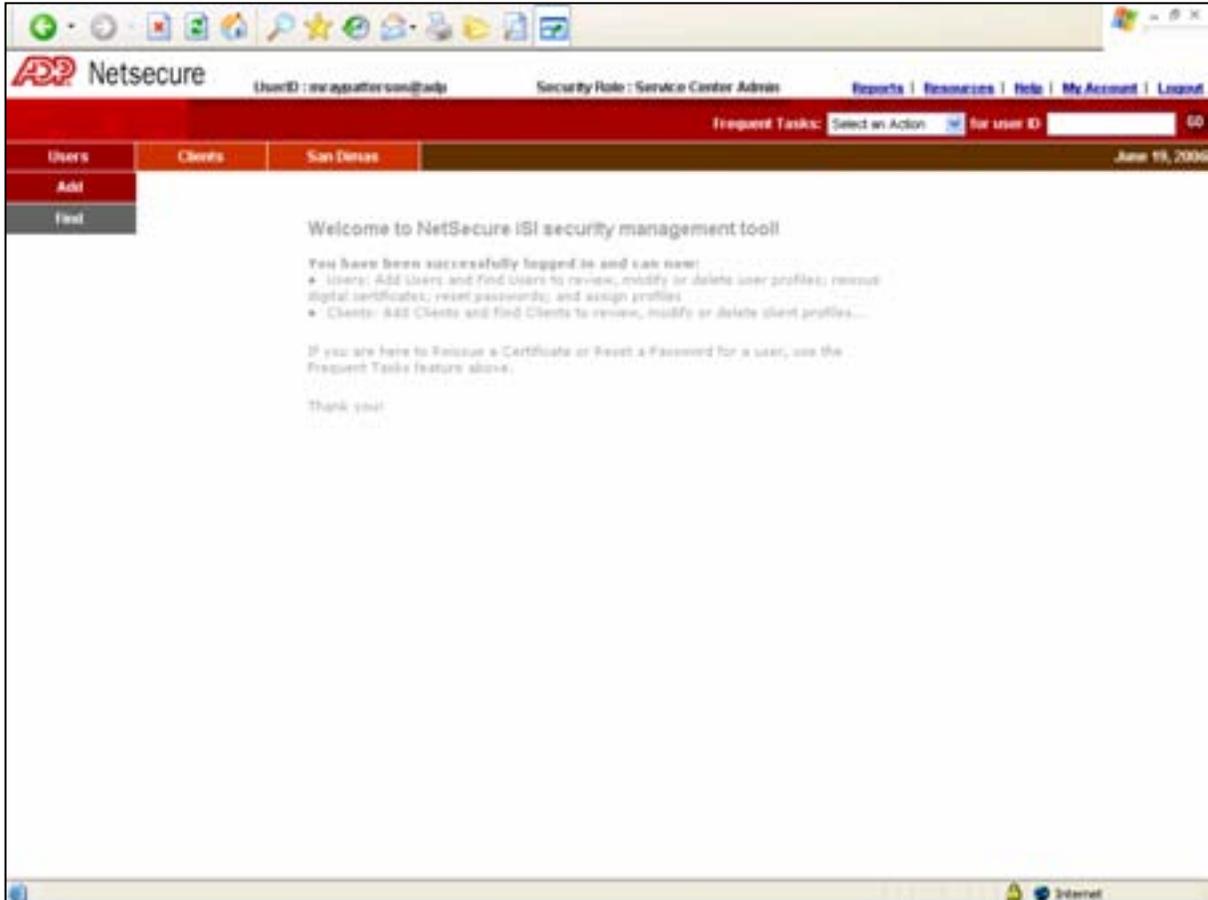
Your digital certificate is labeled with your first and last name, followed by the expiration date.

- In the “Network Password” window, enter your User ID and password. When done, click **OK**.



**NOTE:** This check box is disabled for ADP Internet products as an added security measure. You cannot select this option.

- The Netsecure home page for your company is displayed. From the home page, the Client Master or Security Admin can manage the Netsecure Web site users for their company.
- In the top navigation bar, click **Users > Add**. The “Add User > Enter User” Info screen will appear.



Enter the user's information. Fields with an asterisk (\*) are required. When you finish entering the user's information, click **Next**. This will take you to the next section, where you will assign User Profiles.

**Security Role** Select **Product User** if you are creating a TPiNetUser or TPiNetReportUser.

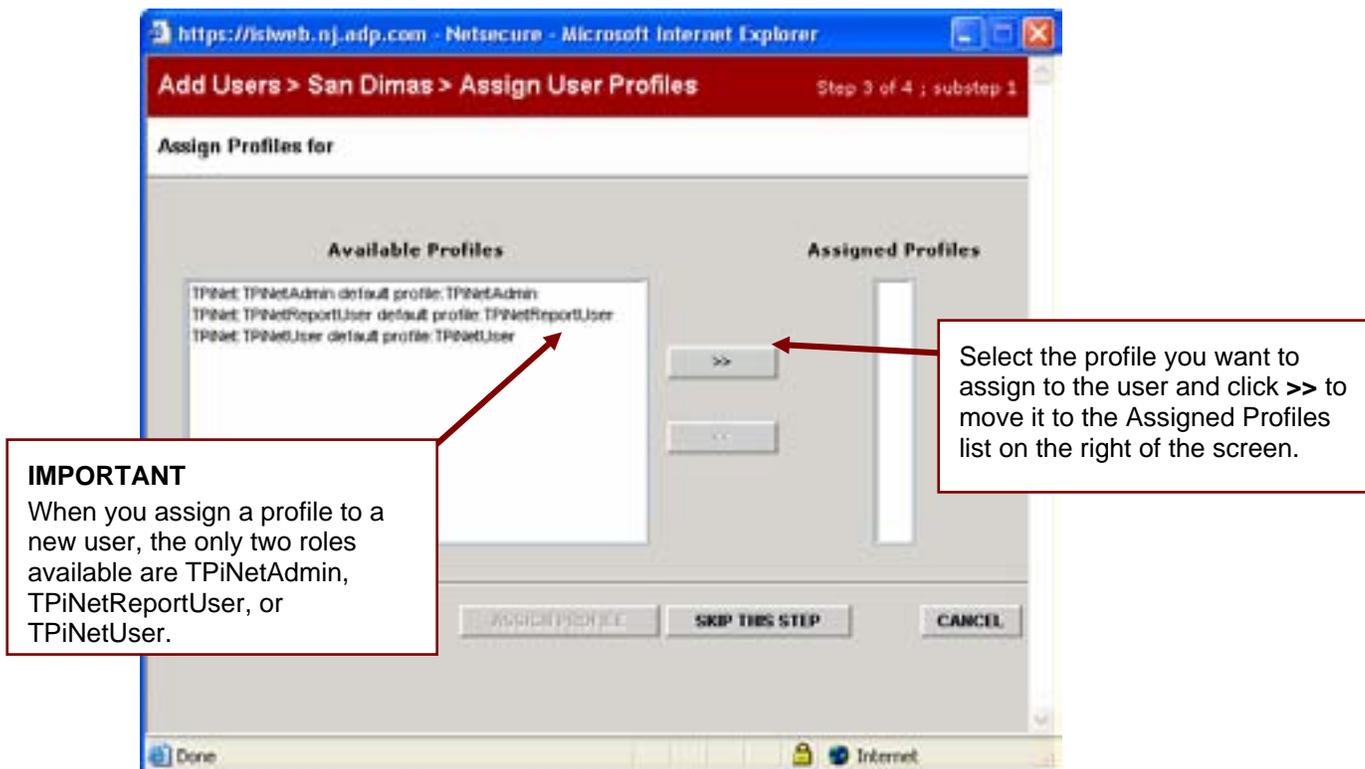
Select **Security Admin** if you are creating a TPiNetAdmin.

**NOTE:** If you do not see the Security Role box, the user will be set up as Product User.

## Assigning a Profile to the User

After you enter a new user's information, you must assign a profile to the user. The ADP Service Center Administrator will create the default profile for each Internet product your company uses. This profile provides access to all authorization codes and should be assigned to Client Masters and Security Admins. A profile consists of an Internet product and a user level. Product profiles allow you to control user access to ADP Internet products.

1. The Assign User Profiles screen lists the profiles for the TotalPay iNET Web site.



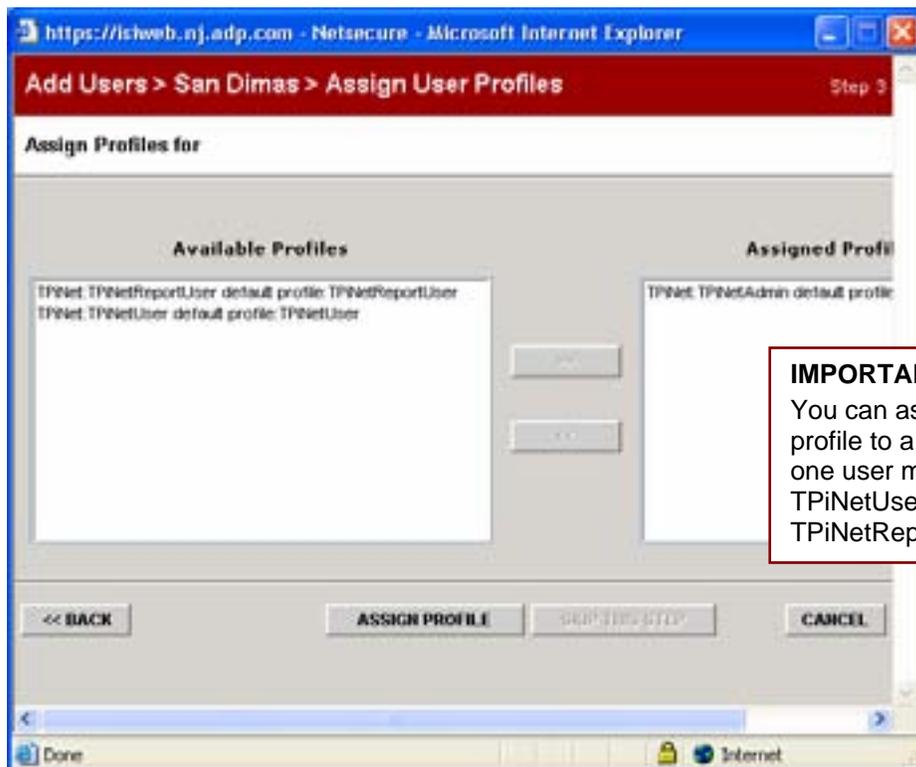
**IMPORTANT:** Select only one profile per user!

If you set up the user's Security Role as Product User on the "Add User > Enter User" Info screen, you should select either TPiNetUser or TPiNetProductUser.

If you set up the user's Security Role as Security Admin on the "Add User > Enter User" Info screen, select the TPiNetAdmin profile.

Refer to the "[Netsecure User Levels](#)" and "[TotalPay iNET Web Site User Levels](#)" matrix under the Manage Users section to determine what level you want to assign to each user.

2. Click **Assign Profile**



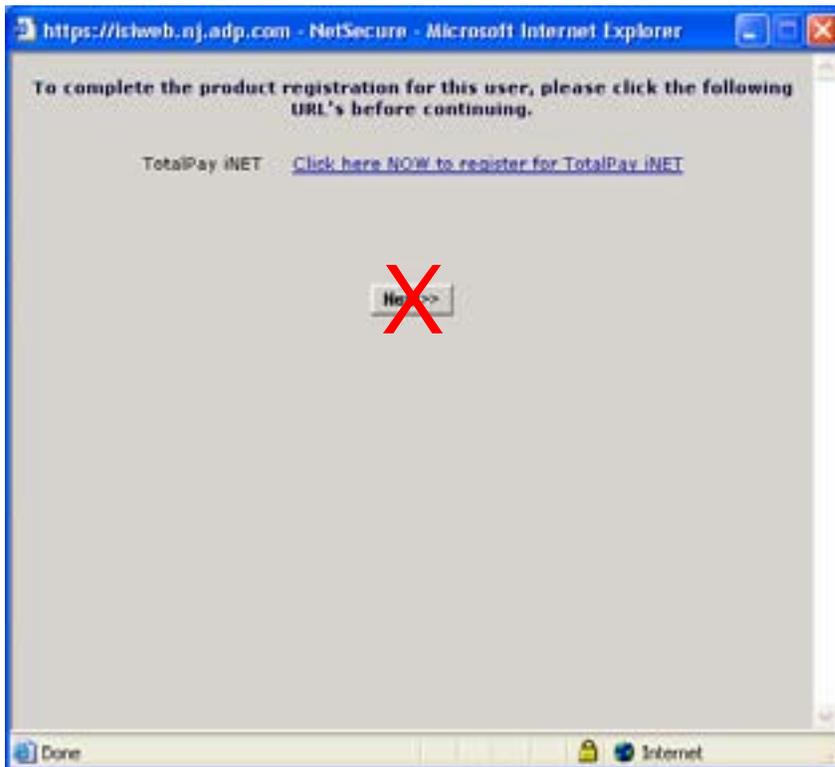
**IMPORTANT**  
 You can assign more than one profile to a user. This means that one user may have both a TPiNetUser profile and a TPiNetReportUser profile.

3. The Profile Has Been Saved message will appear. Click **Move to the Next Step** to continue the setup process.



A window that contains a link to the TotalPay iNET Web site will appear as shown below.

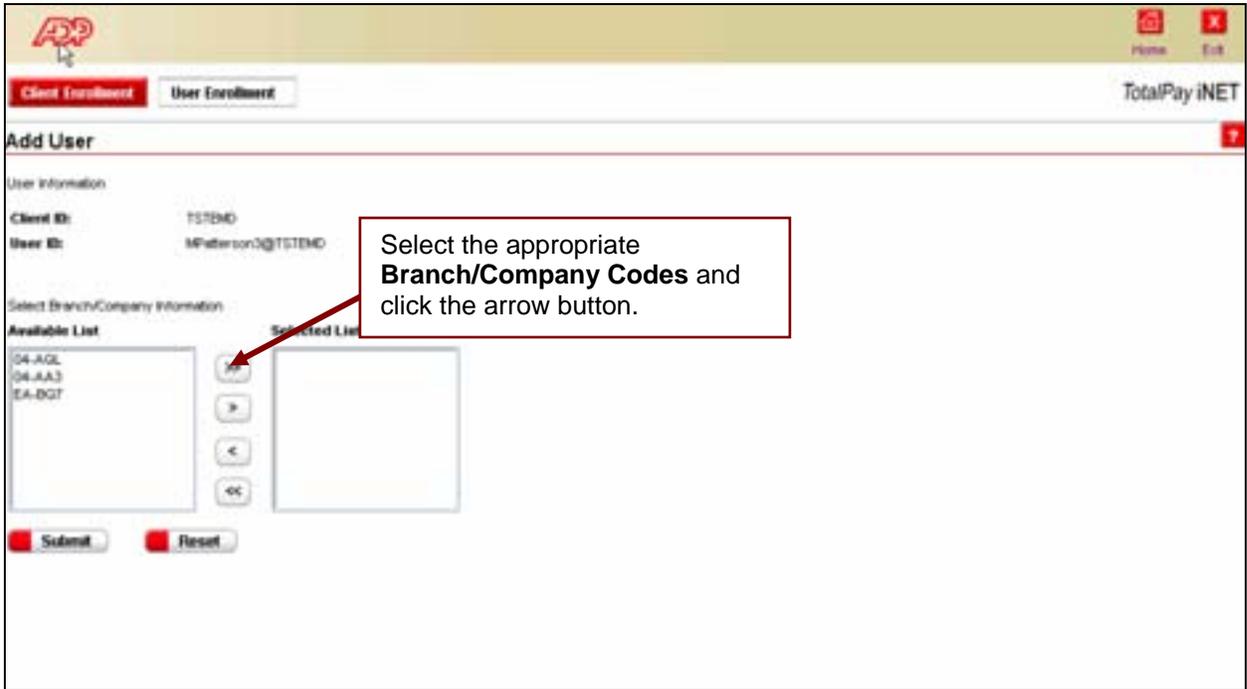
4. Click the ADP TotalPay iNET Web site link.



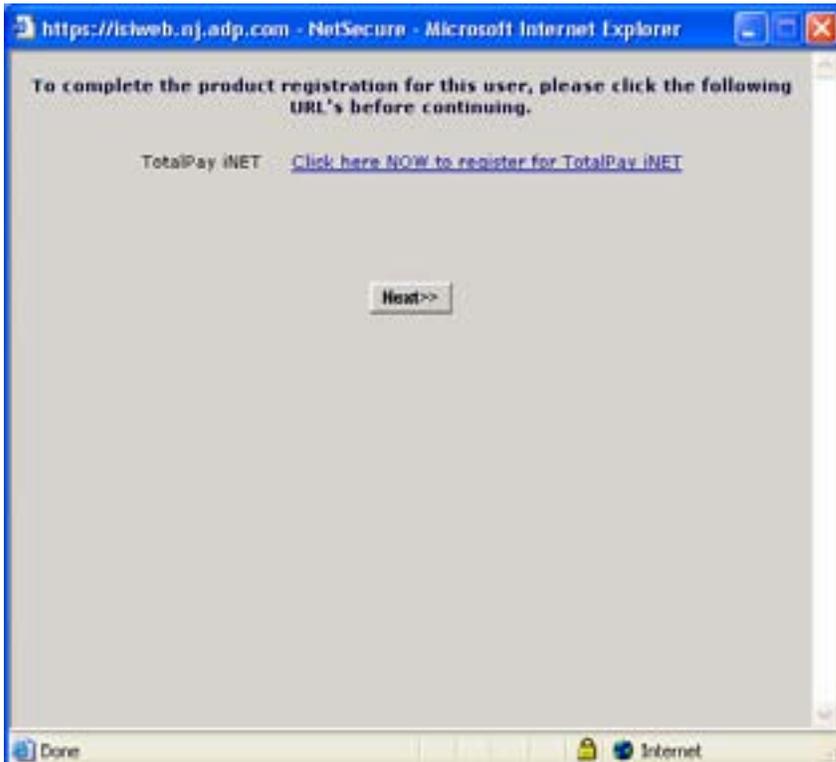
**CRITICAL!**  
To complete the setup process for a new user, you must click the link before you click the Next button.

5. If the Security Alert window appears, click **Yes**.
6. The Add User page on the TotalPay iNET Web site will appear.

7. Select the appropriate Branch/Company Code(s). To select multiple Branch/Company Codes, using the Shift key, highlight each item and click the double right arrow button. Once you have assigned the branch and company codes, click **Submit**.



8. Click **Exit** to sign off and close the browser.
9. After you log out, the window shown below should still be open. Click **Next**.



10. The User Successfully Added message will appear. Click **I'm Finished** if you do not need to add any additional users, or click **Add Another User** if you want to add additional users. (Note: Selecting the latter option will take you back to step 1 of "Adding a Profile User.")



## Added User Completion

A confirmation of enrollment e-mail will be sent to the new user and will contain a User ID and Access Code, as well as the URL for the Netsecure registration page.

After the user has been set up by the Client Master or Security Admin, the user will follow the same process that you used to download a digital certificate (this is a one-time process).

Once the digital certificate has been successfully downloaded, the user will be able to access the TotalPay iNET at <https://tpinet.adp.com>.

## Reset User Password

There are two separate procedures (based on the user level) for resetting a password.

### Reset a TPiNetClientAdmin Password

If the TPiNetClientAdmin password needs to be reset, the TPiNetClientAdmin should contact the company's designated Client Service Representative to have the password reset.

### Reset a TPiNetAdmin, TPiNetUser or TPiNetReportUser Password

The TPiNetUser or TPiNetReportUser should contact their TPiNetAdmin or TPiClientAdmin to have their password reset.

The TPiNetAdmin should contact their TPiNetClientAdmin to have their password reset.

Below are the steps that the TPiNetAdmin or TPiNetClientAdmin must perform to reset a user password:

1. Log into the Netsecure Web site at <https://Netsecure.adp.com>
2. Click the Find User button
3. Enter the user's first name followed by an asterisk (e.g., John\*)
4. Click Search
5. Click the user's name
6. Click Reset Password  
**NOTE:** A system generated e-mail containing a temporary password will be sent to the user. When the user logs in with the temporary password, they will be prompted to select a new password.
7. Log out of the Netsecure Web site

## VI. MANAGE YOUR DIGITAL CERTIFICATE

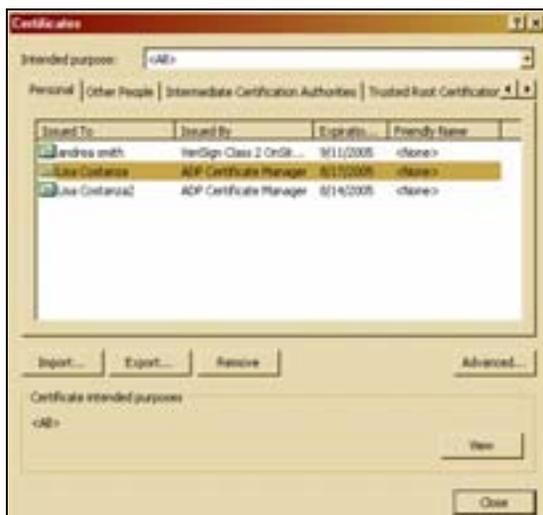
### EXPORT YOUR DIGITAL CERTIFICATE

If your computer crashes or if you receive a new computer, your digital certificate may be lost. For that reason it is good practice to “export” your digital certificate; it can be stored on a floppy disk, CD-ROM or network drive. Once your certificate is exported, you can “import” whenever necessary.

1. From the Internet Explorer menu bar, go to Tools > Internet Options > Content.
2. Click **Certificates**. Your certificate will display.



3. Highlight your certificate and click **Export**. The Certificate Export Wizard window will display.



4. Select Yes, export the private key radio button. Click Next.



5. Select the options noted on the screen below. Click **Next**.



6. Create a password or leave it blank. Click **Next**.



The screenshot shows the 'Certificate Export Wizard' window with the 'Password' step selected. The title bar reads 'Certificate Export Wizard'. The main heading is 'Password' with the instruction 'To maintain security, you must protect the private key by using a password.' Below this, it says 'Type and confirm a password.' There are two text input fields: 'Password:' and 'Confirm password:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

7. Type in or browse to where you would like to save your certificate and give it a file name. Click **Next**. (For example, below the file is saved directly to a network drive. It is named "lisa-adpcert." The .pfx extension is automatically added.)



The screenshot shows the 'Certificate Export Wizard' window with the 'File to Export' step selected. The title bar reads 'Certificate Export Wizard'. The main heading is 'File to Export' with the instruction 'Specify the name of the file you want to export.' Below this, there is a 'File name:' label and a text input field containing 'G:\AJTOTAX.SDO\LBH\lisa-adpcert.pfx'. To the right of the input field is a 'Browse...' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

8. Click **Finish**.



9. A confirmation window will display. Click **OK**.

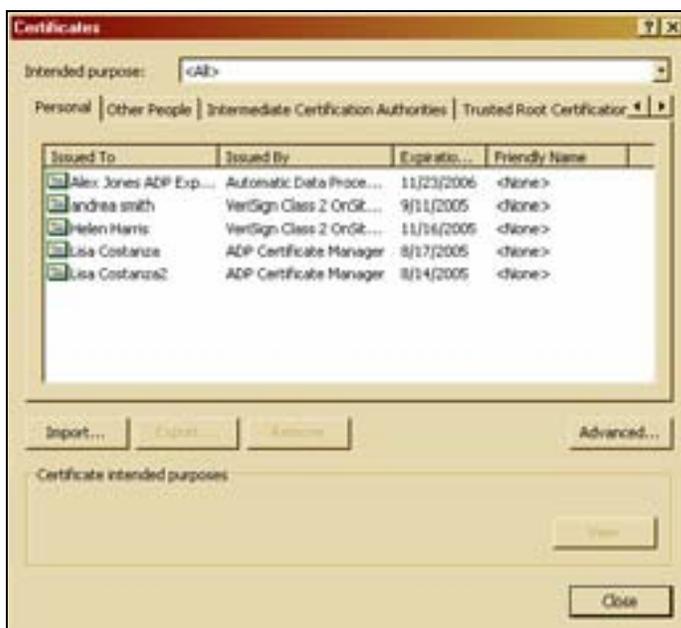


## IMPORT YOUR DIGITAL CERTIFICATE

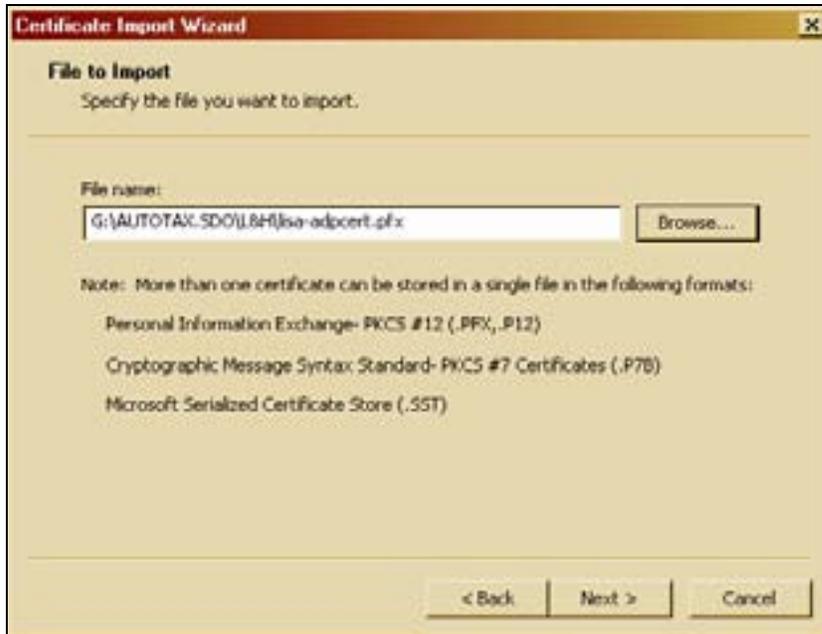
1. From the Internet Explorer menu bar, go to Tools > Internet Options > Content.



2. Click **Certificates**. Certificates may or may not be displayed.
3. Click **Import**.



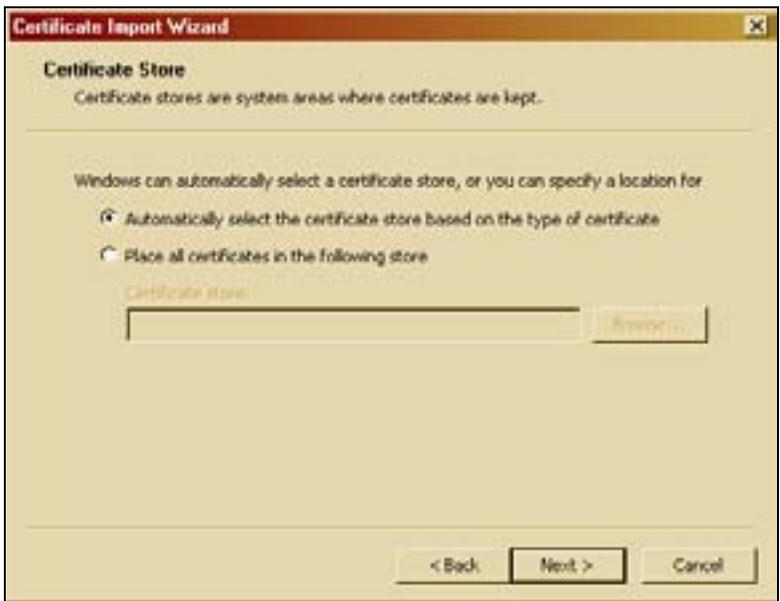
- Click **Browse** and navigate to where you saved the certificate. The directory path/file name will appear in the File Name field.
- Click **Next**.



- If you applied a password to your certificate when you exported it, type in your password. Check the **Mark the private key as exportable** box and click **Next**.



7. Select the “Automatically select the certificate store based on the type of certificate” radio button as noted below. Click Next.



8. Click **Finish**.



9. A confirmation window will appear. Click **OK**.



## VII. GLOSSARY OF TERMS

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### **Client Master (Netsecure)**

The first person entered into ADP's Internet Security System, Netsecure is considered the Client Master. The Client Master will be the company administrator and will have the ability to add/delete users, change passwords, and reissue certificates. The Client Master can add/delete Client Admins and Product Users.

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### **CSV (Comma Separated Values)**

A type of data format in which each piece of data is separated by a comma. This is a popular format for transferring data from one application to another, because most database systems are able to import and export comma-delimited data.

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### **Digital Certificate**

A digital certificate is used to create a signature confirming that the macro or document originated from the signer, and the signature confirms that it has not been altered.

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### **Netsecure Web Site**

Netsecure is a delegated administration Web site that provides functions of managing users' privileges to access ADP Internet services in your company.

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### **New Administrator/User Form**

The Client Master can use this sample form to gather information to add users to the TotalPay iNET Web site for your company.

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### **Product User**

User authorized by the Client Master or Client Admin to submit and view status of requests for ADPCheck stop payment, FSDD deletion/reversal, and ADPCheck copy.

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### **SecureMail**

SecureMail encrypts outgoing e-mail transmissions with sensitive or confidential data. A one-time setup process is required to retrieve secured e-mail messages.

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### **SSL (Secure Sockets Layer)**

A protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection. Both Netscape Navigator and Internet Explorer support SSL.

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## **TPiNetAdmin (Netsecure)**

User authorized by the Client Master to add/delete users, change passwords, or reissue certificates.

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## **TPiNetClientAdmin**

Only ADP can create a TPiNetClientAdmin. The TPiNetClientAdmin can manage all users and can create TPiNetAdmin, TPiNetUser, and TPiNetReportUser, reset passwords, and process ADPCheck stop payment, FSDD deletion/reversal, ADPCheck copy requests, and report requests.

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## **TPiNetReportUser**

These users can view status of requests for ADPCheck stop payment, FSDD deletion/reversal, ADPCheck copy requests, and run reports.

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## **TPiNetUser**

These users can process and view status of ADPCheck stop payment, FSDD deletion/reversal, ADPCheck copy requests, and report requests.

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