

SharePoint Secure Site Upload Instructions

Please Contact Trina Barton at barton@agiservices.net to request your username and password.

SharePoint Upload Instructions

- 1) Prior to your initial login, please verify that your web browser security is set to default mode. This will enable your browser to load and run the **Active X Add On** necessary to fully utilize SharePoint's features. If you use Windows Explorer, select **Tools, Internet Options, Security and Default Level**.
- 2) Go to <https://secure.agisecure.net>
- 3) You will be prompted to login. Enter your username and password. **NOTE: password includes agi/**
- 4) Once logged in, select **"File Transfer"** on the left hand panel under the Documents heading.
- 5) Select the **"Claims Timeliness" Folder**. Next select **"Company Name"** folder.
- 6) To upload documents, select the arrow to the right of the **"Upload"** button. This gives you the option to upload either one document or several documents. Browse to the file(s) you wish to upload and select **"OK"**.
- 7) **Please be patient as files upload;** the wheel in the upper-left of the screen will continue to spin while the upload is in process. The green progress bar at the bottom is not an accurate indicator. A 25 MB file will upload in 30 seconds with a T1 connection; at residential broadband speed, the upload might take 5 - 10 minutes. SharePoint can handle very large files too, but Sharepoint can be a little deceiving during a large file upload. You may not see anything happening and the screen is frozen, but the upload is most likely working in the background. Please standby and allow some time to pass.
- 8) To log out properly, select your name in the top right corner and select **"log out"**.

SharePoint Tips and Troubleshooting

- 1) Please **zip large files** prior to uploading.
- 2) SharePoint will **NOT** accept certain **special characters** in file names, such as # % & * : < > ? | { } !. However, the parentheses in TM replica files are accepted.
- 3) During the upload progress, **you may minimize the window and continue working** in other applications.
- 4) SharePoint will **NOT** allow you to upload a document that has been previously uploaded with the same file name. To upload a revised document, change the name and contact someone at AGI to delete the previous version.

If you have any questions or need further assistance please call or email Trina Barton at 770-774-1101, ext. 215 or barton@agiservices.net or Adam Lewis 770-774-1101, ext. 219 or lewis@agiservices.net