

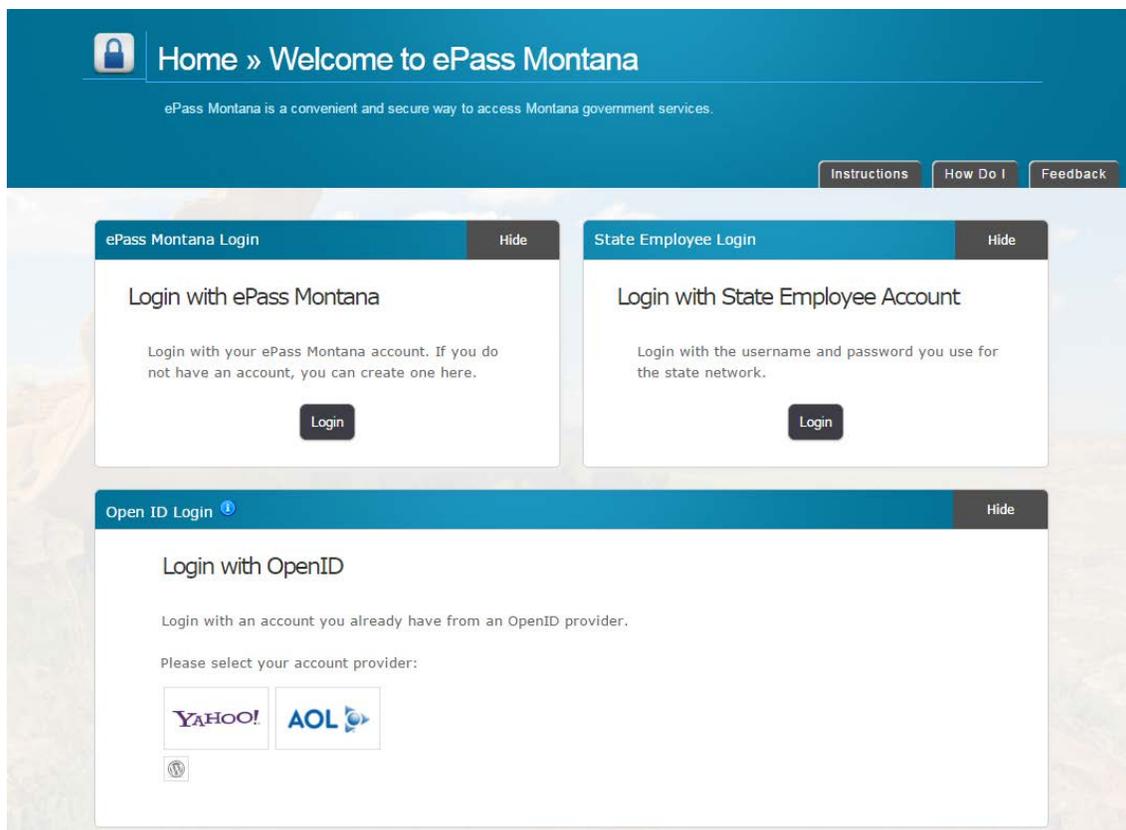
MONTANA FILE TRANSFER SERVICE – INFO & INSTRUCTIONS

The State of Montana's File Transfer Service allows for easy transfer of large electronic files to and from customers of state government. It is designed to facilitate file exchange when files are too large for email. It also allows for secure transfer of sensitive data. The File Transfer Service is one of the first to be secured by ePass Montana, the state's single login service. The transfer of files must include a state email address either on the sending or receiving end. State employees are able to send files to other state employees or ePass Montana customers. ePass Montana customers are only able to send files to state employees. Please Note: State of Montana employees, do not create an ePass Montana account, login as directed below.

To become a registered ePass customer you must create an ePass Montana account.

The service requires no software except for a web browser. All aspects of the transfer are securely encrypted, ensuring that customers meet all security requirements under state and federal information privacy regulations. Files are scanned for viruses during transfer. An automated reminder system notifies the recipient of files they have available for download, and the system tracks receipts for all transfers, showing detailed information about when a file is uploaded as well as when it is downloaded. Customers can upload files as large as 2GB. Files must be downloaded within fifteen days, after which the transfer expires and the files are automatically removed from the service.

**To use Montana's File Transfer Service you must have either one of the newest three versions of Microsoft's web browser, or the newest version of Chrome or Firefox. All other browser versions are not fully supported which can prevent you from using this service.*



Create Account:

<https://app.mt.gov/epass/Authn/selectIDP.html>

Montana File Transfer Service Website:

<https://transfer.mt.gov>

Creating An Account

If you do not yet have an ePass Montana account, then you must create one.

1. Enter the required personal, contact, and login information
2. Add File Transfer Service to your new ePass Montana account
 - o Enter the code that was emailed to you, and then click "Submit".
 - o Now you are able to login using your ePass Montana username and password.

Logging In

Go directly to the File Transfer Service website (<https://transfer.mt.gov>) and enter your ePass Montana username and password.

File Transfer Status

Following are the status definitions for files transferred:

- *Processing File:* This will occur immediately after the file is uploaded. The file is migrated to the server and waiting for a virus scan.
- *Incomplete - Select Recipients:* The file has been moved onto the server, but it doesn't have a recipient available to download the file. To add a recipient, select the file name and you will then be able to add recipients to the file.
- *In Transit:* The file is in the process of being moved to another server.
- *Scanning for Viruses:* The file is being scanned for viruses. If a virus is found, you will be notified through email and the file will be immediately removed from the server. It will not be available for download.
- *Complete:* The file has resided on the server for the maximum of 15 days and has been removed. The file can no longer be downloaded.
- *Ready for Download:* The file has been scanned for viruses and is ready for the recipients to download.

Sending File(s)

1. To send a file you must select the "Send a New File(s)" button.



2. Drag and drop files into or click anywhere in the gray box on the page to select your files. If you would like to add more files, then simple drag and drop more or click in the gray area of the screen again.



3. To remove a file, click the "Remove File" button.
4. When satisfied with file selection(s), click the "Continue" button.
5. Under "General" box, select the "State Employee or ePass Montana Customer" to enter the recipient.
6. Select the recipient(s) of the files:
 - o You can add a state employee by looking them up or typing in their email address.
 - o On the bottom right of the page, you can enter a message to send with the file(s).
 - o When you are done entering your recipients and message, click the "Send" button.

The screenshot shows a web interface titled "Recipients". At the top right, there are "Instructions" and "Feedback" buttons. The main area is divided into two columns. The left column, titled "Recipients", contains a "To:" field with the placeholder text "Enter the email address or use the search below". Below this are two buttons: "Find a State Employee" and "Find a State Group". Underneath these is a search box with a "Last Name" label and a "Search" button. The right column, titled "File(s)", shows a box containing "TestDocument.pdf". Below that is a "Message" section with a text area containing the placeholder "Enter a message for the Recipient(s)". At the bottom of the interface are three buttons: "Home", "Back", and "Send".

7. A receipt containing the recipient(s) and the file(s) that you sent will appear. You can print the receipt, or go to the home page.

** PLEASE NOTE: Once a file's status is "Completed", you are no longer able to download or view that file. However, a "Sent File Report" will be maintained in your account for future reference.*

The screenshot shows a "Sent File Report" interface. At the top right, there are "Feedback" and "Instructions" buttons. The main content area is enclosed in a box and contains the following information:

- File Name:** TestDocument.pdf
- File Information**
 - File Uploaded On: 2/15/2017 4:50:09 PM
 - File Status: Ready for Download
 - File Size: 34.4 KB bytes
 - Number of days since file was uploaded: 0 days
 - Number of days until file is removed: 15 days
 - File was sent to: (State employee's name)
- System Message(s)**
 - Date of Message: 2/15/2017 4:48:49 PM - Message: You have a new file available in your File Transfer Service Inbox.
 - Date of Message: 2/15/2017 4:50:09 PM - Message: This message goes to the state employee.
 - Date of Message: 2/15/2017 4:50:33 PM - Message: Beginning the virus scan for file: TestDocument.pdf
 - Date of Message: 2/15/2017 4:50:36 PM - Message: Virus scan successful for TestDocument.pdf. The file is now ready for download.
- Recipient Download(s)**
 - The file has not been downloaded.

 At the bottom left of the report box is a "Download File" button. Below the report box are "Back" and "Print" buttons.

Additional instructions can be found at <https://transfer.mt.gov/Home/Instructions>.
 The Help Desk can be reached at (406) 444-2000 or helpdesk@egovmt.com for assistance.