## General Description

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 (i.e. files over 4 MB). 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 can be transferred in one hour, or 2GB, whichever is less. Files must be downloaded within fifteen days, after which the transfer expires and the files are automatically removed from the service.

Creating an Account

If you do not yet have an ePass Montana account, then you must create one. Click on the "Login" button under Login with ePass Montana.
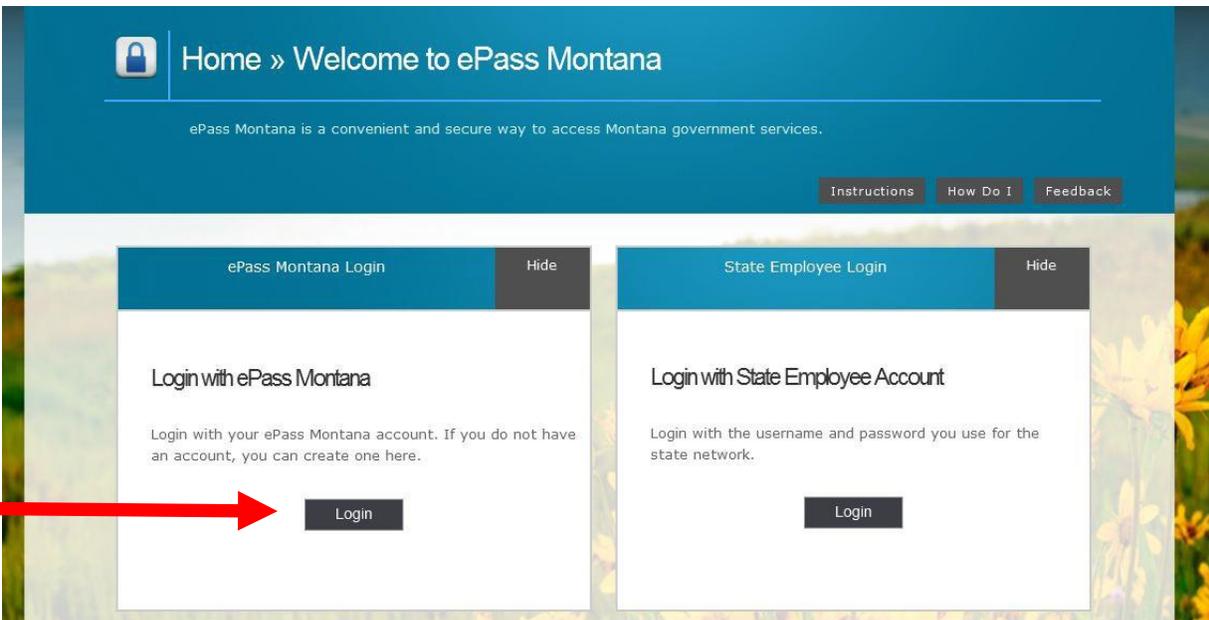
Click on "Create an Account".
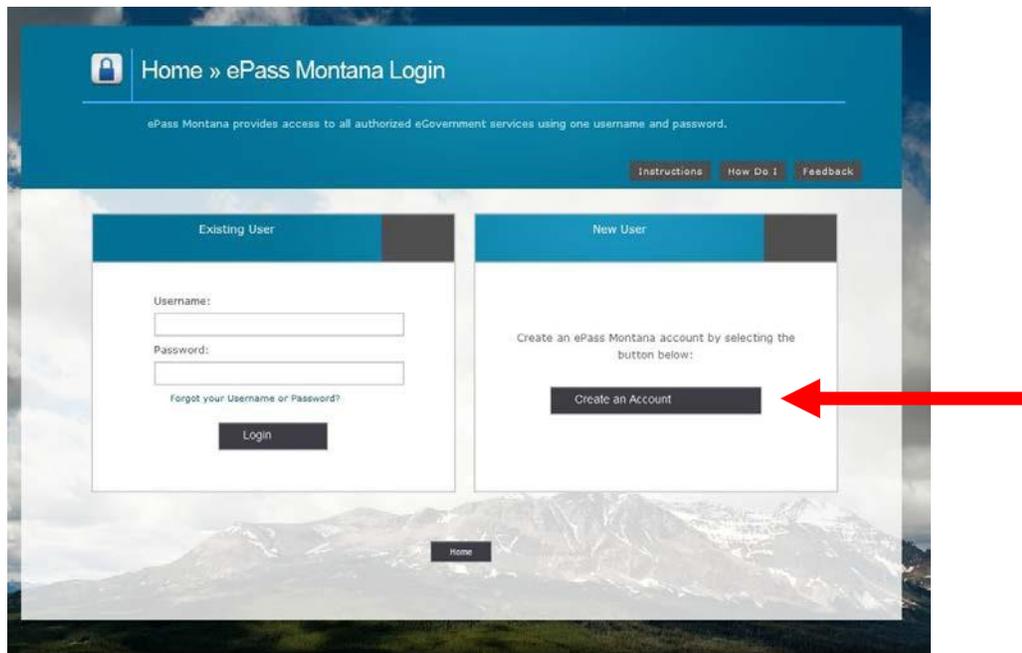
Enter the required personal, contact, and login information
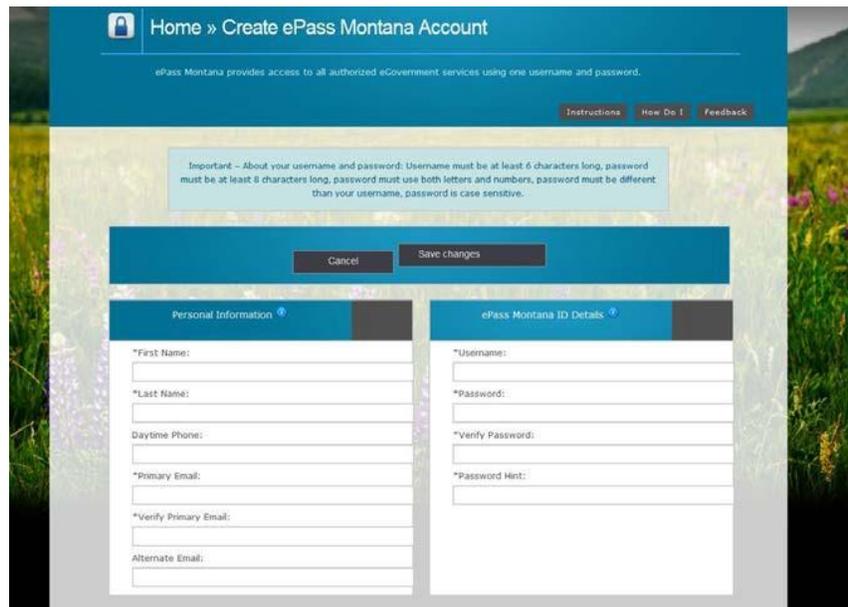
Important information:

Your username must be at least 6 characters.
Your password must be at least 8 characters, and contain both letters and numbers.
Your username and password are case sensitive.
YOUR HINT IS IMPORTANT! Make sure that your hint will remind you of your password. Mt.gov cannot retrieve your password for you. The only way to retrieve your password is to have your hint emailed to you at one of the e-mail addresses you provide when setting up your account.

After setting up your account, you will either be taken to your customizable portal page, or to the service you were logging into, depending where you began.

Add File Transfer Service to your new ePass Montana account
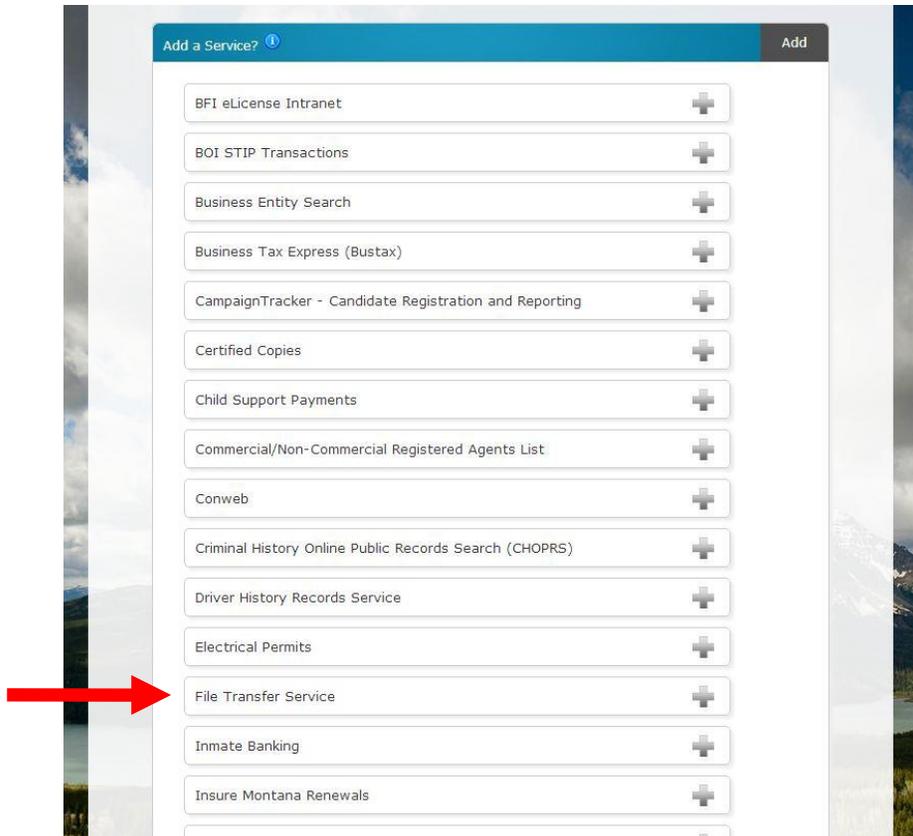
Changing your account information:

It is important to keep your account information up-to-date. You can edit your account by logging into ePass and selecting 'Edit My Account' from the menu on the upper right of the page.

Logging In

State Employees - To log in, select the link that says "Montana", and then use your state network login credentials.
ePass Montana Customers - Enter your ePass Montana username and password.

Inbox Management

After logging in, you will be able to view your sent and received files. Also, you will see the options to send files or view the received transfers. If you wish to sort the sent or received files by name, file, date, or status, then simply click (ascending) or double click (descending) the column label in the title bar. To delete files, you must check the box(es) to the left of the file(s) and then select the "Delete Selected Files" button at the bottom of the page.
If you find that a file is suspicious, then select the file and use the link "Report Suspicious Transfers". By activating the link, the file will automatically be transferred to the State Cyber Protection Officer.

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 Files

1. To send a file you must select the link "Send a New File(s)".
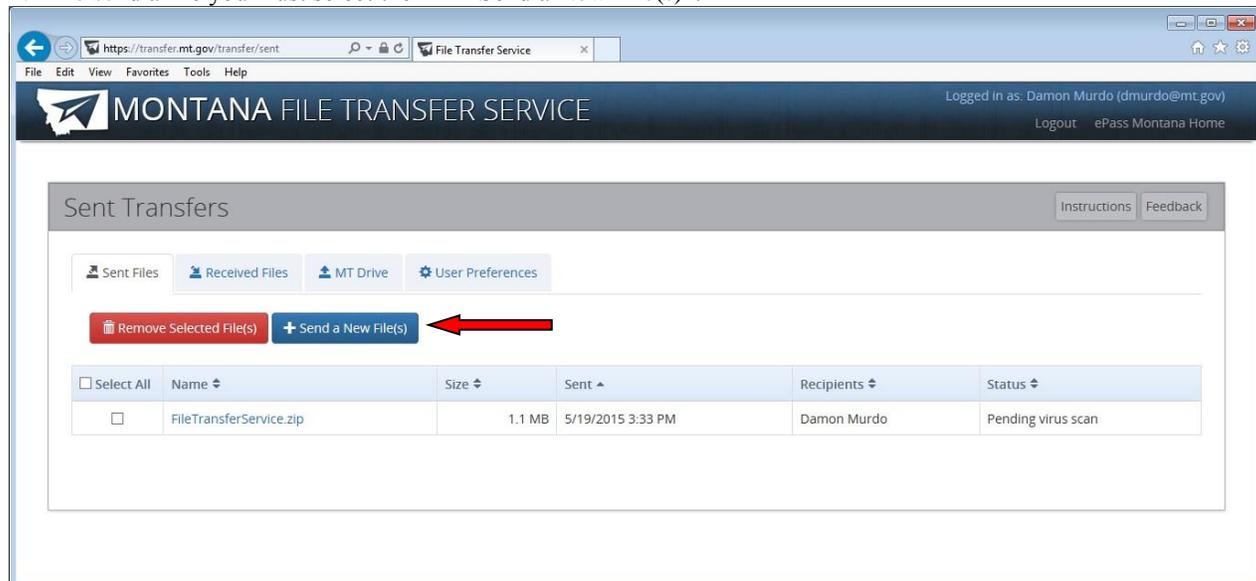
2. You will see a box that says "Drop Files Here or Click to Upload". You can drag the files to this spot and drop them to get them to upload, or you can click in the area to browse to the files on your computer.
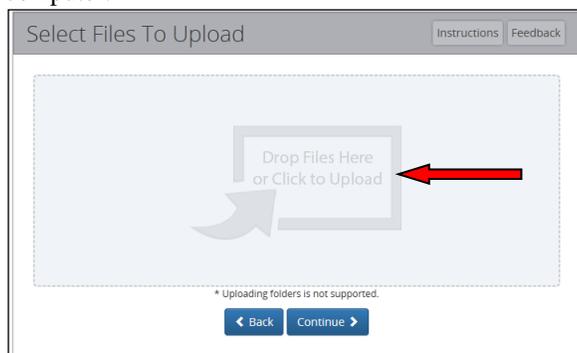
3. To remove a file, select the one that you wish to remove and select "Remove".
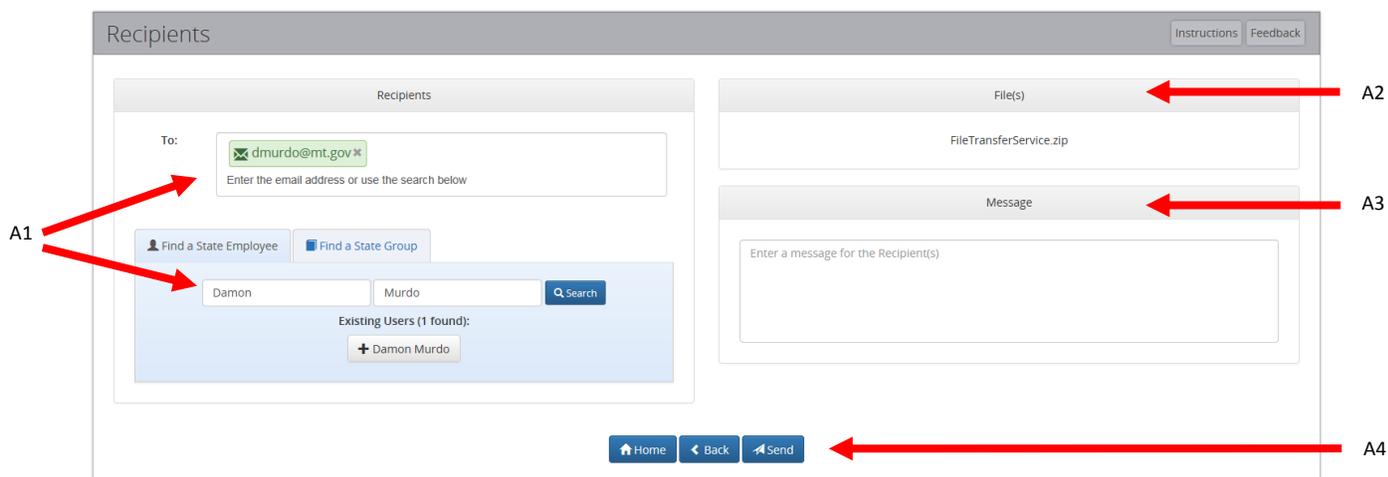4. When satisfied with file selection(s), continue.

5. Select the Recipient of the files.
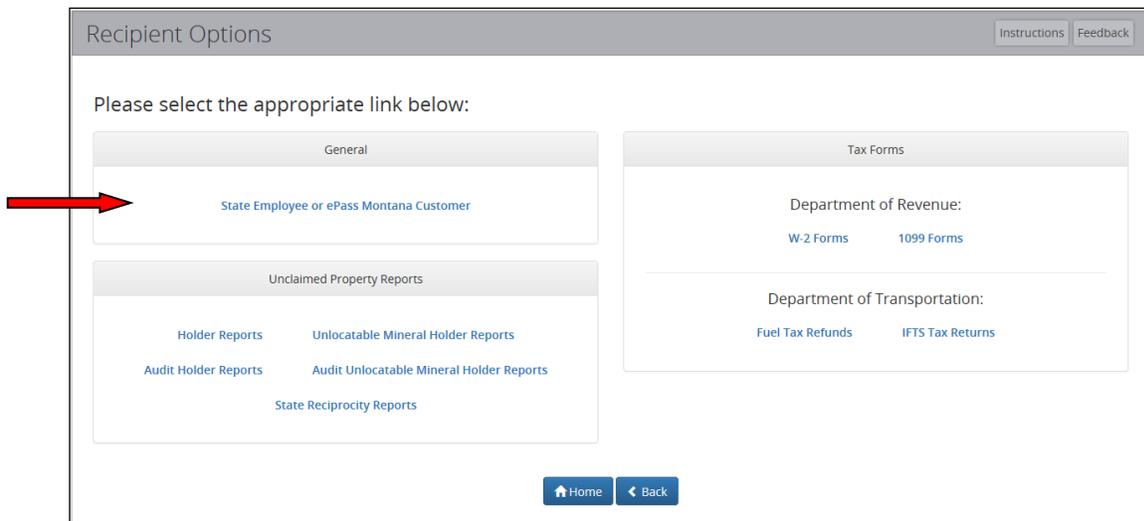
A. State Employee, or ePass Montana Customer.

A1. You can add a state employee by giving their full email address, or by typing in their name in the "Find a State Employee" box.

A2. Under "File(s)" you should see the files that you uploaded
A3. At the bottom right you can enter a message to send with the files.
A4. Send when you are ready.

6. A Sent Receipt containing the file(s) that you sent and the recipient(s) will appear. You can print the receipt, or go to the home page by clicking continue.
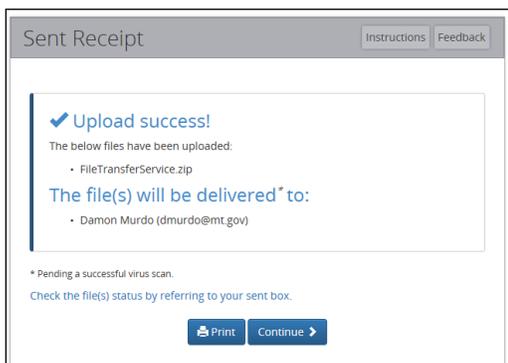
Receiving File(s)

To look at files that you may have received you can log in to the File Transfer Service and follow the below instructions. If you receive and email that you have received a file and it is ready for download click on the link in the email to log in to the File Transfer Service and download the file.

1.To view the Received File(s), select the Received Files tab.
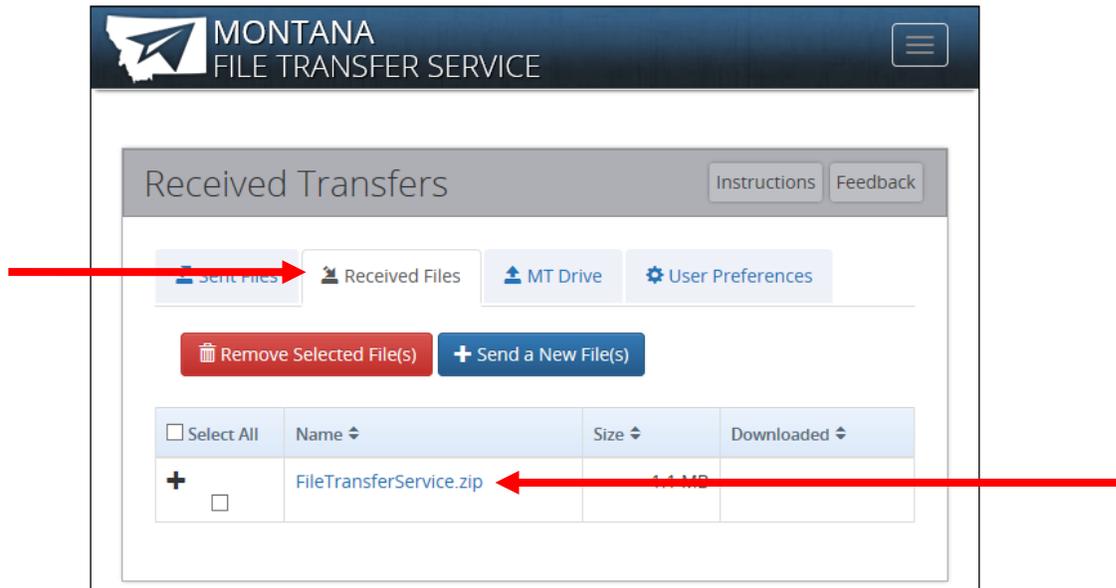
2. Select the file that you wish to download by clicking on the blue link in the Name column.

3. This will take you to a page where you can Download the file.
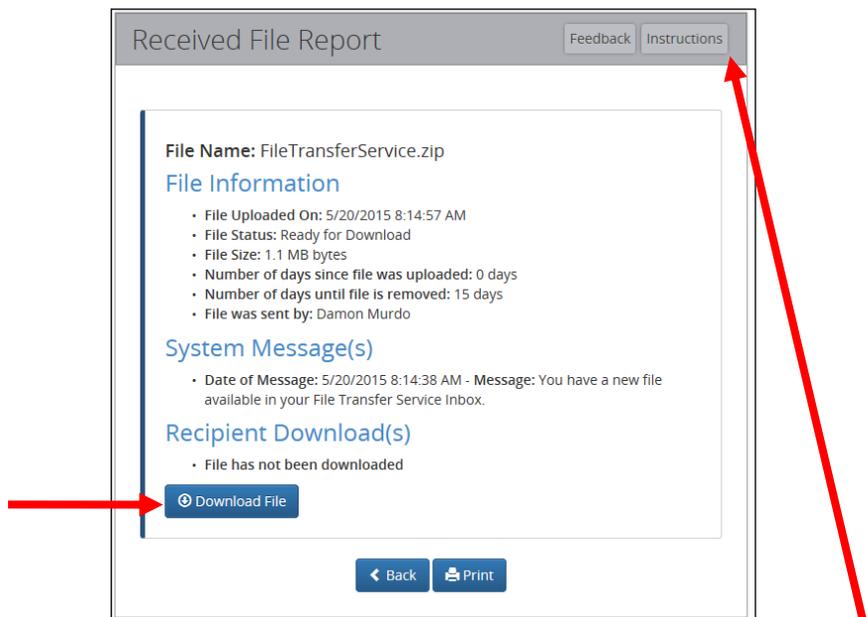
If you have any questions use the instructions link on the page for help.