

Montana File Transfer Service

Instructions

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. It also allows for secure transfer of sensitive data. The File Transfer Service is secured by login.mt.gov, 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 can send files to other state employees or login.mt.gov customers. Login.mt.gov customers are only able to send files to state employees.

To become a registered login.mt.gov customer you must create an 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.

Creating an Account

If you do not yet have a login.mt.gov account, then you must create one.

1. Click on the Register Now link on the login page.
2. Fill out the required fields.
3. You will receive an activation email with an activation link.
4. Click on the link and complete your Okta registration.
5. Once complete you will be redirected back to File Transfer Service.

Logging In

login.mt.gov Customers:

To log in, click the login button, and then enter your credentials.

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 File(s)" button at the top of the page.

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 "Send a New File" 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 simply 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. Select the recipient(s) of the files either:

- State Employee or login.mt.gov Customer.
 1. You can add a state employee by using the lookup and clicking the button with their name on it to add them to the To box or you can simply type their email address directly inside the To box.
 2. You can add a login.mt.gov Customer by typing their full email address into the To box.
 3. To remove a recipient, click the "x" to the right of their name in the To box.
 4. On the bottom right of the page, you can enter a message to send with the file(s).
 5. When you are satisfied with your recipients and message, click the "Send" button.
- 6. 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.

Receiving Files

1. To view the received file(s), select either the Received or the Sent tab, and click the name of the files to see the details of the transfer.
 2. When the status says it is "Ready to Download", select the file that you wish to download.
 3. To download, select the "Download File" button, and then open or save the file.
- **PLEASE NOTE:** Once a file's status is "**Completed**", you are no longer able to download or view that file.

Browser Requirements

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.

For More Information

Please email dore-services@mt.gov or see <https://transfer.mt.gov/Home/Instructions>.