

## How-to-Use the State's Secure File Transfer System at Transfer.mt.gov

See below for how to:

- How to create an account
  - How to retrieve a secure document sent to you
  - How to send a secure document to the state or another county
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Through the e-Pass Montana system, the state offers a method to send/receive secure files called the Secure File Transfer System. It allows us to exchange documents in a secure, quick fashion. **Please do Not use your regular email system when sending the State FICMMR Office confidential information, death certificates, completed Maternal Mortality forms, etc. as regular email is not secure.**

All this requires is you set up an account through the State's e-Pass Montana system and fill out a 1-time form.

Examples of Secure Documents that need to be sent through Secure File include:

- Fetal death certificates
  - Maternal Mortality death certificates
  - Maternal Mortality Case Report Forms (MMR) – *Pls. fill them out on your computer now (PDF fillable)*
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### NOTE:

- 1) **If you have problems with e-Pass (logging in, password, Call (406) 449-3468, then hit 0.**
  - 2) **Problems with specific Secure File Transfer System issues, Call 444-2000, hit 0.**
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### TO SET UP AN ACCOUNT

1. **Go to the DPHHS main home page, link below:**  
<http://dphhs.mt.gov>
2. Look for LOGIN in far, upper-right corner- (next to search box) – Click on LOGIN
3. Choose option on the left “Login with ePass Montana” – then Click Login button
4. Under New User on the right side, click on “Create an Account”
5. Fill out Everything on this page. Ignore the bottom right box entitled “Registered User Info”  
NOTE: a Username must contain at least 6 characters and is case sensitive  
NOTE: a Password must contain at least 8 characters with letters & numbers and is also case sensitive. *Keep username and password handy.*
6. Once you are done filling out everything on this page, Click on “Save Changes” at the bottom and follow any other prompts/request for information.

Password hint. This hint is meant to help 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 provided when setting up your account. You will have an opportunity to reset your password by clicking on the password reset link from within the email.

Using the Secure File Transfer System (continued)

### **TO RETRIEVE DOCUMENTS**

You will receive an Email from mt.gov entitled FILE TRANSFER SERVICE. This is your notification that a secure file is waiting for you. You will need to log on to E-Pass Montana to access it

**(You have about 1 Week to retrieve the document or it times out, DOWNLOAD before time expires).**

#### Steps:

1. At the bottom of this email, it states you have to login to system to retrieve it – so, Click on the ‘Download this file’ blue box
  2. This will take you to the Welcome page. Click on the 1<sup>st</sup> option ‘Login using E-Pass Montana’
  3. On the next screen, Click on ‘Existing user.’ Then type in your Username and your Password
  4. The next screen says, ‘Received File Report’. Scroll to the bottom and click on “Download File” blue box
  5. At bottom of the screen, it will say “Open or Save” the file. Select which one you want, then you have it!
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### **TO SEND a SECURE DOCUMENT (Example - completed MMR Form ) – 2 ways:**

1. Use snail mail if you like, **however**, make sure to Complete the form Electronically. Handwritten MMR forms are extremely difficult to work with when making corrections.
2. Use the quicker method -- the State Secure File Transfer System, see steps below:

#### Steps:

1. Click on <http://dphhs.mt.gov>
2. Look for LOGIN in far, upper-right corner- (next to search box). Click on LOGIN
3. Under the Left Option “Login with ePass Montana” (since you already have an account), Click the “Login” button
4. Under “Existing User,” type in your username and password. Then click Login
5. This will take you to the WELCOME page
6. Scroll down to “Your Services” on the left side. Then click on the “File Transfer Service” link under there
7. Click on the Blue button “+Send a New File(s)”
8. Click In the gray box that says “Drop Files here or Click to Upload”. Browse for the documents/files that you wish to send. Double click on it
9. The document name appears, showing it’s been selected. Click on “Continue”
10. Under “General” – click on the “state employee **or** ePass Montana Customer” link
11. Under *Recipients*, type in the person’s email address that you wish to send the file to. On the right-hand side of this page, there is a “Message box” to type in any comments you wish to send.
12. When everything is complete, click “send”. The user will receive an email notifying them a file is waiting.

#### Again:

- 1) If you have problems with E-Pass (logging in, password), Call (406) 449-3468, then hit 0.
- 2) Problems with specific Secure File Transfer System issues, Call 444-2000, hit 0.