



State File Transfer Service External Customer Instructions

Customer Support
6311 or 1-888-ISD-ASAP (473-2727)

4/12/2022

The Montana Department of Administration provides a file transfer service to share files between state employees and external entities.

Use this service to share files with state employees.

Sending Files to a State Employee

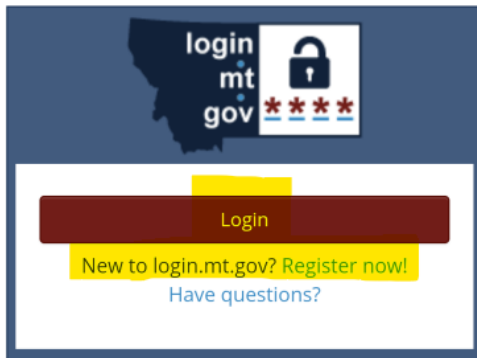
If you need to send files to a state employee:

1. Go to the following web page:

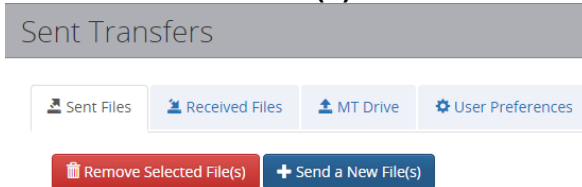
<https://transfer.mt.gov>

2. Click Login

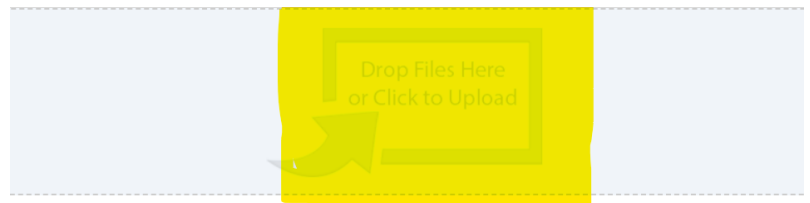
*If this is your first time using the service, select **New to login.mt.gov?** [Register now!](#)



3. Click **Send a New file(s)**



4. Drag and drop files to the window or click **Drop Files Here** or **Click to Upload** to browse.



Tips and Tricks

- Uploading folders is not supported.
- Only 10 files can be uploaded at a time. If more than 10 files need to be uploaded, upload them as a zip file.
- Any file that exceeds 2GB within a zip file may experience virus scanning issues.

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6. Select **Continue**



NOTE: If you go **Back**, you will lose the selected files and will have to select any/all files again. Files are not committed until you choose **Continue**

7. Search for a state employee or enter an email to send to.

8. If you want to send a message, click in the field under the Message heading, type in the desired message.

9. Click **Send** to complete the transfer. Files remain available for download for 15 days.



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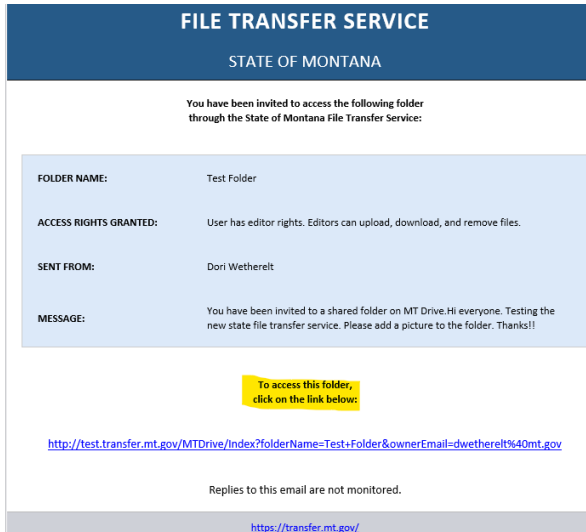
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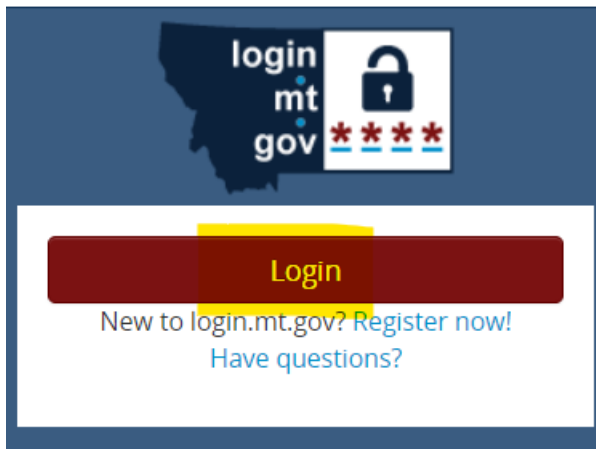
Working with shared folders

If you are invited to a shared folder, you will receive an email from TransferService@mt.gov.

1. Click on the link below the instructions “To access this folder, click on the link below:”



2. Choose **Login**



If you are an Editor of the folder you can add and remove files. If you are a viewer, you will only be able to select files for download.

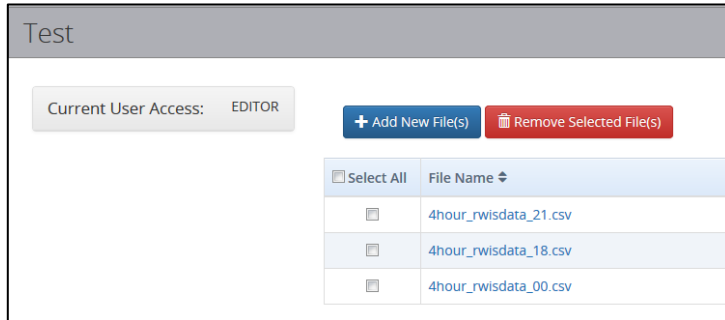


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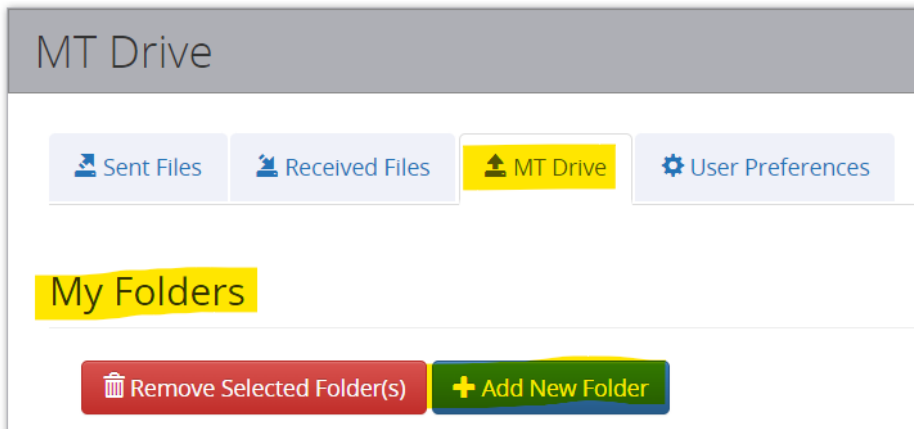
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- To download, click on the file, open file and then browse and save it on your computer.

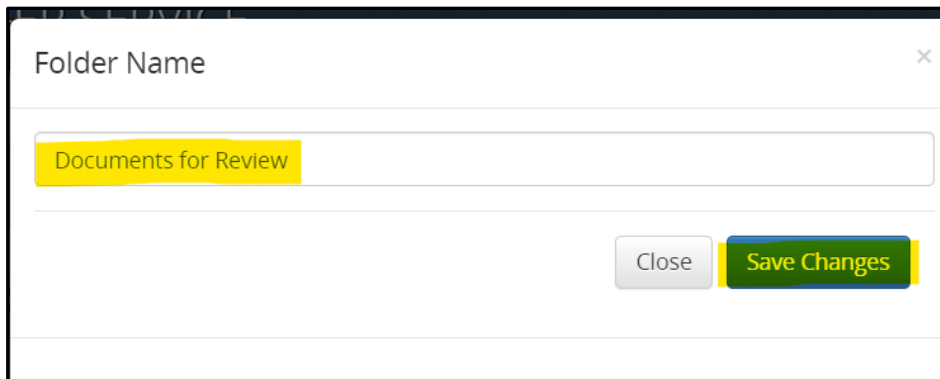


If you want to invite someone to view/edit a folder:

- Under **My Folders on the MT Drive tab**, choose **Add New Folder**



- In the **Folder Name** window, type a desired folder name (in this example we called it "Documents for Review" and click **Save Changes**





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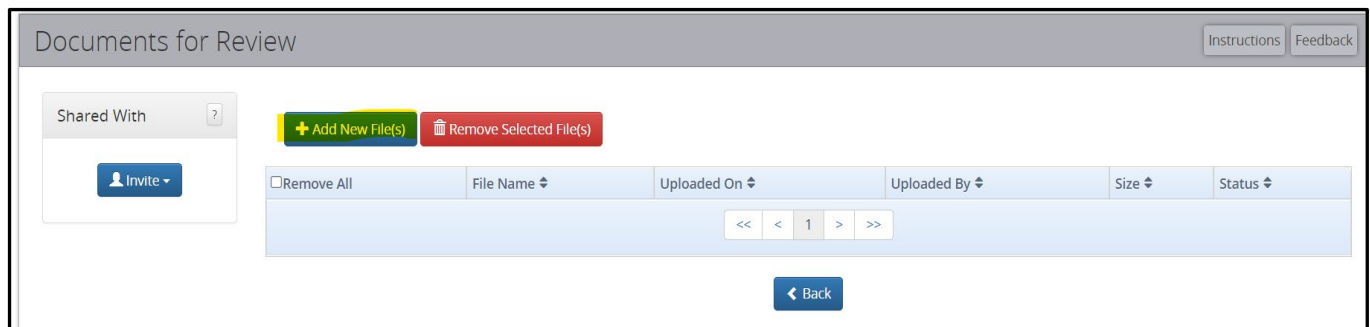
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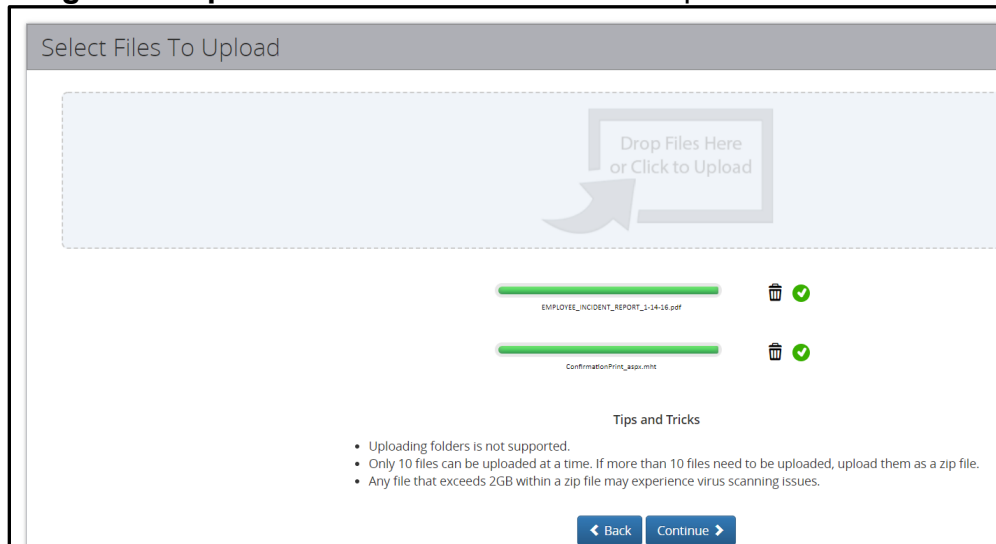
- Find the folder and click the folder name (if there is a list of folders, they are automatically listed in alphabetical order):



- Click Add New File(s)



- Drag and drop files** to the window or click “Drop Files Here or Click to Upload” to browse.





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6. If you browse, highlight desired file(s), and click **Open**

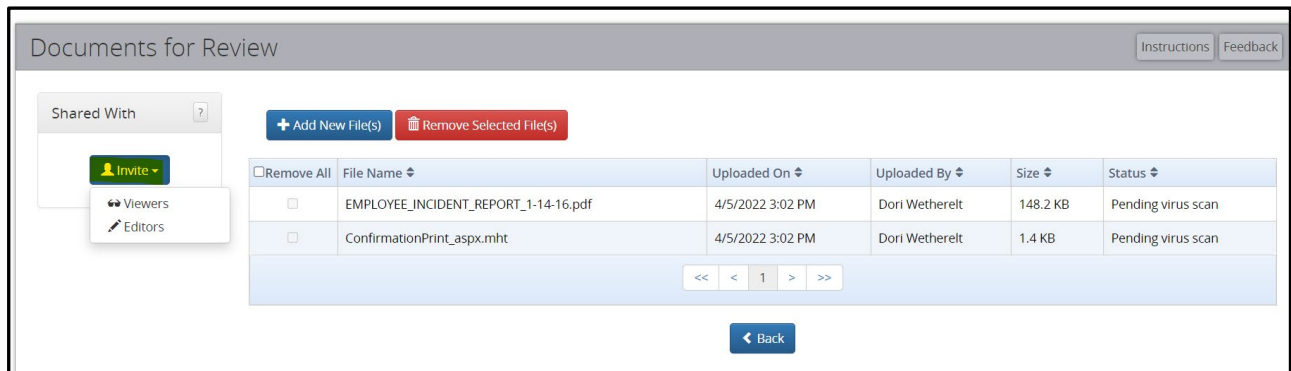


7. Select **Continue**

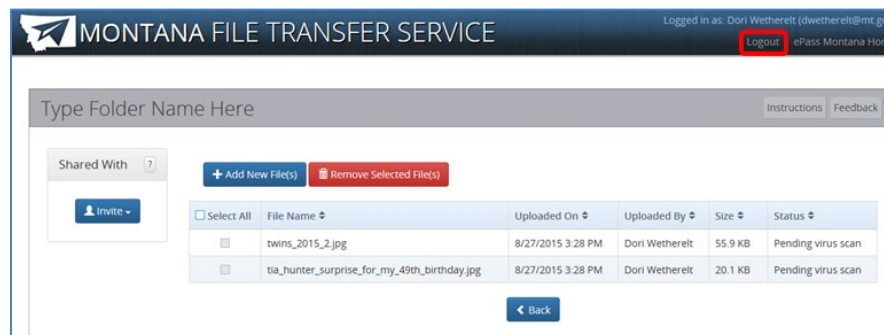


NOTE: if you go **Back**, you will lose the selected files and will have to select any/all files again. Files are not committed until you choose **Continue**

8. Click the Invite drop-down arrow



9. Select **Editor** if you want those invited to have the ability to add and remove files. **Viewer** should be chosen if you want those invited to select files for download.

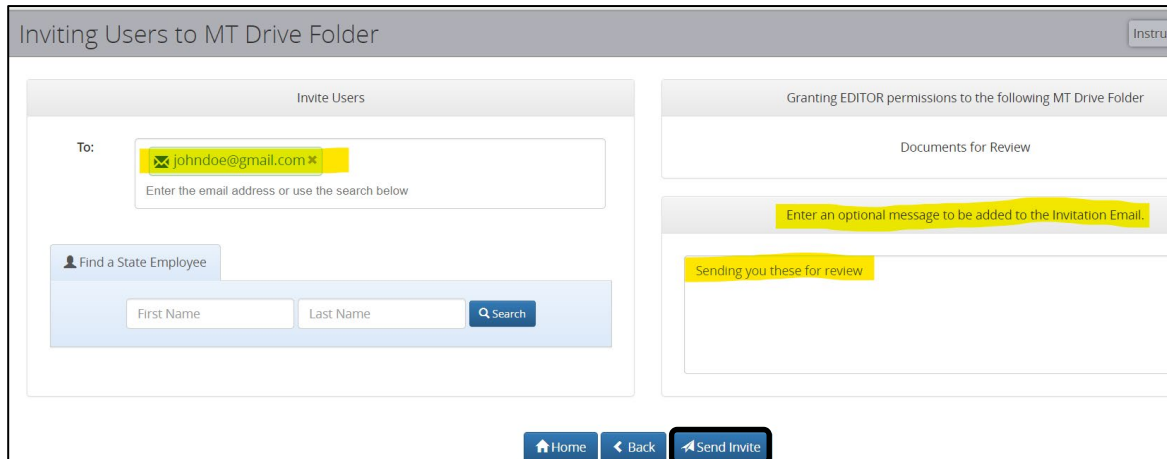


NOTES:

- If you want to retain a structure of folders and subfolders, it is recommended that you create a zip file.

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- If you add a person as a viewer, you **cannot** change them to an editor. To make them an editor, you must remove them as a viewer and then add them as an editor
 - Adding people as editors is a great way to allow several people access to upload files for group use
 - Each time a new file is added to an existing folder, you need to send an invitation to the person or people to that folder location
10. Type an email address **OR** Type first and last name to search for a state employee and make sure to hit Enter on your keyboard to add the email address or name to the To: field
 11. If you want to include a message, type it in the field under the “Enter an optional message to be added to the Invitation Email” header



12. Click **Send invite**