



MOVEit Transfer New User Guide



The CT DRS MOVEit system provides a secure way for DRS staff to securely exchange files (aka Packages) with DRS customers. Each package typically consists of a note (a basic message) and one or more attached files. MOVEit Users are set up with accounts and mailboxes where they can send and receive packages.

New (Non-Registered) users will need to have a DRS employee initiate a MOVEit communication with the User. Following is a step-by-step guide for setting up your new MOVEit account.

1. Once the DRS employee sends a package or requests files from an external customer through MOVEit, the user will receive two emails. Both emails will be from moveitsupport@ct.gov:
 - a. The **first** email, **Subject: New User Account for CT Department of Revenue Services** includes a Welcome message and includes your MOVEit Username and a **temporary** password.
 - b. The **second** email, **Subject: New Package is Waiting** is simply a notification to you that a DRS representative has either sent you a file or sent you a request for files through the MOVEit system.

NOTE: As these messages are auto generated they may arrive out of order. Please follow the instructions in the email, **Subject: New User Account for CT Department of Revenue Services** to access the MOVEit system with a new account.

2. In the email, **Subject: New User Account for CT Department of Revenue Services**, click the hyperlink in the email body to go to the MOVEit login page. The **Username** will be prefilled with the new account email address. Use the temporary password included in the email (copy/paste password if necessary, ensure there are no spaces added), click **Sign On**.

STATE OF CONNECTICUT REVENUE SERVICES
MOVEit Transfer 2020 SECURE FILE TRANSFER SYSTEM

Username
moveitct@gmail.com

Password
Password

Forgot Password?

WARNING! THIS SYSTEM IS FOR AUTHORIZED USE ONLY!
This system may contain Government

Sign On

Help
Français - Deutsch - Español - 日本語 - 簡體中文 - 繁體中文



- This will take you to the DRS security banner. Please read the security information and click the checkbox next to "I have read and agree to the terms of the Security Notice", then click **Continue**.

WARNING! THIS SYSTEM IS FOR AUTHORIZED USE ONLY! This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. The files you have requested access to contain confidential taxpayer information subject to Connecticut general statutes 12-15, 53a - 251, Department of Revenue Services Personnel Policies, and other applicable law, regulations and policies. Access to tax return information is limited to that information which is necessary for performance of your assigned duties. Violations of this policy may result in disciplinary action and possible criminal prosecution. This computer system is the property of the State of Connecticut. The State may monitor any activity on the system and retrieve any information stored within the system. By accessing and using this system, you are consenting to such monitoring and information retrieval for law enforcement and other purposes. Users should have no expectation of privacy as to any communication on or information stored within the system, including information stored locally on the hard drive or other media in use with this unit (e.g. floppy disks, CD-ROMs, network drives, etc.).

You are about to access a secured resource. CT Department of Revenue Services reserves the right to monitor and/or limit access to this resource at any time.

I have read and agree to the terms of the Security Notice.

[Continue](#)

[Sign Out](#)

- This will generate an acknowledgement message, click **Continue**.



Security notice acceptance successful

Thank you for accepting the security notice. You may continue.

[Continue](#)

[Sign Out](#)



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- Next step is to create your own password. Please follow the on-screen instructions for password requirements and click **Change Password**.

Password Change Required

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must contain both upper- and lower-case letters.
- Must contain at least one non-alphanumeric character.
- Must not match any of the previous 24 passwords.

New Password
New Password

Re-type Password
Re-type Password

Change Password

Sign Out

- Upon successful creation of a new password, an acknowledgement message is generated. Click **Continue**.

Password change successful

Security Requirement

Multi-factor authentication is required for this account. Click "Learn more" or click **Continue** to complete this one-time setup.

Learn more

Continue

Sign Out



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7. Next step is to set up **Multi-Factor Authentication (MFA)**. MOVEit provides two methods for **MFA: Authenticator App** or **Email**. This setting can be reset by the administrator once an account has been created, if necessary.

NOTE: MOVEit is a highly secure system and the process for gaining access is timing dependent. The preferred method is Authenticator App as it is less prone to delays in message delivery.

Authenticator App

- a. Choose this option to send a verification code to an Authenticator App on your mobile device, click **Continue**.

Set Up Multi-Factor Authentication

Choose how you want to receive the verification code:

Authenticator App
Generate verification code from a synchronized authenticator app installed on your mobile device.
How to do this?

Email
Send verification code to the email configured for this account: m*****@gmail.com

Continue

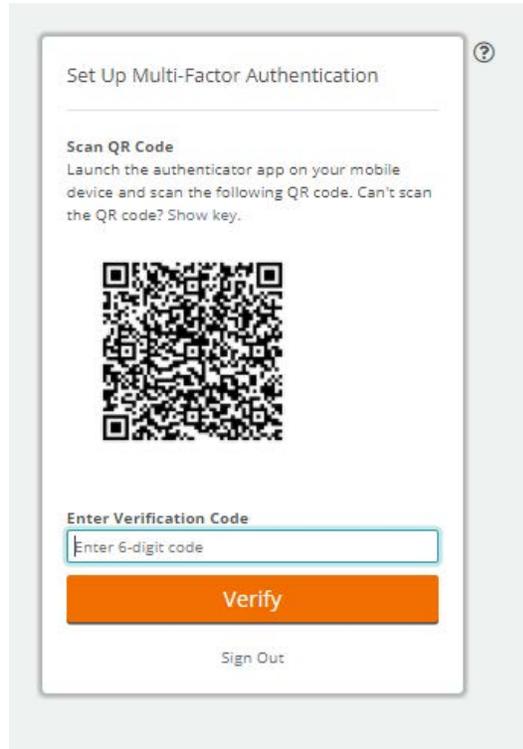
Sign Out

- b. A QR Code will display on the screen as seen below. Launch your Authenticator App and scan the on-screen bar code with your mobile device.

This will add an account to your Authenticator App. Enter the Verification Code in to MOVEit and click **Verify**.

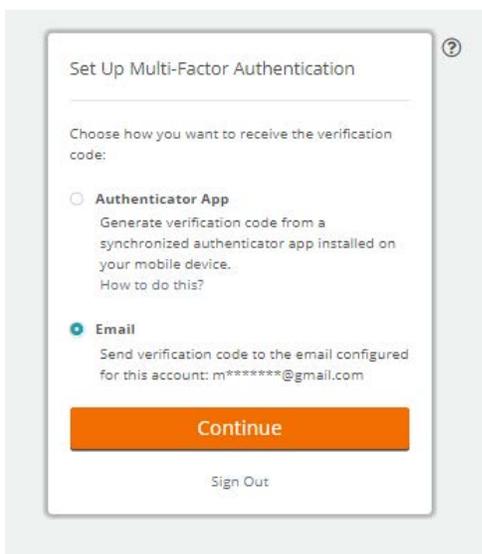


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Email

- Choose this option to send a verification code to your MOVEit registered email address, click **Continue**.





- b. MOVEit will wait for you to retrieve the verification code from your email, this is time sensitive

Set Up Multi-Factor Authentication

A verification code has been sent to the email configured to this account: m*****@gmail.com

[Request another code](#)

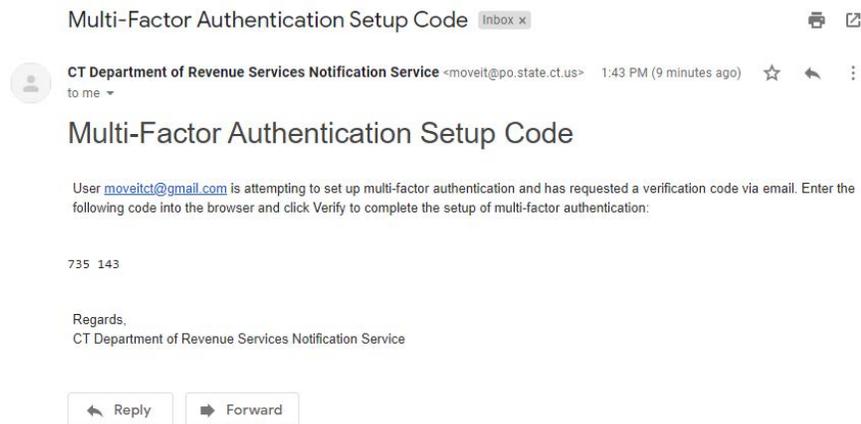
Enter Verification Code

Enter 6-digit code

Verify

[Sign Out](#)

- c. You will receive the verification code in email (example).

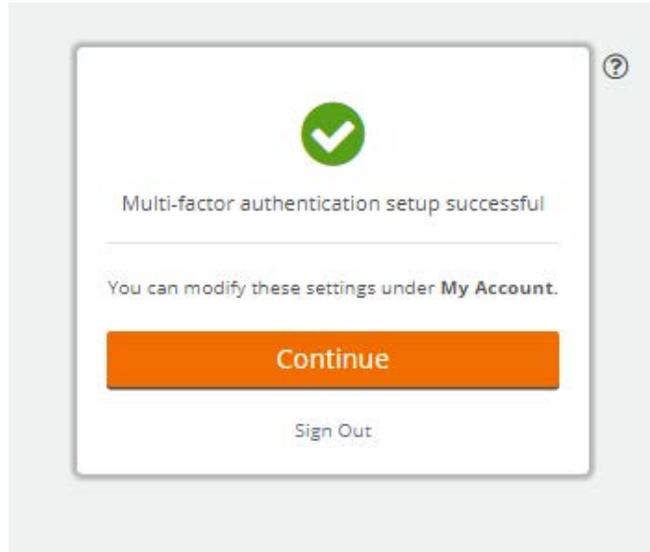


- d. Go back to MOVEit and enter the verification code, click **Verify**.



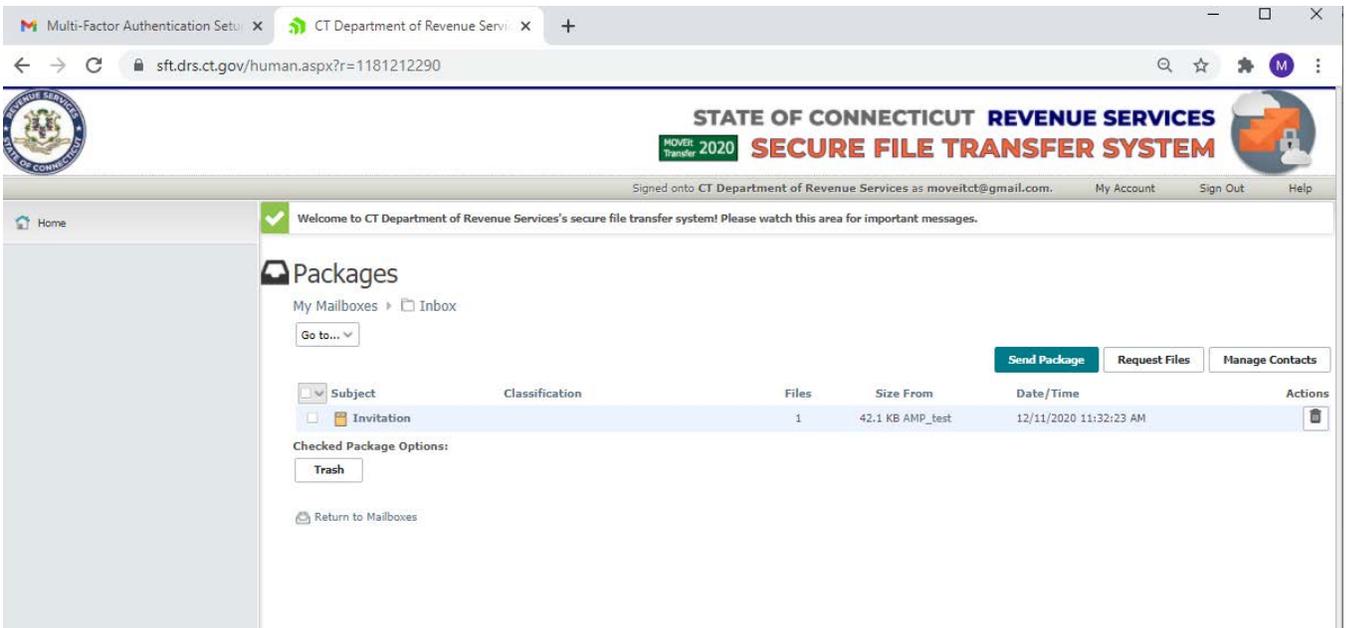
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- Once you have successfully entered an MFA verification code, an acknowledgement message is generated. Click **Continue**.



9. SUCCESS!

You have now successfully created a new MOVEit account and accessed the MOVEit system.



For further assistance, please contact moveitsupport@ct.gov.

Thank you.