Password Reset Guide

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

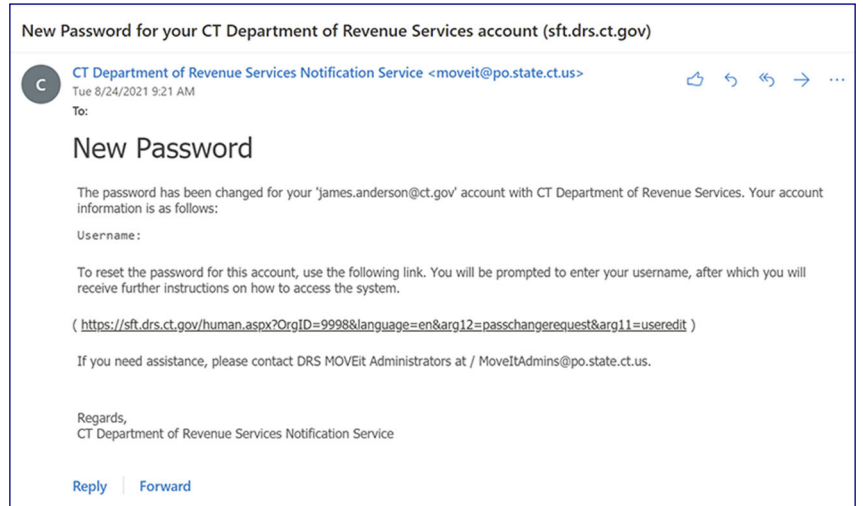Following are the steps to reset and create a new MOVEit password:

Step 1

You will receive an email from:

moveitsupport@ct.gov, **Subject: New Password for your CT Department of Revenue Services account (sft.drs.ct.gov)**

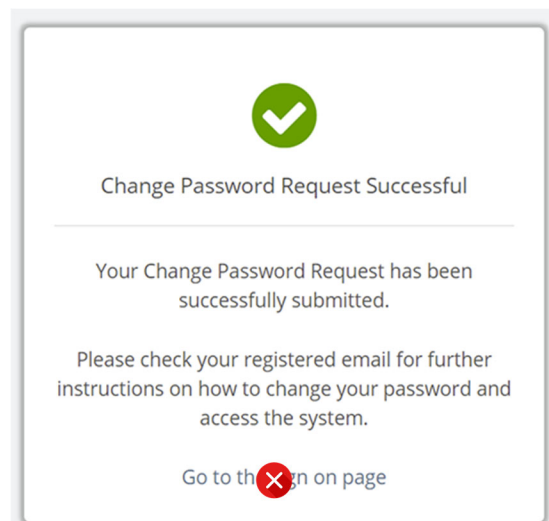The email will contain a hyperlink.

Follow the hyperlink.

New Password for your CT Department of Revenue Services account (sft.drs.ct.gov)

CT Department of Revenue Services Notification Service <moveit@po.state.ct.us>
Tue 8/24/2021 9:21 AM
To:

New Password

The password has been changed for your 'james.anderson@ct.gov' account with CT Department of Revenue Services. Your account information is as follows:

Username:

To reset the password for this account, use the following link. You will be prompted to enter your username, after which you will receive further instructions on how to access the system.

(https://sft.drs.ct.gov/human.aspx?OrgID=9998&language=en&arg12=passchangerequest&arg11=useredit)

If you need assistance, please contact DRS MOVEit Administrators at / MoveItAdmins@po.state.ct.us.

Regards,
CT Department of Revenue Services Notification Service

Reply | Forward

Step 2

You will be taken to a MOVEit login screen where you enter your MOVEit **Username** and click **Continue**.

Change Your Password

To change your password enter your username below.

Username

Continue

Cancel

Step 3

You will then get a MOVEit prompt that the password request has been successful and instructions to check your registered email for further instructions.

Please DO NOT follow the Go to the sign on page link as the next email will include the link you need. Close the browser window and check your email.

Change Password Request Successful

Your Change Password Request has been successfully submitted.

Please check your registered email for further instructions on how to change your password and access the system.
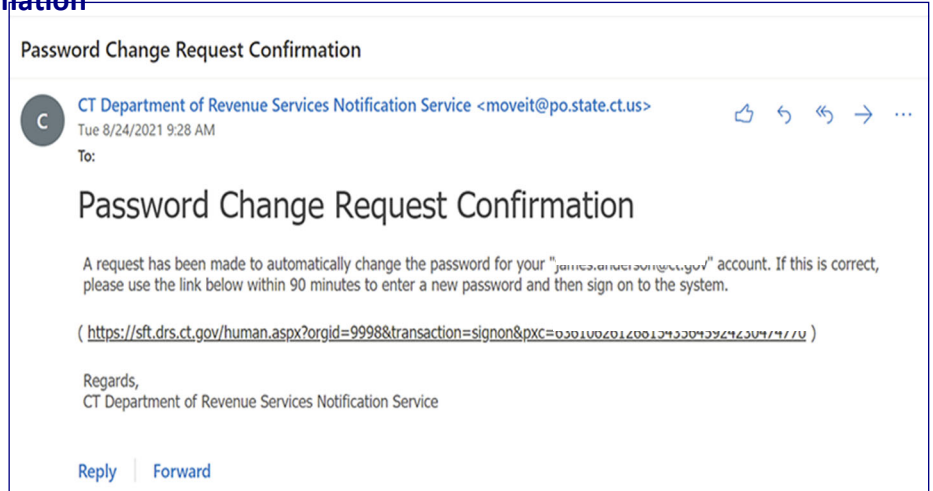
Go to the sign on page

Step 4

You will receive an email from: moveitsupport@ct.gov, **Subject: Password Change Request Confirmation**

The email will contain a hyperlink.

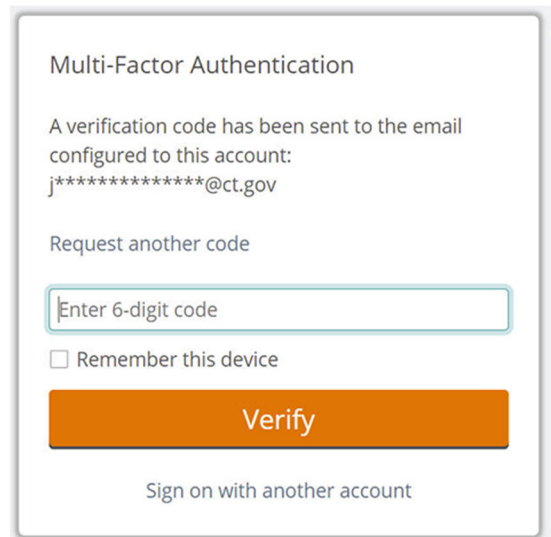**The password reset hyperlink is valid for 90 minutes**.

Follow the hyperlink.

Password Change Request Confirmation

C CT Department of Revenue Services Notification Service <moveit@po.state.ct.us>
Tue 8/24/2021 9:28 AM
To:

Password Change Request Confirmation

A request has been made to automatically change the password for your "james.anderson@ct.gov" account. If this is correct, please use the link below within 90 minutes to enter a new password and then sign on to the system.

(https://sft.drs.ct.gov/human.aspx?orgid=9998&transaction=signon&pxc=656106261266154556459242564747770)

Regards,
CT Department of Revenue Services Notification Service

Reply | Forward

Step 5

You may be prompted to enter a **Multi-Factor Authentication (MFA)** verification code.

Please check your email or authenticator app for the code, depending on the choice you made at account setup.

MFA verification codes are repeatedly generated every 15-20 seconds and email is subject to various networks it must traverse. Use Authenticator app if you can.

Click **Remember this device** to avoid MFA every time you login or change your password.

Multi-Factor Authentication

A verification code has been sent to the email configured to this account:
j**************@ct.gov

Request another code

Enter 6-digit code

☐ Remember this device

Verify

Sign on with another account

Step 6

You will then be prompted to create a new password.

Password must meet MOVEit strong password requirements;

Step 7

You will be prompted with a message that the password change was successful.

Click **Continue** to access your MOVEit Inbox .

Success!

Please contact us at moveitsupport@ct.gov if you require further assistance.