

MD STO Secure Folders FAQ's

1. **What is required to access the Secure Folder System?**

- Users will complete the Secure Folder Security Access Form, signed by the employee, and approved by the CFO. Once returned, in most cases, the user will have access to the folders within three business days. To request and return completed forms, email: BankingReconUnit@treasurer.state.md.us

2. **When waiting for access, who should I contact to receive copies of the (FAXSTAR) ACH and Wire reports?**

- Users will email the BankingReconUnit@treasurer.state.md.us

3. **How many users per agency will be allowed access to the MDSTO Secure File Transfer system?**

- Maximum of four users per agency. Should an agency have an exception request for additional users, please send an email to Helpdesk@treasurer.state.md.us

4. **Users cannot find the Secure Folder login instructions sent by STO IT.**

- The email will be sent from an automatic “GoAnywhere” email. Users can search “GoAnywhere” for the email.
- Check your spam or Junk mail box

5. **I can log in, but I do not see the reports.**

- Select your batch agency file; click on the Treasury Management folder and select the applicable folder within (i.e., Chargebacks, 6 digit agency etc.)

6. **I able to see and download the report but cannot open it in PDF or EXCEL.**

- The reports can be opened in Notepad, Word is optional: Right-click the file and choose Notepad or Word.

7. **I need access to two multiple secure folders; Do I need a separate login?**

Users do not need a separate login. When requesting access you will need to list all applicable folders on the form.

8. **The format of the report has changed. When will the report be updated to the old format?**

- Although in a different format, the updated report includes all of the necessary data from our new system. Users can reformat the data once they have downloaded it into their environment.
 - If a user is attempting to print the report, downloading into Word is recommended.
9. **I have access to the Treasury Management reports and do not have access to the Investment reports.**
- The only reports available at this time are the Treasury Management reports. Users will have access to their necessary Investment reports once we have integrated the Investment data into the new system.
10. **I am not able to login to Secure Folders, because I forgot my password or it has expired.**
- Please contact the STO helpdesk to request a password reset or to enable your password.
Helpdesk@treasurer.state.md.us