

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. 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 agency's R*STARS folder; Select your batch agency folder; click on the Treasury Management folder and select the applicable folder within (i.e., Chargebacks, 6 digit agency etc.)

6. **I am 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 open with and select either Notepad or Word.

7. **I need access to 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

11. How long does it take to obtain access to Secure Folders?

- Once a Secure Folders Security Access form is 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.

12. How long will reports be available, especially while there are issues related to assessment?

- Reports within the Secure Folders will be available for no less than 90 days. While we are working with the agencies to obtain access, we have set the system to 180 days, but will default to 90 days eventually. We recommend the agencies go in weekly to download the reports and save within their environment.

13. Are there any tips for researching ACH's that haven't been received or ones that have been received but are unidentifiable?

- Access to the Wells Fargo CEO Portal would be helpful to research unidentified ACH transactions;
- For ACH's that have not been received, agencies will likely have to put in a research request with the STO Banking Services Division. Email: BankingReconUnit@treasurer.state.md.us.

Directions for Formatting Data in Excel

1. Copy and Paste Data

- Copy the data and paste it into an Excel worksheet.

2. Insert Page Breaks

- After each page's data, insert a page break on the row immediately below.



3. Set Print Areas

- Select the area for the first page.
- Go to **Page Layout** → **Print Area** → **Set Print Area**.
- For the second page, select its area and choose **Print Area** → **Add to Print Area**.
- Repeat this step for each additional page.



4. Adjust Print Settings

- Click **File** → **Print**.
- Change orientation to **Landscape**.
- If needed, adjust:



- **Margins** → **Narrow**
- **Scaling** → **Fit All Columns on One Page** (under “No Scaling”).



Tip: When selecting your print area, I usually include columns up to **column M** for best results.