



First Time Enrollment Guide

Manage File Transfer (MFT)

Revised April 2023

First Time Enrollment

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Step 1: Creating a password

1. When your account is set up, you will receive the following three emails.

Please note: the third email may take up to 5 minutes to receive.

User Login ID:

Please see the second email for your temporary password.

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

Cash Letters: 701.328.5645
ACH: 701.328.5644
ACH (after hours): 701.516.3318 or 701.425.3461
Loan Operations: 701.328.5666
All Others: 800.472.2166

Best regards
Your BND Secure Transfer system



Subject: BND Test Secure Transfer account information.

Here is your BND Secure Transfer account temporary password. You will receive a total of three separate emails. One email with your account name, one email with your temporary password, and a third email that has instructions on how to start using the account.

Please note: the third email may take up to 5 minutes to receive.

Temporary password:

Please see the third email for further instructions.

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

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Note: You will receive a one-time passcode each time you log in.

1. Go to [Password Reset](#) to reset your password. Please complete the following instructions:
 - A. Enter the User Login ID and Temporary Password provided in the previous emails.
 - B. You will be prompted to enter a one-time passcode which is sent to you via email.
 - C. Once your credentials have been authenticated, you will be required to enter a new password. Password requirements are:
 - a. Minimum length of 15 characters
 - b. May not contain the user first name, last name or User Login ID
 - c. Must incorporate three of the four following complexity requirements:
 - At least one numeric character
 - At least one character in lower case
 - At least one character in upper case
 - At least one special character
 - D. Close the browser and proceed to Step 2.
2. Go to [Multi-Factor Authentication](#) (MFA) to complete your MFA setup.
 - A. Login using your User Login ID and the password you created in Step 1. You may have to choose "Use another account" and type in the NDGOV domain prefix before your User Login ID, for example: `ndgov\userloginid`.
 - B. Change your primary (office) phone number if it is incorrect.
 - C. Add an optional secondary (mobile) phone number.
 - D. Add your required personal passcode. The Personal Passcode must NOT contain any spaces and must have a minimum length of 6 characters and/or numbers. The personal passcode is used in case you lock your account due to multiple incorrect password entry attempts. You will be able to go to the password reset site that you used in step 1 above, and use your personal passcode to gain access to change your password and unlock your account. **Please Note: keep your personal passcode in a secure location. It is case sensitive and will be required to reset your password in the future if your account is locked.**
 - E. Update your Dispatch Policy preference which identifies how you will receive your one-time passcode each time you log in (email will be the default).
 - F. Click save.
 - G. Close the browser and proceed to Step 3.
3. You have now completed your enrollment and can conveniently access all links at the [BND Secure Transfer home page](#).

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

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2. Click on the [Password Reset](#) link the third email.
3. This page will open.
4. Enter [Username](#) listed in the first email.
5. Click [Next](#).

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Password Reset

Welcome to the Password Reset Website.
This website will guide you through the process of resetting your password.

Username

[Next](#)

Please note: the third email may take up to 5 minutes to receive.

User Login ID:

Please see the second email for your temporary password.

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

Cash letters: 701.328.5645

ACH: 701.328.5644

ACH (after hours): 701.516.3318 or 701.425.3461

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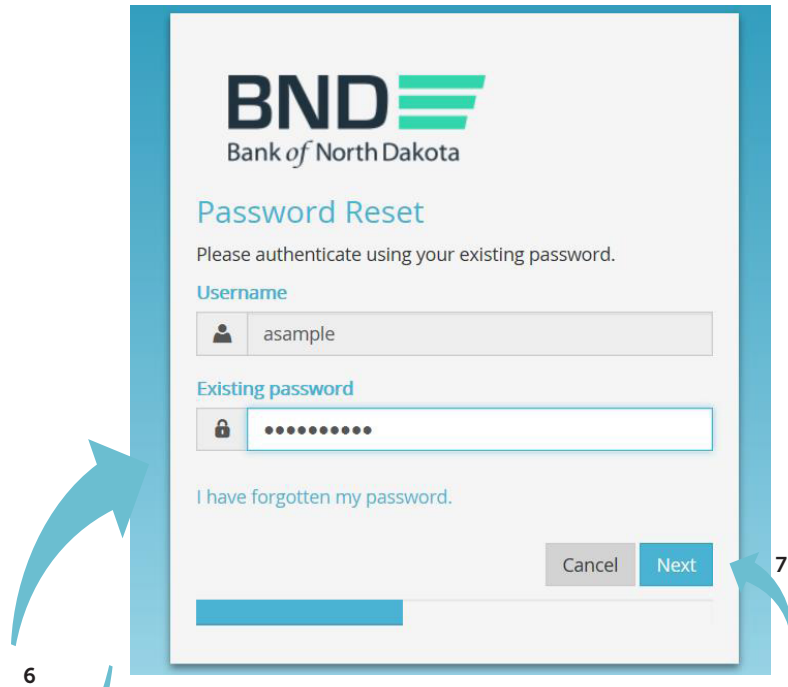
Best regards

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6. Enter the [temporary password](#) listed in the second email.
 7. Click [Next](#).
- An email will be sent to you with a temporary passcode.



Subject: BND Test Secure Transfer account information.

Here is your BND Secure Transfer account temporary password. You will receive a total of three separate emails. One email with your account name, one email with your temporary password, and a third email that has instructions on how to start using the account.

Please note: the third email may take up to 5 minutes to arrive.

Temporary password:

Please see the third email for further instructions.

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

Cash Letters: 701.328.5645
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8. Enter the **Passcode** sent in an email.

You have three minutes to enter the passcode before it expires.

9. Click **Next**.

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Password Reset

Please authenticate using the one-time passcode sent to you.

Username

asample

Passcode

Status: Sent
Remaining: 00:02:17

Cancel Next

One-Time Passcode:

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

Cash Letters: 701.328.5645

ACH: 701.328.5644

ACH (after hours): 701.516.3318 or 701.425.3461

Loan Operations: 701.328.5666

All Others: 800.472.2166

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Multi-factor Authentication (MFA)

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10. Create and confirm new [password](#).
 - Minimum length of 15 characters
 - May not contain the user first name, last name or User Login ID
 - Must incorporate three of the four following complexity requirements:
 - At least one numeric character
 - At least one character in lowercase
 - At least one character in uppercase
 - At least one special character

11. Click [Next](#).

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Password Reset

You have been granted access. Please choose a new password now.

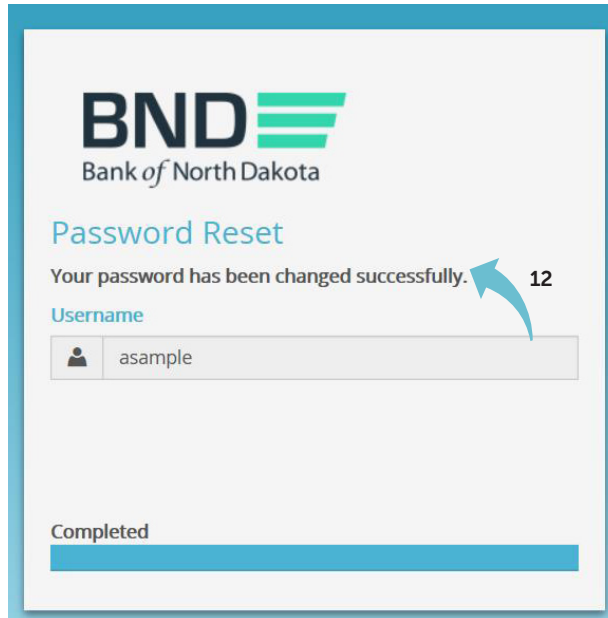
Username

New password

Confirm password

12. You have successfully changed the password.

13. Close the screen.



Step 2: Updating information

1. Click on the link [Multifactor Authentication](#) link in the third email.
2. This page will open.
3. Enter [Username](#) and the new [Password](#) created in Step 1.
4. Click [OK](#).

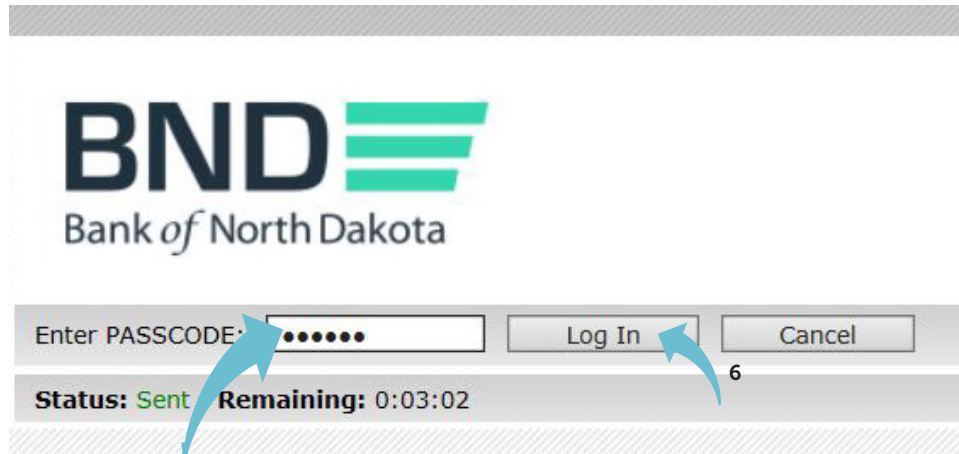
An email will be sent to you with a temporary passcode.



5. Enter the [Passcode](#) sent in an email.

You have three minutes to enter the one-time passcode before it expires.

6. Click [Log In](#).



One-Time Passcode:

If you have issues with your account or believe you received this email by mistake, please contact Customer Service.

Cash Letters: 701.328.5645

ACH: 701.328.5644

ACH (after hours): 701.516.3318 or 701.425.3461

Loan Operations: 701.328.5666

All Others: 800.472.2166

Best regards

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Multi-factor Authentication (MFA)

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7. Verify and update information.

- **Primary phone number** - Verify the primary phone number.
- **Secondary phone number** - You have the option to add a secondary (mobile) phone number.
- **Personal Passcode** - Create a personal passcode, which is used in case you lock your account due to multiple incorrect password entry attempts. Please keep in a secure place. It is case sensitive, must NOT contain any spaces and must have a minimum length of 6 characters.
- **Dispatch Policy** - If you would like to change the method for receiving the one-time passcode, which is required each time you log in to the BND Secure Transfer System portal, uncheck the Controlled by administrator and choose method.

8. Click **Save**.

The screenshot displays the BND Self-service Website account settings page. The header includes the BND Bank of North Dakota logo and the text 'Self-service Website'. Below the header, the account name 'Account Sample' is shown. The main content area is divided into several sections, each with a label, a form field, and a description:

- Usernames:** The label is 'Usernames', the form field contains 'ndgov\asample', and the description is 'The usernames assigned to your account.'
- Primary phone number:** The label is 'Primary phone number', the form field is empty, and the description is 'The phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number.'
- Secondary phone number:** The label is 'Secondary phone number', the form field is empty, and the description is 'The secondary phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number in failover scenarios.'
- Email:** The label is 'Email', the form field contains '@', and the description is 'The email address assigned to you. You may receive one-time passcode messages or notifications on this email address.'
- Personal Passcode:** The label is 'Personal Passcode', the form field is labeled 'Set to:' and contains '.....', and the description is 'A secret Personal Passcode of own choice. If allowed to, this passcode can be used in case of emergency for logging in or for resetting your Windows password.'
- Dispatch Policy:** The label is 'Dispatch Policy', the form field is a dropdown menu with 'Controlled by administrator' selected, and the description is 'The Dispatch Policy that will be used for transmitting one-time passcode messages or notifications to you.'

At the bottom right of the page, there are two buttons: 'Reset' and 'Save'. A blue arrow points from the 'Save' button to the number '8' below it.




9. Verify you receive this message - Changes have been saved.

10. Close the screen.

11. You have now completed your enrollment.

You can conveniently access all links at the [BND Secure Transfer home page](#). Click on the link in the third email and save the site to your favorites. The account will be automatically deleted after 120 days of inactivity.

The screenshot displays the BND Self-service Website interface. At the top left is the BND Bank of North Dakota logo. At the top right is the text "Self-service Website". Below the header is a dark grey bar with "Test Example" on the left. A light green notification banner with a close button (x) contains the message "Changes have been saved." with a blue arrow pointing to it. Below the notification is a table of account settings:

9 Usernames	 ndgov\txample	The usernames assigned to your account.
Primary phone number	 7013285698	The phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number.
Secondary phone number	 <input type="text"/>	The secondary phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number in failover scenarios.