

# Multifactor Authentication & Password Reset Guide

Manage File Transfer (MFT)

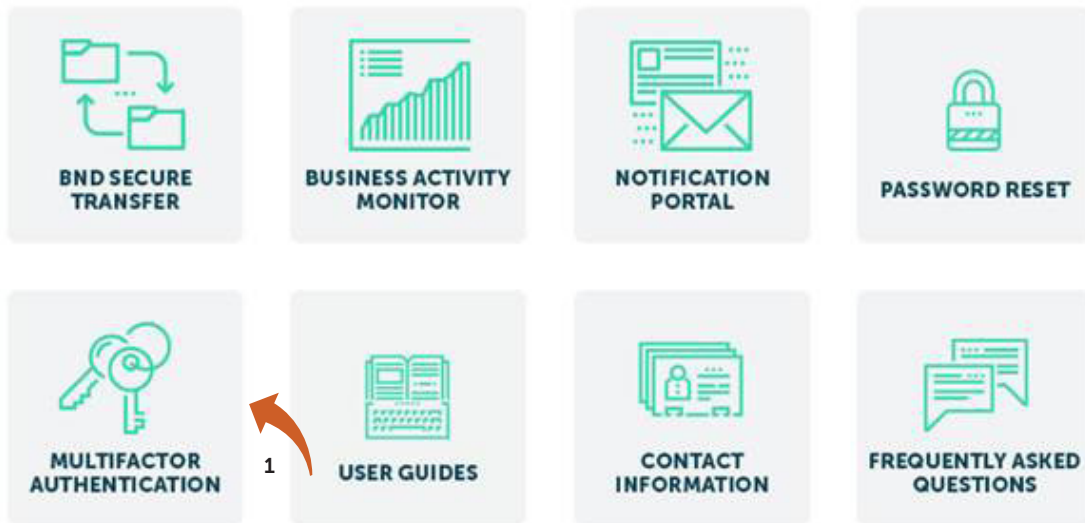
Revised April 2023

# Multifactor Authentication

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# Multifactor Authentication

1. Click on **Multifactor Authentication**.



2. Enter **Username** and **Password**.
3. Click **OK**.

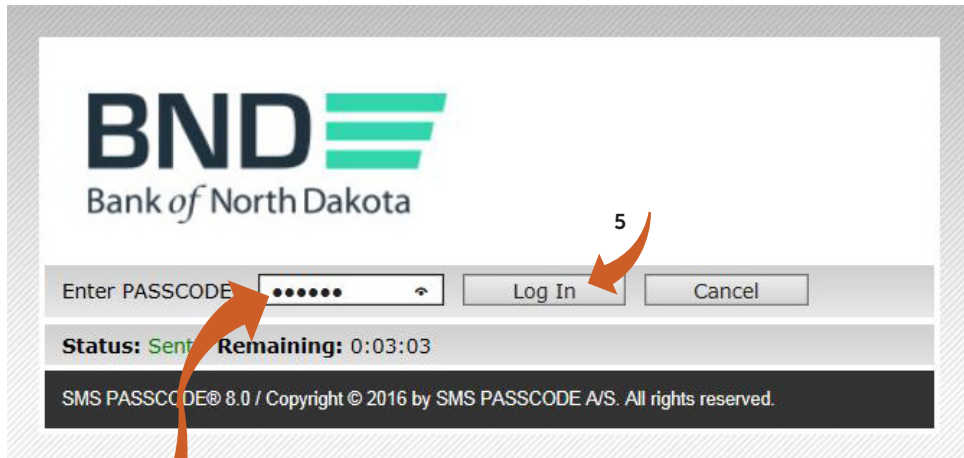
An email, phone or text notification will be sent to you with a temporary passcode.



4. Enter the **Passcode** sent through the Dispatch Policy method (i.e., email, phone or text). If you would like to change this method, go to your personal information/account page and choose an alternate method.

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

5. 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

Bank of North Dakota

Multi-factor Authentication (MFA)



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6. Verify the **primary phone number**.

You have the option to add a **secondary (mobile) phone number**.

7. Enter **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 or special characters, and must have a minimum length of six characters.
8. 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**.
9. Click **Save**.

The account will be automatically deleted after 120 days of inactivity.

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Self-service Website

Test Example

**Usernames**  The usernames assigned to your account.

**Primary phone number**  The phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number.

**Secondary phone number**  The secondary phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number in fallover scenarios.

**Email**  The email address assigned to you. You may receive one-time passcode messages or notifications on this email address.

**Personal Passcode** Set to:  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**  Controlled by administrator  
 1 - Default Email  
 2 - Phone Voice Message  
 3 - Mobile Text Message  
 Default Dispatch Policy The Dispatch Policy that will be used for transmitting one-time passcode messages or notifications to you.

Reset

10. Verify you receive this message: Changes have been saved.


11. Close the screen.

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Self-service Website

Mickey Mouse


Changes have been saved. ×

**10** Usernames  ndgov\mickey123 The usernames assigned to your account.

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Primary phone number  701-328-5600 The phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number.

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Secondary phone number  701-555-5555 The secondary phone number assigned to you. You may receive one-time passcode messages or notifications on this phone number in failover scenarios.

# Password

# Password reset after lockout

1. After three attempts, the account will be locked and you will receive the following email.

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Login failed.  
Please check your credentials and try again.

Log In

Username:

Password:

Log In

**Subject:** ALERT!! Your BND Test Secure Transfer account has been locked out!

Your BND Secure Transfer user account has been locked out.  
You will need your Personal Passcode to reset your password which can be done here: <https://mfapasswordreset.bndtestsecuretransfer.nd.gov>

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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2. Click **Password Reset**.

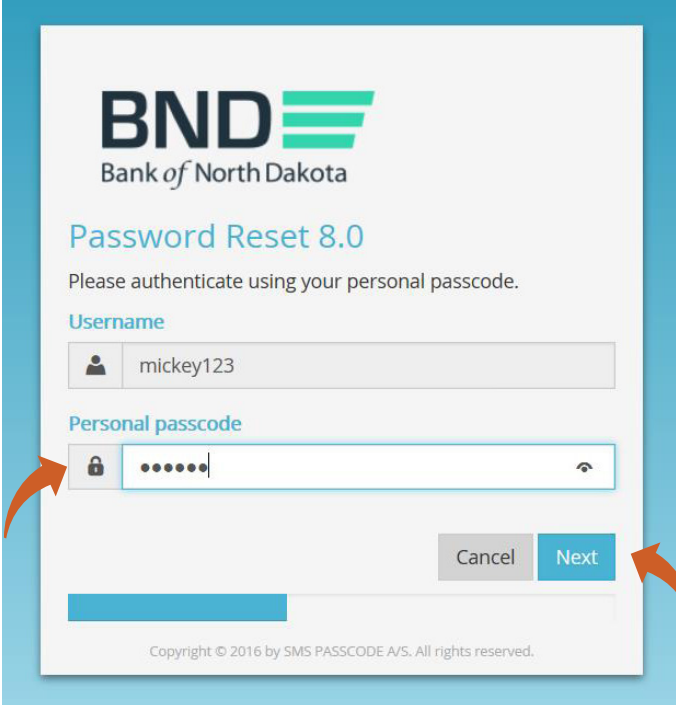


3. Enter **Username**.

A screenshot of the "Password Reset 8.0" website. At the top is the BND Bank of North Dakota logo. Below it, the title "Password Reset 8.0" is displayed in blue. The text "Welcome to the Password Reset Website. This website will guide you through the process of resetting your password." is shown. A "Username" label is positioned above a white input field with a person icon on the left. An orange arrow with the number "3" points to the input field. A blue "Next" button is located to the right of the input field. At the bottom, there is a blue progress bar and a copyright notice: "Copyright © 2016 by SMS PASSCODE A/S. All rights reserved."

4. Enter **Personal Passcode** (this was created in the initial setup and is case sensitive).
5. Click **Next**.

An email, phone or text notification will be sent to you with a temporary passcode.



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### Password Reset 8.0

Please authenticate using your personal passcode.

**Username**

**Personal passcode**

Cancel Next

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6. Enter the **Passcode** sent through the Dispatch Policy method (i.e., email, phone or text). If you would like to change this method, go to your personal information/account page and choose an alternate method.

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

7. Click **Next**.

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### Password Reset 8.0

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

**Username**  
mickey123

**Passcode**  
.....

Status: Sent  
Remaining: 00:03:10

Cancel Next

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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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9. 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
  
10. Click **Next**.

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### Password Reset 8.0

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

**Username**

**New password**

**Confirm password**

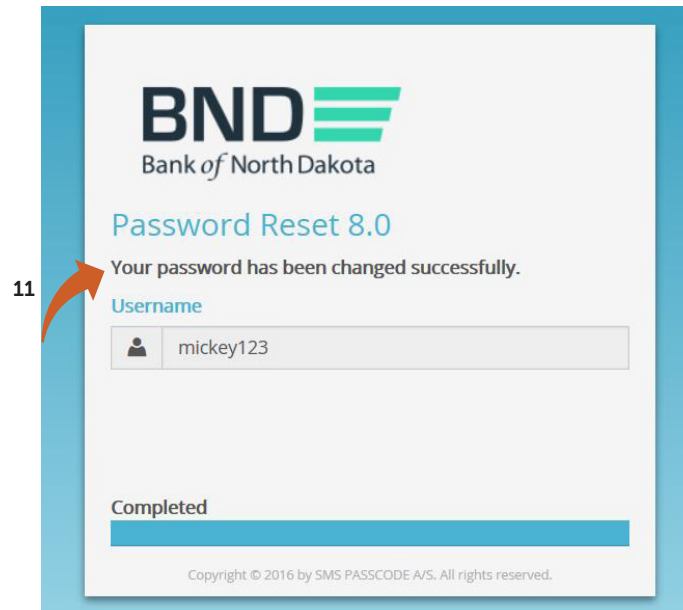
9

Cancel Next 10

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11. You have successfully changed the password.

12. Close the screen.



# Change existing password

1. Click on **Password Reset**.



2. Enter **Username**.

A screenshot of the "Password Reset 8.0" website. At the top is the BND Bank of North Dakota logo. Below it, the title "Password Reset 8.0" is displayed in blue. The text reads: "Welcome to the Password Reset Website. This website will guide you through the process of resetting your password." There is a "Username" label above a text input field. An orange arrow labeled "2" points to the input field. To the right of the input field is a blue "Next" button. At the bottom, there is a copyright notice: "Copyright © 2016 by SMS PASSCODE A/S. All rights reserved."

3. Enter Existing Password.
4. Click Next.

An email, phone or text notification will be sent to you with a temporary passcode.

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### Password Reset 8.0

Please authenticate using your existing password.

**Username**

**Existing password**

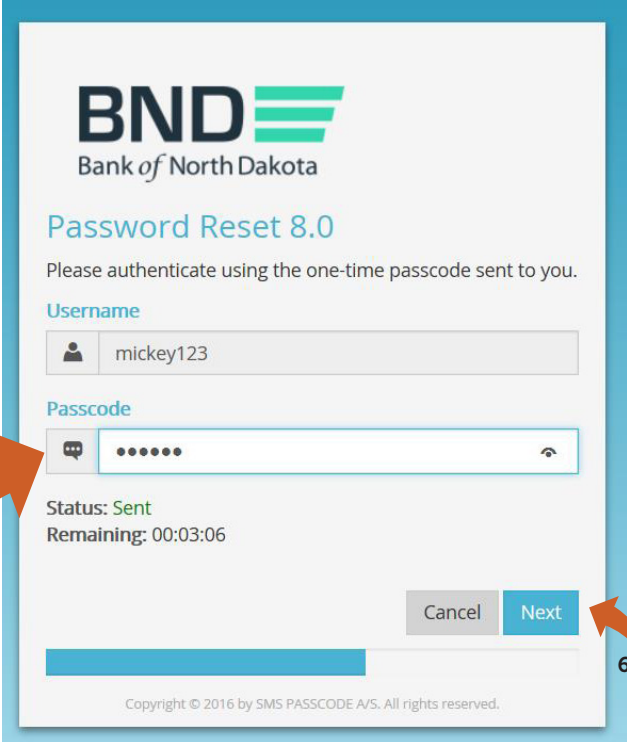
[I have forgotten my password.](#)

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5. Enter the **Passcode** sent through the Dispatch Policy method (i.e., email, phone or text). If you would like to change this method, go to your personal information/account page and choose an alternate method.

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

6. Click **Next**.



**Subject:** BND Test Secure Transfer MFA Passcode

Please use the passcode below to access the Bank of North Dakota (BND) TEST Secure Transfer system:

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. 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
  
8. Click **Next**.

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Bank of North Dakota

### Password Reset 8.0

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

**Username**

**New password**

**Confirm password**

7

8

11. You have successfully changed the password.

12. Close the screen.

