



**E-WITHHOLD SECURE FILE TRANSFER GUIDE**  
**MFT.WA.GOV**

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## PURPOSE

This guide provides instructions for Washington State Department of Revenue's secure file transfer service through GoAnywhere MFT website at mft.wa.gov.

## PREREQUISITES

To log in to MFT Web Client and open a session, you need:


1. A high-speed Internet connection
2. A supported Internet browser:
  - Microsoft Edge
  - Mozilla Firefox
  - Apple Safari
  - Google Chrome
3. A connection URL to paste into your browser: <https://mft.wa.gov> or <https://mft-test.wa.gov/>
4. MFT account User ID and password.

## LOG IN

1. Open a supported web browser (from list on page 2) and URL:
  - Production Site - <https://mft.wa.gov/>
  - Test Site - <https://mft-test.wa.gov/>

Not all Users have Test accounts (used for testing new interfaces and for sharing test files).

2. The Sign-in page appears:



User Name

Password

LOGIN

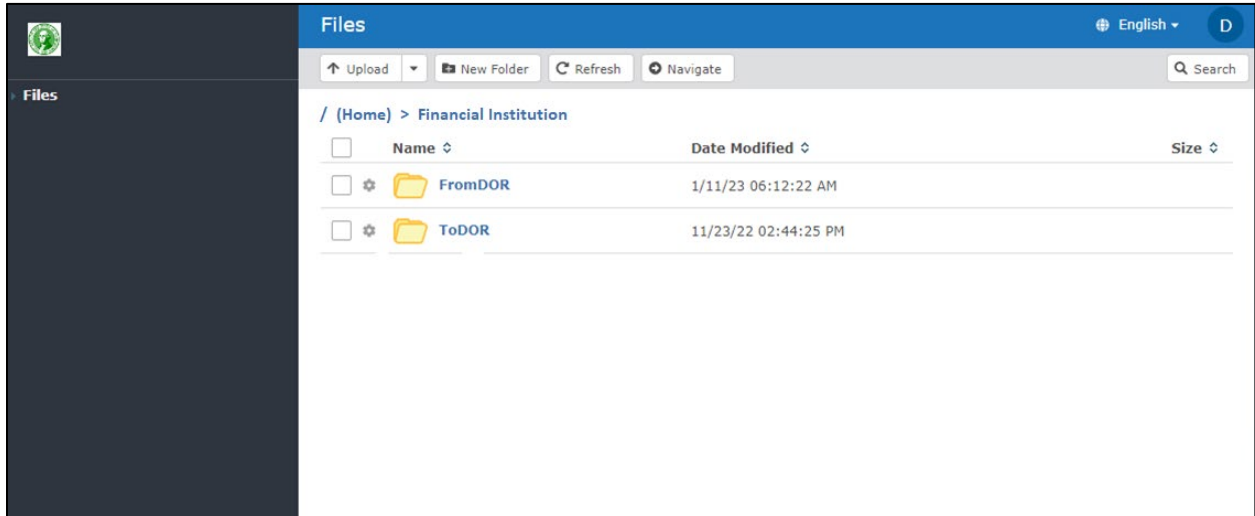
[Forgot Password?](#)

By clicking the login button, you acknowledge that you will abide by the security and privacy policies

3. Enter User Name and password, click '**Login**'.

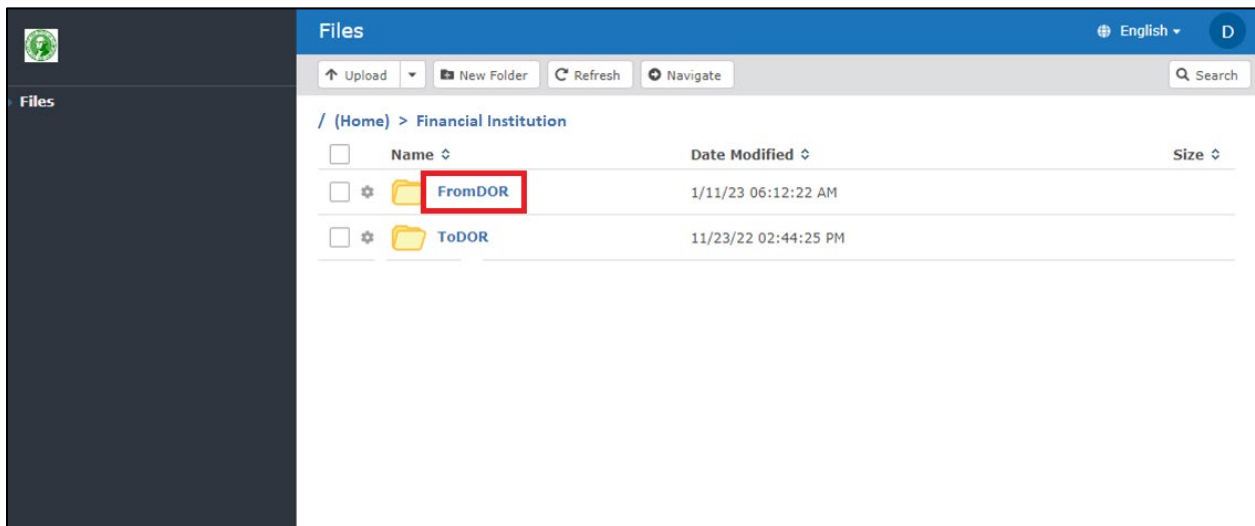
For **Initial login** or **password reset** see page 6.

This page is displayed after successful login:



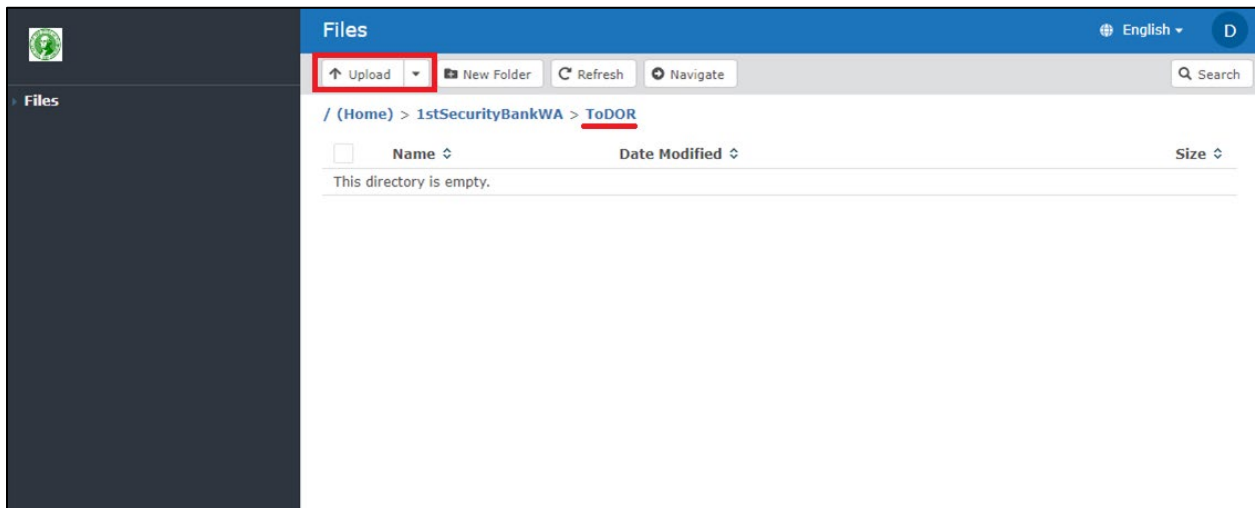
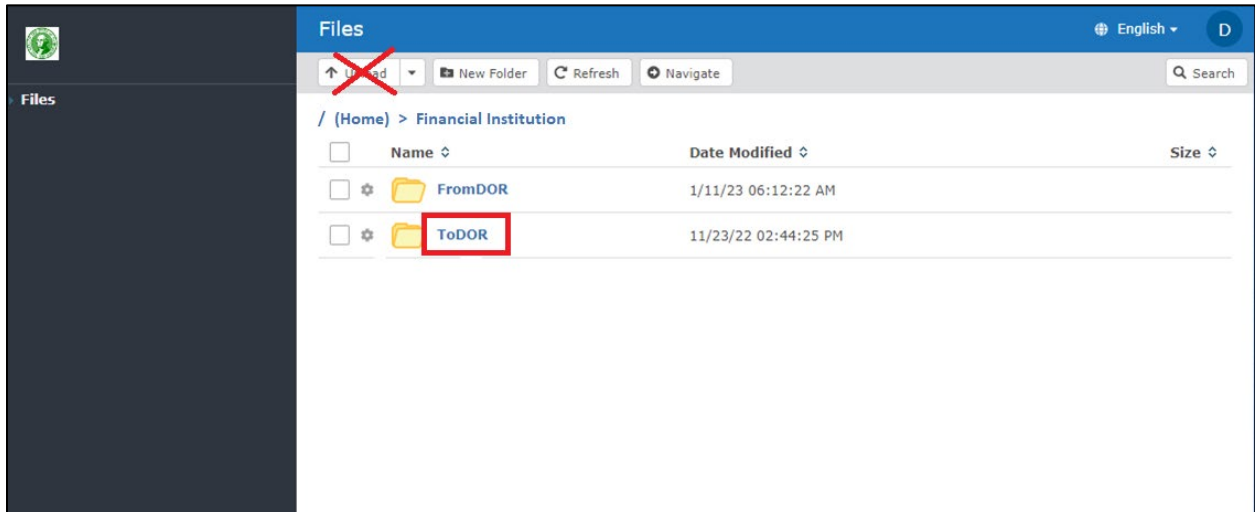
## DOWNLOAD FILES

1. Click the folder name hyperlink **FromDOR**.
2. Click the file name hyperlink to initiate download.



## UPLOAD FILES

1. Click the folder name hyperlink **ToDOR**.
2. Select **Upload**.
3. Select desired file. Click **Open**.



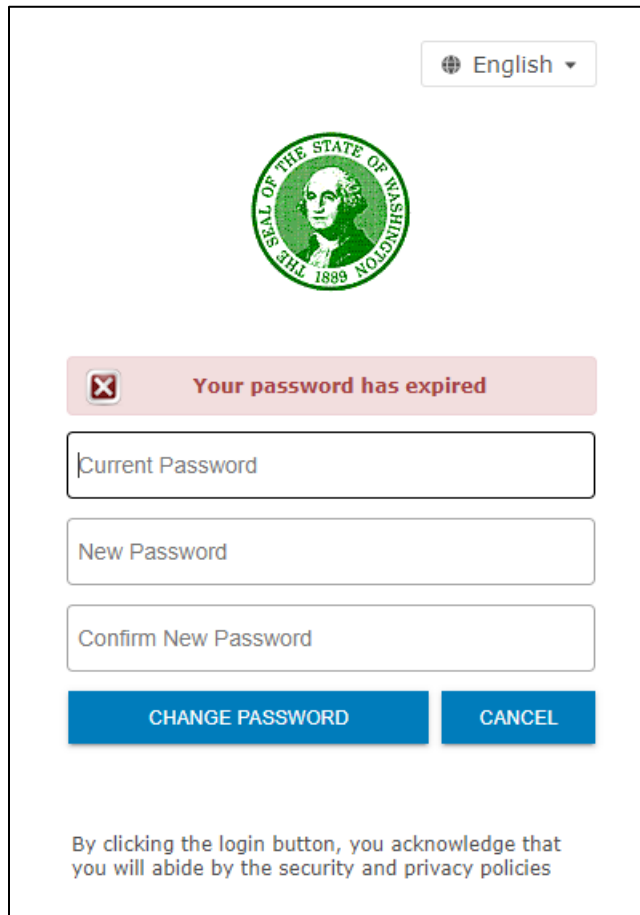
## PASSWORDS

Below are instructions for resetting or changing your MFT password.

### TEMPORARY PASSWORD

The Administrator issues temporary passwords for initial logon or password reset. After entering the User Name and temporary password, User is prompted to create a new password meeting these requirements:

- be at least 10 characters
- contain at least 2 lower case characters
- contain at least 2 numeric characters
- contain at least 2 of these special characters
  - ~@#\$\$%^&\*()-\_+=+<>?/\:[]{}.,
- must not match any of the last 10 password(s)



The screenshot shows a web interface for password management. At the top right, there is a language dropdown menu set to "English". In the center, the Seal of the State of Washington is displayed. Below the seal, a red error message box with a close icon reads "Your password has expired". Underneath the error message are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom of the form are two buttons: "CHANGE PASSWORD" and "CANCEL". Below the buttons, a disclaimer states: "By clicking the login button, you acknowledge that you will abide by the security and privacy policies".

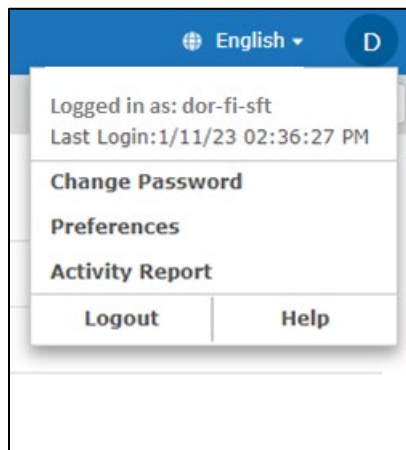
## CHANGE PASSWORD

This procedure is used for changing existing known passwords. If you received a temporary password or are a first time User, see page 6.

1. Select the **Account Options** drop-down (see *Account Options Menu below*).
1. Click **Change Password**. The Password pane opens.
3. Enter your Current password.
4. Enter your New password (see *password requirements on page 6*)
5. Confirm New password.
6. Click **Change Password**.

## ACCOUNT OPTIONS MENU

Using the Account Options Menu (drop down menu on the upper right corner of page), you can access the tools to manage your user profile or logout.



## LOG OUT

1. Select the **Account Options** drop-down.
2. Click **Logout**.



## IMPORTANT INFORMATION

1. All files on the MFT service expire after 14 days.
2. MFT accounts are locked after five unsuccessful login attempts.
3. Only files uploaded into the **ToDOR** subfolder are pulled for processing. A misplaced file will not be recognized.

## HELP

For assistance related to User accounts, password resets or retrieving/sending MFT files contact the DOR E-Withhold Team:

- Via email: [dorewithholds@dor.wa.gov](mailto:dorewithholds@dor.wa.gov)

The E-Withhold Team can assist with MFT-related items such as password resets and account creation management.