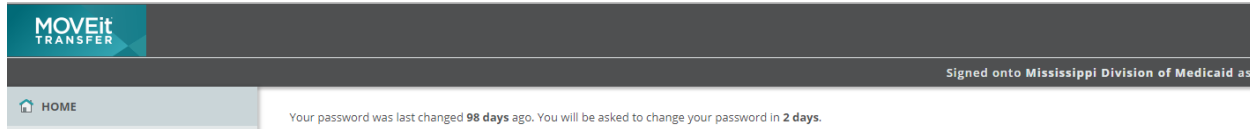


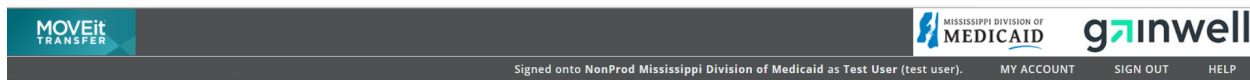
## MESA MOVEit Transfer Password Expiration Guidelines

These guidelines pertain to all production Gainwell Technologies MOVEit Transfer User Accounts in the MESA system.

Users are made aware of pending password expirations on the MOVEit Transfer Home page. See the screenshot example below.



Prior to expiration, users will also receive Password Age Warning notifications sent to the contact email address associated to the MOVEit user profile (user-maintained distribution lists are acceptable). The contact email address can be updated from MY ACCOUNT located on the banner page of the Gainwell MOVEit Transfer web application (<https://fts.msxix.net/>).



Edit Your Email Settings...

Email Address(es):

*You may specify multiple email addresses - separate each address with a comma (,).*

Preferred Email Format:  HTML  Text

Change Email Settings

Password Age Warning email example below:

### Your Password Will Expire Soon

We require that passwords be changed every 60 days and your password will expire in 2 days.

Please use the following URL to connect to our system and enter your existing username ("TPOXXXXX") and old password when prompted.

( <https://fts.msxix.net?InstID=9999> )

If you need assistance, please contact MS MMIS EDI Helpdesk at / [ms\\_edi\\_helpdesk@gainwelltechnologies.com](mailto:ms_edi_helpdesk@gainwelltechnologies.com).

Regards,

Mississippi Division of Medicaid Notification Service

Passwords can be updated from MY ACCOUNT located on the banner page of the Gainwell MOVEit Transfer web application (<https://fts.msxix.net/>).

Enter the existing password and select either “Use Suggested Password” or “Type Custom Password”. Once complete, select “Change Password”.

### My Account (Test User)

#### Change Your Password...

Your password was last changed **today**. You must change your password **by tomorrow!**

Enter Your Old Password:

Suggested Password: 4`QA}wA4

New Password:  Use Suggested Password  
 Type Custom Password

[Change Password](#)

Enter Your Old Password:

Suggested Password: 8xb^98zk

New Password:  Use Suggested Password  
 Type Custom Password

Requirements:

- Must be at least 8 characters.
- Must not contain or resemble Username.
- Must contain at least one letter and one number.
- Must not contain dictionary words.
- Must contain both upper- and lower-case letters.
- Must contain at least one non-alphanumeric character.
- Must not match any of the previous 6 passwords.

Enter Your New Password:

Enter Your New Password Again:

[Change Password](#)

In the event users have forgotten their current password, select the “Forgot Password?” link.

Username

Password

[Forgot Password?](#)

**Security Notice**  
You are about to access a secured resource. NonProd Mississippi Division of Medicaid reserves the right to monitor and/or limit access

[Sign On](#)

#### Forgot Your Password?

To reset your password enter your username below.

Username

[Continue](#)

[Cancel](#)



Change Password Request Successful

Your Change Password Request has been successfully submitted.

Please check your registered email for further instructions on how to change your password and access the system.

[Return to the sign on page](#)

The following email is sent when a user fails to update their password within the allotted timeframe. Example below:

### **Password Expiration Notification**

Your "TP0XXXXX" account has been suspended because you have not changed your password in the last 60 days.

If you need to reactivate your account, you will need to contact MS MMIS EDI Helpdesk at / [ms\\_edi\\_helpdesk@gainwelltechnologies.com](mailto:ms_edi_helpdesk@gainwelltechnologies.com).

Sorry,  
Mississippi Division of Medicaid Notification Service

The following email is sent when a user account has not been utilized within an allotted timeframe. Example below:

### **User Account Expiration Notification**

Your 'TP0XXXXX' account with Mississippi Division of Medicaid has expired.

If you need to reactivate your account, you will need to contact MS MMIS EDI Helpdesk at / [ms\\_edi\\_helpdesk@gainwelltechnologies.com](mailto:ms_edi_helpdesk@gainwelltechnologies.com).

Sorry,  
Mississippi Division of Medicaid Notification Service

The following email is sent when a user attempts to utilize the "Forgot Password?" feature when an account that is either Suspended or Expired. Example below:

### **Password Change Request Denied**

A request to automatically change the password for your "TP0XXXXX" account has been denied. Your account is not allowed to request password changes.

If you need to change your password, you will need to contact MS MMIS EDI Helpdesk at / [ms\\_edi\\_helpdesk@gainwelltechnologies.com](mailto:ms_edi_helpdesk@gainwelltechnologies.com).

Sorry,  
Mississippi Division of Medicaid Notification Service

**\*\*Users will be issued a temporary password, which must be changed upon first logon via the web application.**

## Special note to Trading Partners and Vendors who primarily utilize SFTP connectivity

While your primary form of file transfer is via SFTP, you may recall that the ID, Password and SSH Key are required.

Expired passwords are only able to be updated via the MOVEit Transfer web application. While logging onto the web application, the ID and password are required. In addition, multi-factor authentication is also required. The code can be retrieved either by smart phone or through email. If multiple people will be logging on with your organization's ID, it is acceptable for you set up the MFA using the email option with a distribution list. \*\*MFA setup tips are provided below.

When the user ID is expired, your SFTP script may appear to successfully sign-on; however, you will not have permissions to transfer files.

If your password is expired, it is recommended that you stop your SFTP script and update your password accordingly. Too many attempts to connect with an invalid password will disable the account.

If you are issued a temporary password, do not apply it to your SFTP script as temp passwords must be updated upon first logon. Temp passwords will allow your SFTP script to successfully sign-on; however, you will not have permissions to transfer files. Passwords can only be updated via the MOVEit Transfer web application.

## MFA Setup and Tips

MFA is established when logging onto the web application the first time.

The image displays three sequential screenshots of the MOVEit Transfer web application interface:


- First Screenshot (Left):** Shows the login page with fields for Username (containing 'Test2') and Password (masked with dots). A 'Forgot Password?' link is visible. Below the fields is a 'Security Notice' and a large orange 'Sign On' button.
- Second Screenshot (Middle):** Shows a green checkmark icon and the text 'Sign on successful'. Below this is a 'Security Requirement' section stating that multi-factor authentication is required and providing instructions to click 'Learn more' or 'Continue'. A large orange 'Continue' button is present, with a 'Sign Out' link below it.
- Third Screenshot (Right):** Shows the 'Set Up Multi-Factor Authentication' screen. It asks the user to choose how to receive the verification code. Two options are listed: 'Authenticator App' (selected with a radio button) and 'Email'. The email option shows a sample email address: p\*\*\*\*\*@gainwelltechnologies.com. A large orange 'Continue' button is at the bottom, with a 'Sign Out' link below it.

In the event the user opts for the Authenticator App and selects “Continue”, further instructions are presented.

Set Up Multi-Factor Authentication

---

**Scan QR Code**  
Launch the authenticator app on your mobile device and scan the following QR code. Can't scan the QR code? [Show key.](#)



**Enter Verification Code**  
Enter 6-digit code

[Verify](#)

[Sign Out](#)

In the event the user opts for Email and selects “Continue”, an email with the verification code is sent to the email address on the user account.

Set Up Multi-Factor Authentication

---

Choose how you want to receive the verification code:

**Authenticator App**  
Generate verification code from a synchronized authenticator app installed on your mobile device.  
[How to do this?](#)

**Email**  
Send verification code to the email configured for this account:  
p\*\*\*\*\*@gainwelltechnologies.com

[Continue](#)

[Sign Out](#)

Set Up Multi-Factor Authentication

---

A verification code has been sent to the email configured to this account:  
p\*\*\*\*\*@gainwelltechnologies.com

[Request another code](#)

**Enter Verification Code**  
Enter 6-digit code

[Verify](#)

[Sign Out](#)

**From:** NonProd Mississippi Division of Medicaid Notification Service <MOVEitTransferNonProd@gainwelltechnologies.com>  
**Sent:** Tuesday, February 2, 2023 10:33 AM  
**To:** <p\*\*\*\*\*@gainwelltechnologies.com>  
**Subject:** Multi-Factor Authentication Setup Code


**Multi-Factor Authentication Setup Code**

User test2 is attempting to set up multi-factor authentication and has requested a verification code via email. Enter the following code into the browser and click Verify to complete the setup of multi-factor authentication:

584 074

Regards,  
NonProd Mississippi Division of Medicaid Notification Service

Either option ends with a confirmation.



Multi-factor authentication setup successful

---

You can modify these settings under **My Account**.

[Continue](#)

[Sign Out](#)