



**DDS** Department of Developmental Services

# **Secure eMail and File Transfer Guide**



# Secure eMail and File Transfer Guide



The State's Secure eMail System is called **MailGate**<sup>1</sup>

The State's Secure File Transfer (Protocol) is known as **sFTP**

*The MailGate and sFTP systems help to reduce paperwork and maintain ePHI (electronic protected healthcare information) security.*

<sup>1</sup> For additional information about MailGate reference the [MailGate user guide](#).



# Secure eMail and File Transfer Guide



## How to request your User-IDs.

- Send an email to [DDS.Helpdesk@ct.gov](mailto:DDS.Helpdesk@ct.gov) with the Subject: Secure File Access Request
- You will receive a return email from a DDS staff that has been sent by MailGate.
- Click [View Message](#)
- Next, set up your MailGate secure email account (if you currently do not already have one).

[secure] DDS sFTP User-ID Request Form - Call Kayon Brown-Palmer at DDS 860-418-8722 fo

Friday, July 31, 2015 3:45 PM

r instructions if necessary

From: "Brown-Palmer Kayon" <Kayon.Brown-Palmer@ct.gov>

To: "Kayon Palmer" < .>

[Full Headers](#) [Printable View](#)

To protect your privacy, Yahoo Mail has blocked remote images in this message. [Show Images](#)

Axway | MailGate SC

### Secure Message Delivery

From: "Brown-Palmer, Kayon" <Kayon.Brown-Palmer@ct.gov>

Subject: [secure] DDS sFTP User-ID Request Form - Call Kayon Brown-Palmer at DDS 860-418-8722 for instructions if necessary

[View Message](#)

Message available online until 08/30/2015. Use your password to access the message.



# Secure eMail and File Transfer Guide



Set up your MailGate account.

Step 1.

- The first time you use MailGate, you must enter your First Name, Last Name, New Password and Re-enter New Password, and a Password Hint Phrase. In the event that you forget your password, the password hint phrase will be emailed to you.

- Click Save to open the secure file access request form.

(If you already have a MailGate account, enter your email address and password.)

The screenshot shows a web browser window displaying the 'User Registration' form on the 'STATE OF CONNECTICUT' portal. The browser's address bar shows 'Gt.GOV'. The form includes the following fields: 'First Name', 'Last Name', 'Email Address' (with a pre-filled '@yahoo.com' domain), 'Enter Password', 'Confirm Password', and 'Password Hint Phrase'. A 'Save' button is located at the bottom left of the form. A tooltip on the right side of the form provides password requirements: 'Password must have at least: 8 characters, 1 letter, 1 digit, 1 non-alphanumeric symbol'.



# Secure eMail and File Transfer Guide

If you already have a MailGate account,

- Enter your email address
- Click on Continue

On the next screen, enter your MailGate password and click the Log In button.

If you have forgotten your password, click on the [Forgot Your Password?](#) link.



Gt.gov STATE OF CONNECTICUT

## Login

Email Address:

[Where do I enter my Password?](#)

**Continue**

Gt.gov STATE OF CONNECTICUT

## Login

Email Address:  [Re-enter Email Address](#)

If you recognize your security image, you are at the valid MailGate site. You can then enter your password and login to your MailGate.

**Your Personalized Security Image**



If you don't recognize your personalized security image, don't enter your password.

Password:

[Forgot Your Password?](#)

**Log In**



# Secure eMail and File Transfer Guide



To complete the request form:

- You will see the Secure FTP External User Account Request Form

- Click Reply

The screenshot shows an email client window with the following elements:

- Toolbar:** Reply, Reply to All, Forward, Delete, Move to folder..., Move, Original Version.
- Header:** From: Kayon Brown-Palmer <Kayon.Brown-Palmer@ct.gov>  
To: [Redacted]  
Date: 10 August 2015 15:11  
Expires in: 30 days
- Subject:** [secure] DDS sFTP User-ID Request Form - Call Kayon Brown-Palmer at DDS 860-418-8722 for instructions if necessary
- Attachment:** Provider Secure File Sign-up Instructions 072015.pptx (469.35 KB)
- Body:**

Secure FTP External User Account Request Form

Click Reply and fill in the form, then click Send.

Date:

Name:

Phone:

Email Address:

Organization Name:

Address:





# Secure eMail and File Transfer Guide



- After you click send, the form will be returned to DDS.
- When your reply has been received with the information you filled in, your secure file transfer account will be set up within 3 business days.
- You will receive secure file transfer instructions, along with your user-id and password via the MailGate account you set up in Step 1.

Questions can be submitted to [DDS.Helpdesk@ct.gov](mailto:DDS.Helpdesk@ct.gov)