

## Secure File Transmittal Instructions

UNBIASED. IMPACTFUL. IRREFUTABLE.



### **Secure File Transmittal:**

To maintain the highest quality of information security, all files provided to the North Carolina Office of the State Auditor (OSA) should be transmitted through secure methods. Each organization submitting information will be provided its own unique ShareFile folder to upload and/or download information to OSA. To obtain access to this location, please e-mail [FTP\\_Help@ncauditor.net](mailto:FTP_Help@ncauditor.net) for assistance with your request. Please provide the following information in the body of your e-mail:

- your name,
- your email address,
- your title,
- the name of your organization, and
- a valid telephone number where you can be reached.

An OSA Data team member will contact you and assist you with the remainder of the process. Please **do not send files to OSA via e-mail.**

### **Password Reset**

Passwords DO NOT expire and will be created and maintained by each individual user. There might be many different users that have access to the same folder, however, the passwords for each user will differ.

If a password is lost or forgotten go to the following link (<https://ncosa.sharefile.com>) and select the “Forgot Password” option and complete the steps to reset the password.

If issues persist, OSA can assist with resetting the password. Please email [FTP\\_Help@ncauditor.net](mailto:FTP_Help@ncauditor.net) or contact a data team member to get assistance with password resets.

### **Questions?**

For information on how to use ShareFile please see the ShareFile User Instructions document.

Please e-mail [FTP\\_Help@ncauditor.net](mailto:FTP_Help@ncauditor.net) to get in touch with an OSA Data Team member if you have any additional questions or need further assistance.