

## Managed File Transfer Changing Your Password

You have the ability to change your password from within Managed File Transfer without having to call Truist for assistance. Password resets will still need to be performed by a Truist Managed File Transfer Client Support representative. The Managed File Transfer Client Support team can be reached at 866-448-6394, option 3.

### Sign on to Managed File Transfer

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#### To sign on using an internet browser

1. To access the service, enter <https://mft.truist.com/myfilegateway>  
For x9.37 Image Cash Letter files, please use the following URL:  
<https://myiclfile.truist.com/myfilegateway>
2. Enter your **User ID** and **Password**. Note: User IDs and Passwords are case-sensitive.
3. Click **OK** to sign in.

#### Sign on using SFTP client software

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1. To access the Managed File Transfer system, enter one of the following sets of URLs into your SFTP client software. Please note that only FTP versions 3 and 4 are supported at this time.

**Production URL:**

Host – mft.truist.com (167.181.46.189)

Port - 20122

**For x9.37 Image Cash Letter files, please use the following URL:**

**Production URL:**

Host - myiclfile.truist.com (167.181.46.189)

Port - 20122

2. To sign on and authenticate with the Managed File Transfer System, use one of the following sets of instructions:

**Key Authentication**

- Ensure Truist has been provided with your User Identity Key and that you have received confirmation from Truist that your key has been inserted into Managed File Transfer.
- Enter your **User ID** into the SFTP client.
- Depending on the SFTP client, either:
  - Manually store Truist’s Known Host Key.  
Truist Known Host key is a fingerprint of the Managed File Transfer application at Truist which an external trading partner needs to accept in order to establish the handshake with the MFT server. It is an additional layer of security. MFT must accept only valid fingerprints from a valid IP and MFT ports 20022/20122.
  - Accept Truist’s Known Host Key at the first login attempt prompt.

## Password Authentication

- Enter your User ID and Password into the SFTP client software.
- Depending on the configuration of your SFTP client, either:
  - Manually store Truist’s Known Host Key.
  - Accept Truist’s Known Host Key at the first login attempt prompt.

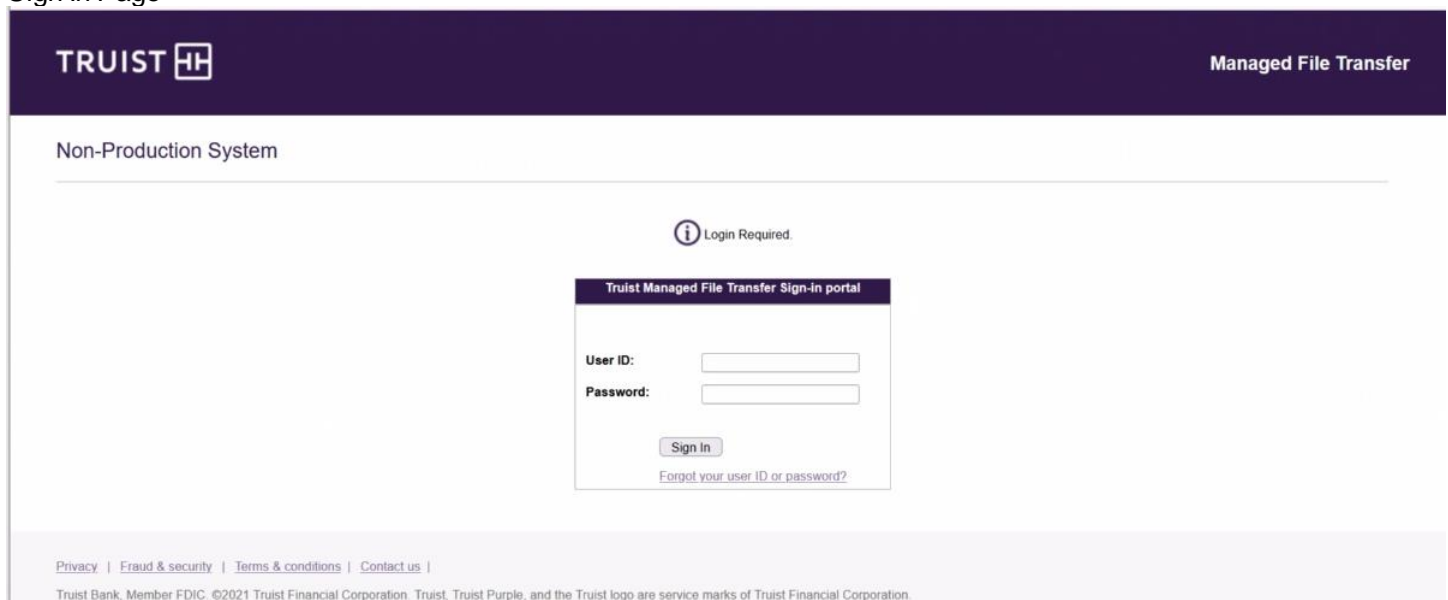
**\*IMPORTANT: The URLs presented above for Image Cash Letter are specific to Image Cash Letter transmissions only, and are not interchangeable with the URLs used for non-Image Cash Letter transmissions.**

**Note:** Some versions of Internet Explorer may not clearly display the Sign In page. This can be remedied by adding the site to the Compatibility View list.

### To add a site to the compatibility view list:

1. Open Internet Explorer, select the **Tools** button, and then select **Compatibility View settings**.
2. Under **Add this website**, enter the URL of the site you want to add to the list, and then select **Add**. The Truist domain that needs to be added is [https://\\*.truist.com](https://*.truist.com).

## Sign In Page



## Changing your password

1. Once you have successfully signed in, the following page will appear.
2. To begin, click the **Change Password** link as shown below.

Non-Production System

**Truist Managed File Transfer Sign in Portal**

[Sign Out](#) [Change Password](#)

**Welcome to Truist Managed File Transfer Sign in Portal. Select myFileGateway option to upload/download data**

- [myFileGateway](#)

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- The Password Policy page will appear. Passwords must contain one number, one upper-case alphabetical character, and must be at least eight characters in length. Special characters such as ! @ \$ & # % \* ( ) are not allowed.

Non-Production System

 Change Password.

**Truist Managed File Transfer Sign-in portal**

[close](#)

Password must meet the following criteria.  
 Passwords should contain 1 number, 1 UPPER case alpha character, and be a minimum of 8 characters in length.  
**\*\*no special characters are allowed !@#\$%&\*()'**

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- Once you have chosen a new password that conforms to the requirements, enter your current password in the box indicated, then enter your new password, re-enter it in the **Verify Password** box, and then click the **OK** button.

 Change Password.

**Truist Managed File Transfer Sign-in portal**

[Password Policy](#)

**User ID:**

**Password:**

**New Password:**

**Verify Password:**

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## For more information

If you have any questions, contact your Treasury Sales Officer or call Treasury Management Client Services Monday through Friday, 8 am to 6 pm ET, at 866-448-6394. For more information about Managed File Transfer, please visit the File Translation and Delivery Services Treasury Resource Center site.