

MOVEit Reference Sheet

GENERAL QUESTIONS:

1. **I DIDN'T RECEIVE OR I LOST THE MOVEit INSTRUCTIONS. HOW DO I GET ANOTHER COPY?**

A copy of the *MOVEit Password Change Instructions* and *MOVEit Upload Instructions* can be found on the Division of Pensions & Benefits website. Go to the "Pension Information for Employers" page: <https://nj.gov/treasury/pensions/pension-employers.shtml>

2. **WHERE IS THE MOVEit WEBSITE?** Log into MOVEit's website to exchange Salary Data with the Division at: <https://njgov.moveitcloud.com>
3. **IS IT SECURE?** MOVEit provides strong security and updates are regularly made by the vendor to maintain the security level.
4. **WILL I NEED TO USE A SPECIFIC FILE NAME?** Yes. You must change your filename to the unique name sent to your location in the MOVEit email. If you do not use this name your file will NOT be processed.
5. **WHAT DO I DO IF I FORGOT THE UNIQUE FILENAME ASSIGNED TO MY LOCATION?** Send an email to PENROSC@treas.nj.gov for assistance, please include your username.
6. **WHO DO I CONTACT IF I NEED A NEW USER SET UP FOR MOVEit?** If you need a new MOVEit user, your Certifying Officer should send an email request to: PENROSC@treas.nj.gov

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MOVEit Reference Sheet

MOVEit USAGE QUESTIONS:

1. I SET UP MY MOVEit account, BUT I HAVE FORGOTTEN MY PASSWORD:

- Page 1 of the *MOVEit Password Change Instructions* displays the MOVEit Login screen. In the middle of the Login screen is password assistance: “Forgot Password?”
- After clicking on the words “Forgot Password” the user will be taken to a screen with the question “Forgot Your Password?” Enter your username and click the orange “Continue” button. You will receive an email with a link to change your password.

2. I DIDN'T RECEIVE MY PASSWORD RESET EMAIL OR I CAN'T RESET MY PASSWORD. Send an email to PENROSC@treas.nj.gov for assistance, please include your username.

3. HOW WILL I KNOW I HAVE RECEIVED A FILE? Users will receive an email notification from MOVEit stating that a file has been delivered to your inbox. The email will provide a link that will allow you to log in and view or download your file.

4. I WENT TO MOVEit BUT I AM NOT SEEING ANY FILES TO DOWNLOAD? If the user had received email notification that a file was received and 14 days have elapsed, it is because files are available for downloading for a period of 14 calendar days. In this instance, please provide contact information for follow up (NELP):

- Name
- Email
- Location
- Phone

This information should be emailed to our support team at: PENROSC@treas.nj.gov