

# Federation of Tax Administrators (FTA) Secure State Exchange System (SES) User Guide for Industry Partners

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Version 2.0

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## Version Control History

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Summary</b>
<b>0.1</b>	9/08/2016	Jacob Dubreuil	Initial Draft
<b>0.2</b>	9/12/2016	Terry Garber	Miscellaneous Edits
<b>0.3</b>	9/13/16	Ryan Minnick	Update Version, Graphic numbering.
<b>0.4</b>	9/13/2016		Published
<b>0.5</b>	1/17/2017	Terry Garber	2017 Update
<b>2.0</b>	1/23/2017	Ryan Minnick	Updated TOC and Version Number

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## Overview

The Federation of Tax Administrators (FTA), on behalf of the states, is implementing a State Exchange System (SES) using third-party software and services. The first phase of the system was to help states to securely distribute their Letter of Intent (LOI), efile schemas, business rules, and related materials for the coming efile season. We have recently implemented the system for use in state Leads feedback to industry.

The SES is based on the Kiteworks storage and software offering from Accellion, Inc. However, this is not a User's Guide for Kiteworks, which is a robust product offering. This Guide covers the State Exchange System functions needed for this coming filing season. FTA asks that agency users limit themselves to these functions at this time. Once the system is functioning smoothly, FTA will offer training on more advanced Kiteworks functions as needed.

Below is a conceptual overview of the state Exchange System. Please note that FTA and each of the states has separate secure storage, and must grant access to its own space for any other user. FTA is absolutely not authorized to grant access to space owned by any state, and no state can grant access to FTA space. State space is used to store documents owned and relating to that state's programs. FTA space is used to store "master" or "template" documents that apply across all states, such as the Security Summit "Trusted Customer" document.

## STATE EXCHANGE SYSTEM

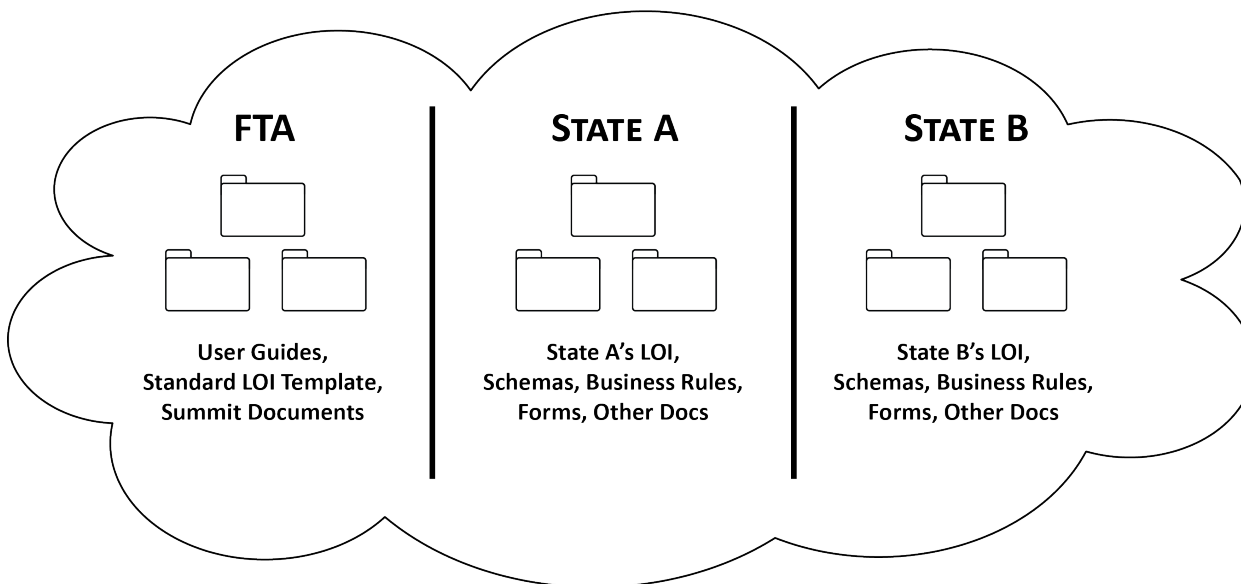


Figure 1 – State Exchange Diagram

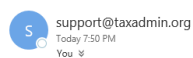
## Initial Setup

You will be granted access to each state's space within the system by each state whose documents you need to view/download. If you need access to Summit documents used by all the states, such as the Trusted Customer requirements, the state must request access for you from the Federation of Tax Administrators (FTA).

Each Industry Partner will be setup with two users unless specific approval is granted for additional users.

Once your account is created the system will send you an email, welcoming you to Kiteworks. The email will be from support@taxadmin.org.

kiteworks Account Verification



Welcome to kiteworks.

Your kiteworks account has been created.

To begin using the system, please activate your account by creating a password.

ACTIVATE

Kiteworks - Work wherever the wind takes you  
To learn how your company can benefit from Kiteworks by Accellion, please visit <http://www.accelion.com/kiteworks>

Figure 2 - Welcome Email

## Spam Filters

If you don't see your welcome email, please review your junk/spam email folders. It has been observed that third party email addresses often identify the email as junk. If you experience difficulty in receiving emails from the State Exchange, contact your IT staff and request that the notification server (notify.taxadmin.org) be added to your organization's email system whitelist.

## First Time Logging In

Once you have received your welcome email, click on the Activate button. This will bring you to the registration page. Your email address will be prepopulated and you will need to create a password for your account. The input fields have background text that will disappear when you click in it. For this page the Create password and Re-Type password lines are input boxes. The password requirements are as follows:

- At least 15 characters long
- Must contain 1 uppercase
- Must contain 1 special character
- Must contain 1 number

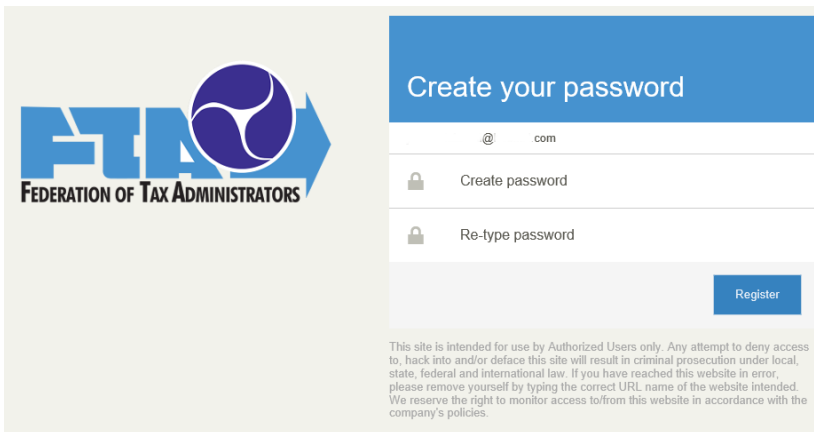


Figure 3 - Registration Page

## Two Factor Authentication (2 FA)

After you have successfully registered your new password you will be brought to the 2 FA page. Each time you log into the SES 2 FA will be required. The token will be sent to your email address. We have found that the token could take up to 3 – 5 minutes before it arrives in your email. If you don't receive it in this timeframe check your junk/spam mail folder.

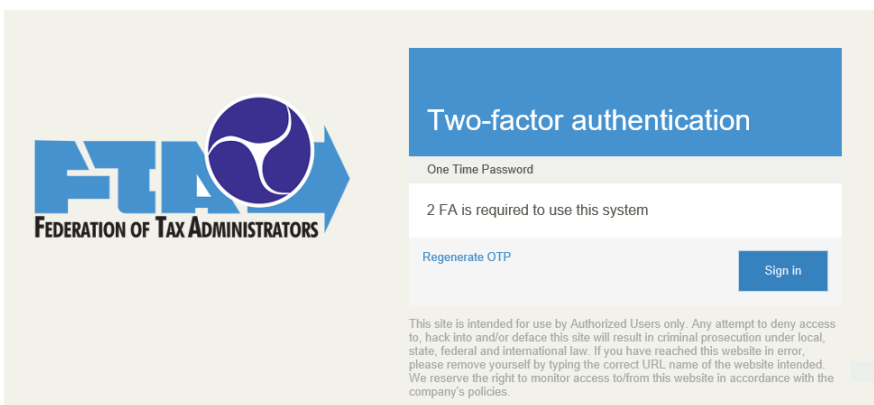


Figure 4 - 2FA Page

## Tutorial

Once you have supplied your 2 FA token you will be presented with a quick tutorial. It is recommended that all users go through this tutorial on their first log in as it will introduce basic usage of the SES.

## Inactivity Timeout

Due to security considerations, the maximum time allowed for an inactive session is 15 minutes. After 15 minutes of inactivity, the State Exchange will automatically terminate your session. If you have been logged out due to inactivity, you may log back in again and will be required to receive and enter a new two-factor code.


## State Folder Structure E-File

The default folder structure for each state will contain folders for the current tax year and two tax years back. A given state may support fewer or more years, depending on the state. The structure is as follows:

- <State Designation>STST – root folder for the state
  - <State Designation>ST.Txyr2014
    - <State Designation>STST.Efile – folder to hold information related to Efile programs
      - <State Designation>STST.Business – folder for Business Efile program
        - Documents – folder to hold business rules, operating guides, developers guide etc. for the given year
        - Schemas – folder to hold the state released xml schema version(s) for the given year
        - TestPackage – folder to hold the state test package for the given year
      - <State Designation>STST.Corporate – folder for Corporate Efile program (sub folder structure is the same as the Business folder).
      - <State Designation>STST.EstateTrust – folder for EstateTrust Efile program
      - <State Designation>STST.Individual – folder for Individual Efile program
      - <State Designation>STST.Partnership – folder for Partnership Efile program
    - <State Designation>STST.Forms – This folder is for pdf forms for efile, and forms specifications for substitute forms for industry partners. The standard LOI can also be used for industry partners, or states can do a separate LOI.
    - <State Designation>STST.LOI – folder to hold states letter of intent for industry partners
  - <State Designation>STST.Txyr2015 – sub folder structure is the same as above
  - <State Designation>STST.Txyr2016 – sub folder structure is the same as above
- <State Designation>ST.Feedback – second root folder for the state to share feedback files
  - <State Designation>ST.HRBlock
  - <State Designation>ST.Intuit
  - <State Designation>ST.<additional industry partners to share files with>

## Downloading Files

Files can be downloaded to your desktop in one of two ways:

1. Single file download
  - a. Select the folder that contains the file you want to download
  - b. In the far right click the down arrow  **(Error! Reference source not found.)**
  - c. Select download
  - d. Depending on your browser you should get a window asking to open or save the file
  - e. Choose save as and save the file to a location you can find
2. Multi-file download
  - a. Select the folder that contains the files you want to download



- b. On the left hand side check the boxes next to the files you want to download (**Error! Reference source not found.**)
- c. Click on the Download button or the Actions button then Download
- d. Depending on your browser you should get a window asking you to open or save the file, this will be a .zip file
- e. Choose save as and save the file to a location you can find

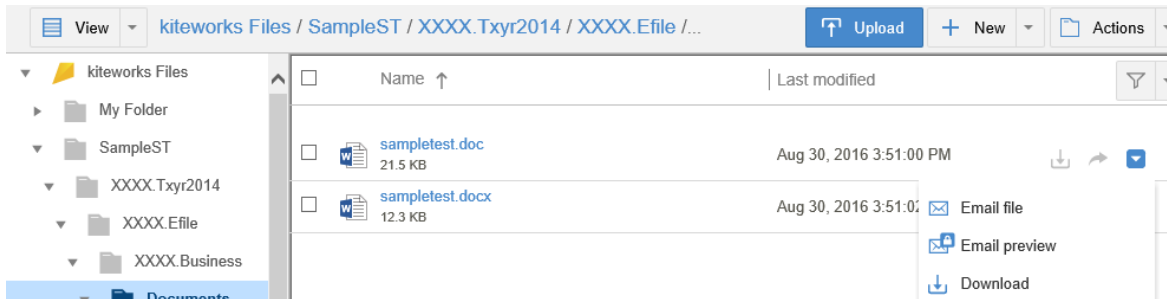


Figure 5 - Single File Download

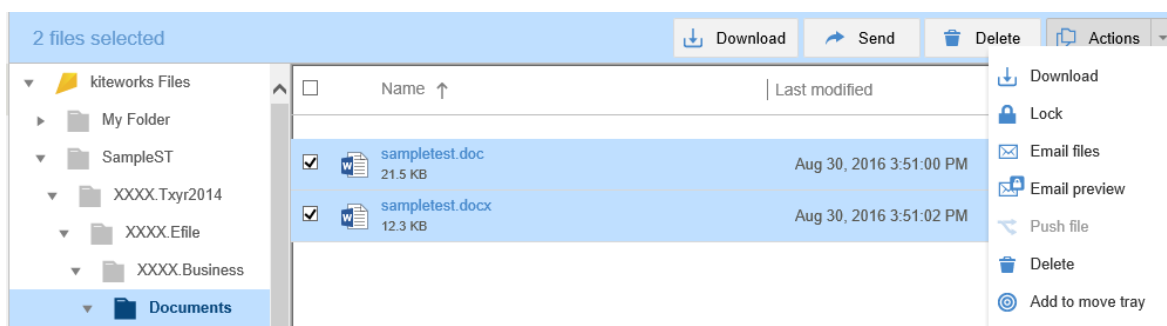


Figure 6 - Multi-file download

## Getting Help

If you are having a problem with using the SES please check the status page (<http://status.taxadmin.org/>) if you are experiencing issues already identified please periodically check back until the issue is resolved. If you have a problem that is not related to identified issues on the status page please send your request using the FTA hosted State Exchange System Support Request Form, <http://www.taxadmin.org/exchange-support>.

### State Exchange System Support Request Form

Use this form to submit your support requests for the FTA State Exchange System. Tickets are confirmed via email upon submission and most are handled within one business day.

#### Part I: Your Contact Information

We'll use this information to contact you about your submission.

**Full Name \***    
First Name Last Name

**E-mail \***   
Must be the same email as your State Exchange System account, if you have one.

**Organization \***

**Phone Number \***  -   
Area Code Phone Number

#### Part II: Details about your request

Share with us as much detail about your issue as you can. Optionally attach relevant supporting documentation.

**Select Your Request Type: \***

- Sign-in/Access Issue
- Add/Change Agency User
- Add/Change Vendor User
- Other Support Issue

**Please provide additional detail to help us quickly process your request:**

Figure 7 - State Exchange Support Form

We hope that you will find the State Exchange System to be a secure and consistent way for states to share their documents with Industry Partners. Your comments and suggestions on how we may improve the system are always welcome.