

MOVEit External User Instructions

MOVEit is designed as a self-service tool to assure the transfer of sensitive data between partners, customers, users and systems within MOVEit.

Introduction:

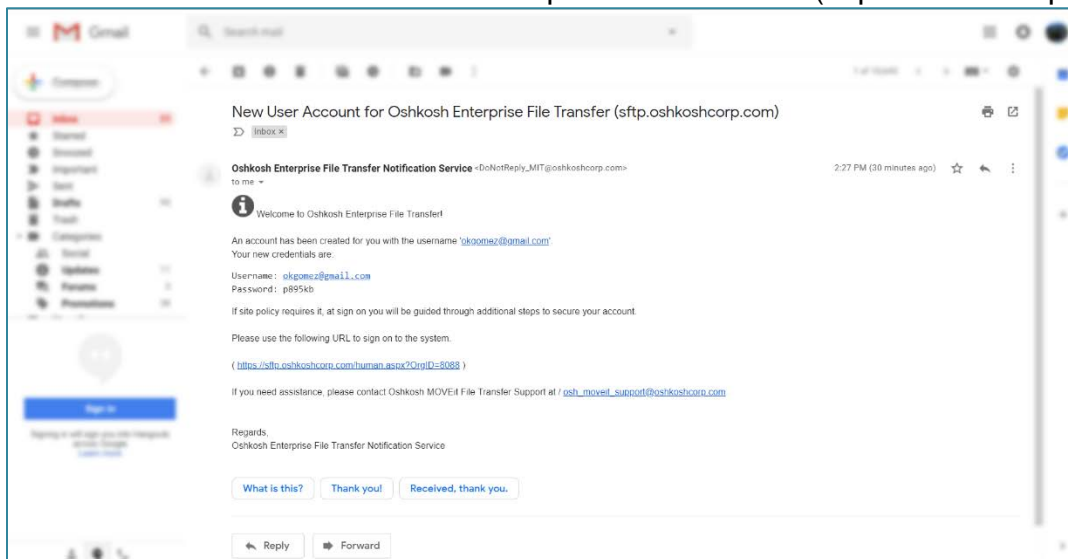
Initially you will receive two emails from Oshkosh, one email, with your login information, and another email, notifying the recipient user that there's a file for you. You will always receive your login information along with the new file email. However, after the first login email is sent, you will not receive another login information. Just other emails notifying you that a new file having been sent for you to retrieve.

How to create an account (1st email):

Using the link in the login email, the recipient user will activate their temporary account and create a password. This account and password are active for only **7 days**, from the time the account was created. After the first login email is sent, they will not receive another login information just other emails notifying them that new files having been sent to them.

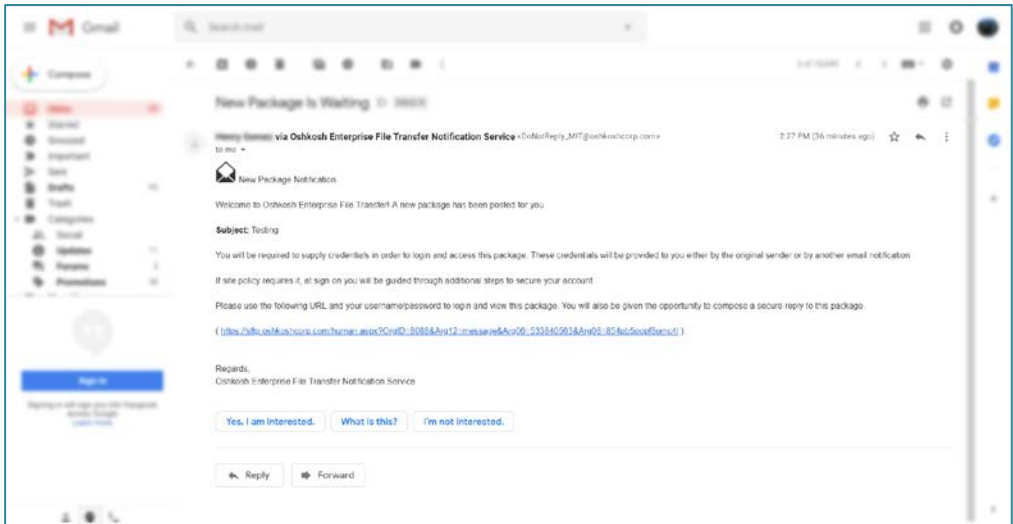
Email for temporary MOVEit account:

“New User Account for Oshkosh Enterprise File Transfer (sftp.oshkoshcorp.com)”

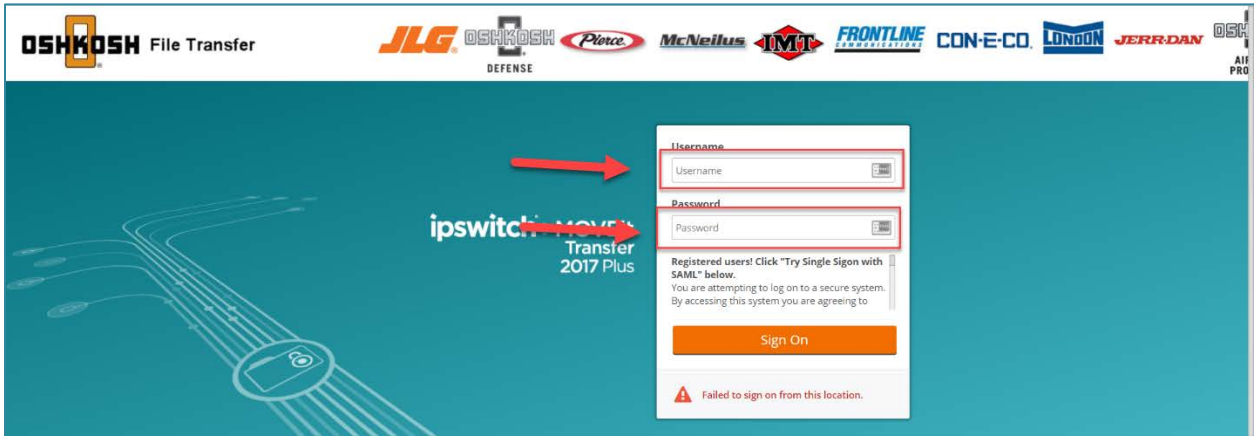


Email for new package:

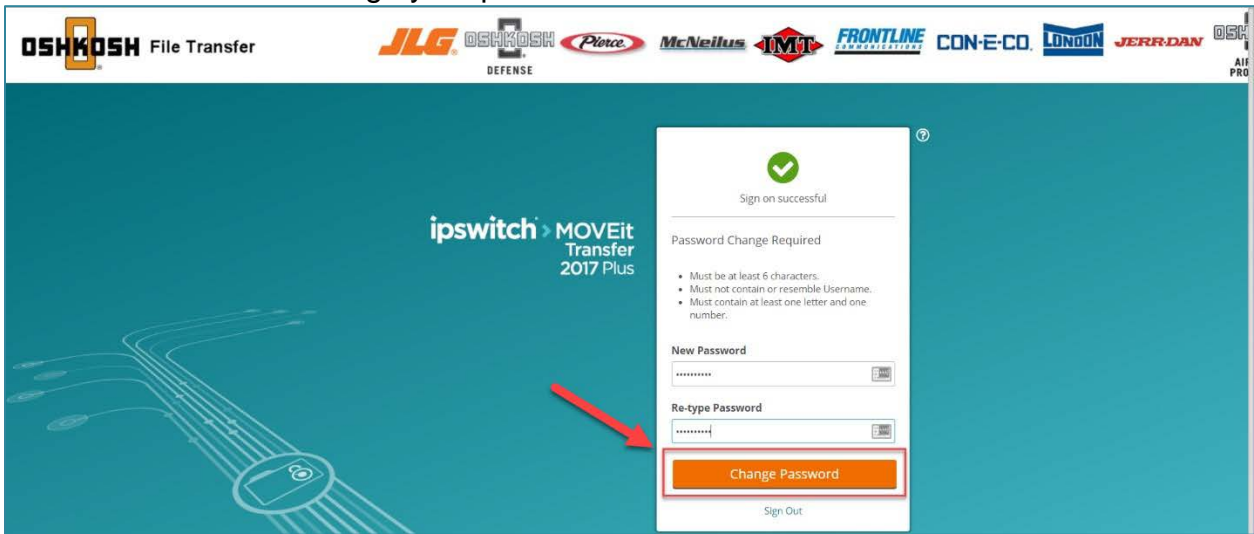
Click on, “New Package Is Waiting.”



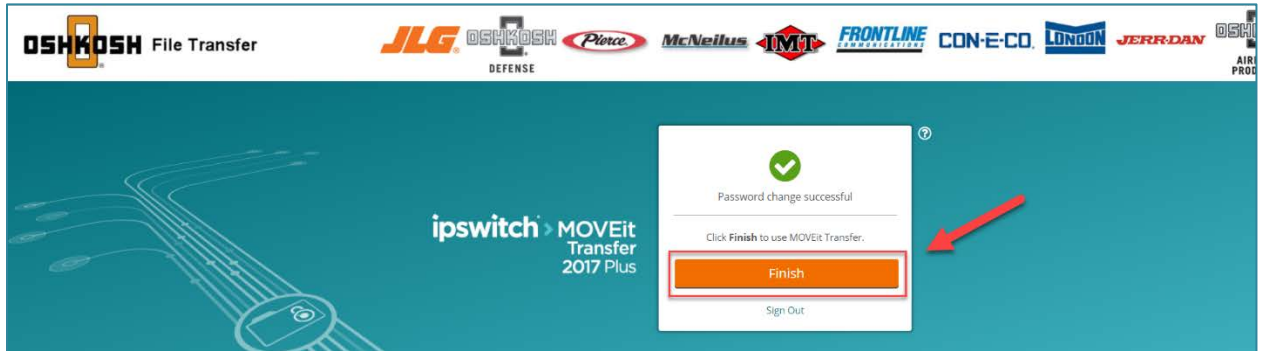
1. This will take you to the login page for ipswitch MOVEit. Enter the provided User and Password information, from the email.



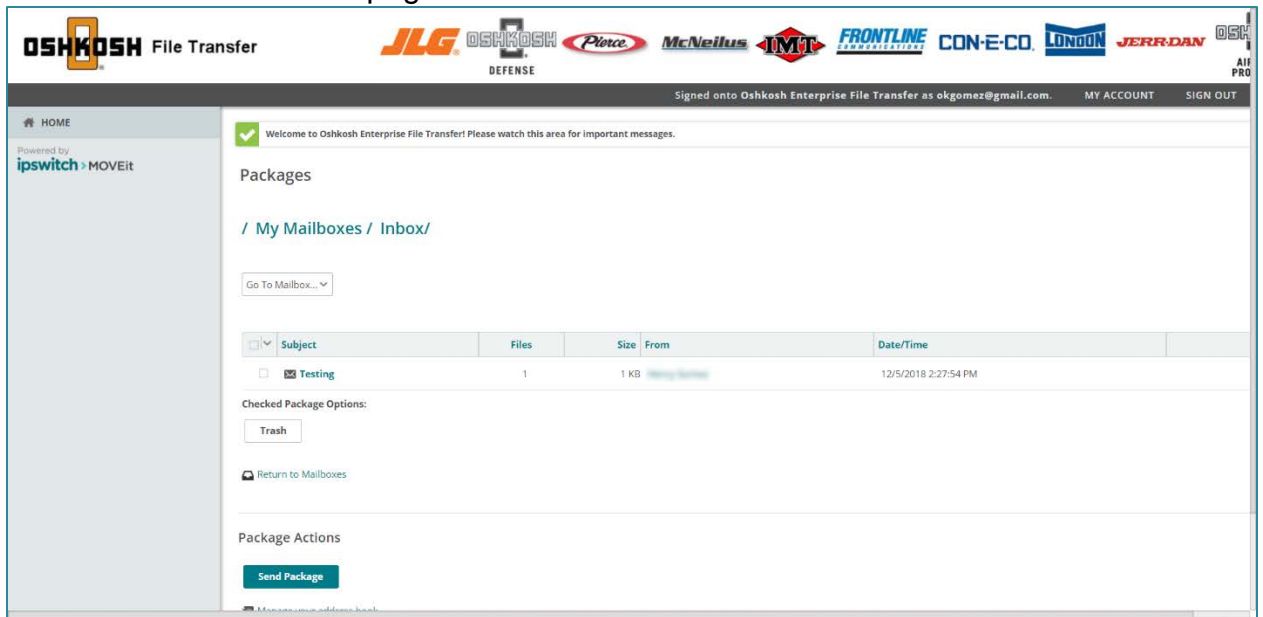
2. You will be asked to change your password.



3. If the new password meets the requirements, you'll get a successful notification screen.
Click **Finish**.

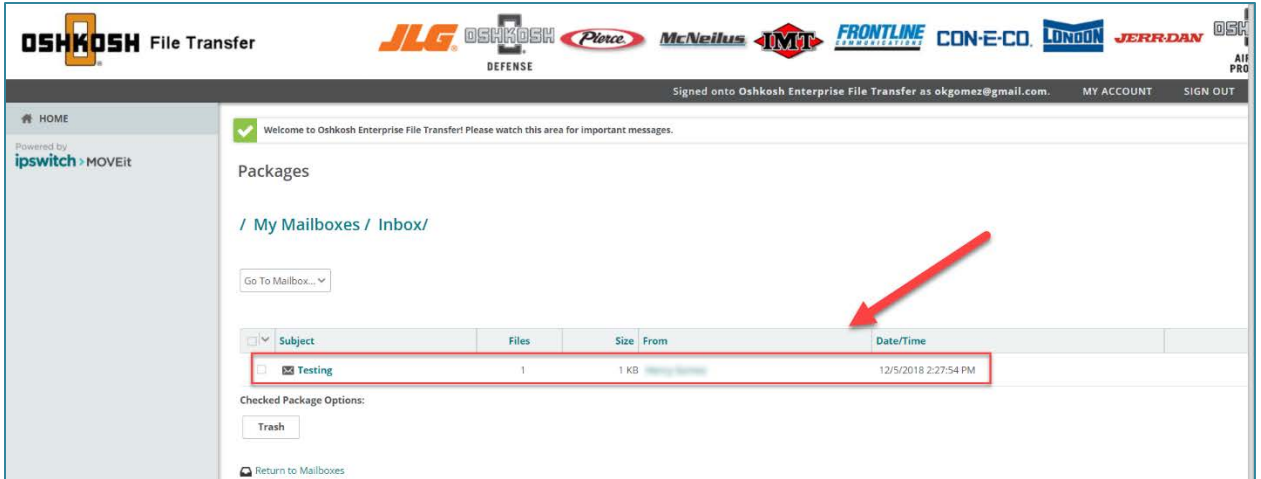


4. This is the MOVEit home page.

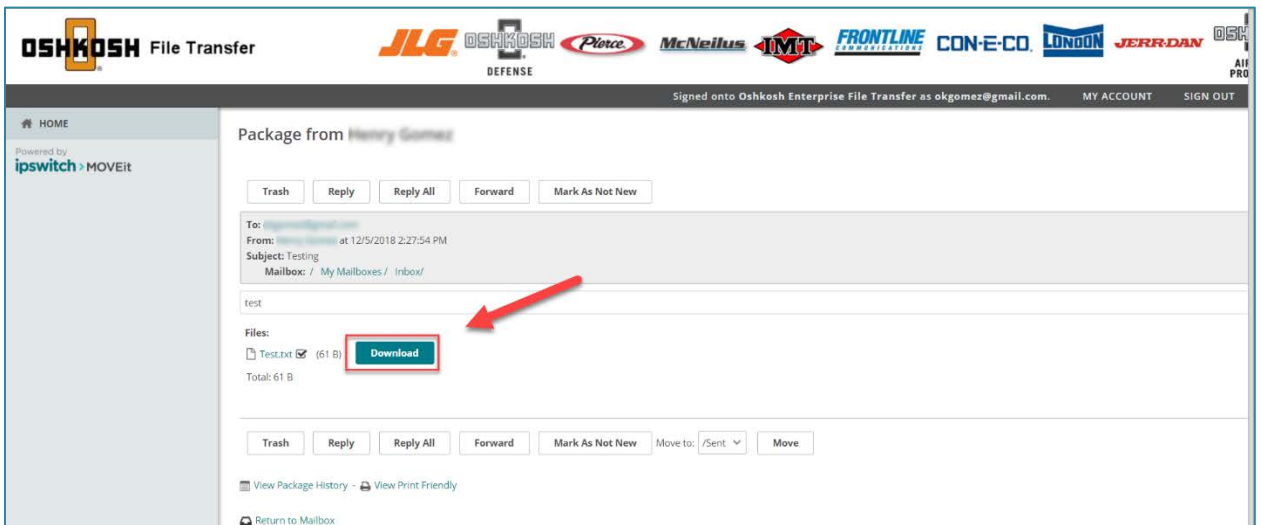


How to download a file:

1. Notice the new message from the Internal user in your MOVEit homepage, click on the message.



2. Click on the **Download** button.



How long is the file available?

Temporary accounts will only last for **7 days** from the date it was created by the Oshkosh user, after **7 days** the temporary account will be locked. However, if suspect, you and the Oshkosh user will continue to use this method of file transfer, they will make a request to have an account permanently created for you.

Any files inside MOVEit will be automatically deleted after 30 days of being uploaded

What if I have problems?

If you need a password reset or any other problems with MOVEit, contact the Oshkosh Help Desk at (920)-235-9151.

What happens the next time I get a file?

You will always be notified by email, whenever you receive a file. However, after the first **New User Account** email is sent, you will not receive another login information again. Just other emails notifying you that the new files have been sent to you.

MOVEit FAQ

Account and File retention rules:

- Temporary accounts will be disabled after 7 days from the date the emails were sent to the recipient. To re-enable the MOVEit account, the external user will need to contact the Oshkosh sender and the Oshkosh sender will create an Oscar request to enable the recipient's users account and send an email with another temporary password.
- Any files inside MOVEit will be automatically deleted after 30 days of being uploaded.

How do I get a permanent account?

The Ad Hoc feature is meant to be a onetime use for infrequent usage to send a secure message/file external user. If you as an external user anticipate that you will continue to use this method of file transfer, you should ask an Oshkosh employee to submit an OSCAR request ticket to have your external user permanently created.