

# MOVEit FAQs

## Quick Links:

- [Introduction to MOVEit](#)
- [Using MOVEit as a TE Employee or TE Contractor \(Contractor with a TE ID and TE assigned email address\)](#)
- [Using MOVEit as an External Business Partner \(non-TE Employee or non-TE Contractor\)](#)

## INTRODUCTION TO MOVEit:

### 1. What is MOVEit?

MOVEit is a secure browser-based file transfer system that allows TE employees to send and receive files with internal colleagues or external (non-TE) business partners. It enables users to directly exchange large files called "packages" with each other. Each package includes a message along with the file(s) that will be sent. Users are setup with accounts and mailboxes that they use to send and receive packages.

### 2. What is the URL of the MOVEit application?

<https://moveit.te.com>

### 3. What browsers are currently recommended to use?

- a. Windows OS – Edge / Mozilla Firefox / Chrome
- b. Mac OSX – Safari / Mozilla Firefox / Chrome

## USING MOVEit AS A TE EMPLOYEE OR TE CONTRACTOR

### 1. How does MOVEit work?

- a. A TE employee initiates the file exchange by sending a file to the business partner, using either the Outlook plug-in or the web portal.
- b. MOVEit automatically creates a "temporary" account for the business partner and sends them two emails. The first email contains their initial logon credentials, and the second email contains the package details.
- c. The business partner logs in to the web portal using the temporary account and downloads the files.
- d. The business partner can send a package back only to whomever was on the original package "distribution."

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### 2. How do TE employees or TE contractors access / log in to the MOVEit portal?

MOVEit access needs to be requested in IAM portal <https://iam.connect.te.com/Request/Access/MOVEIT> . Once request approved by the manager, it can be accessed using the URL <https://moveit.te.com>, which is Single Sign-On (SSO) enabled.

Just click on the **Login here using Single Sign-On** option when the window below opens:

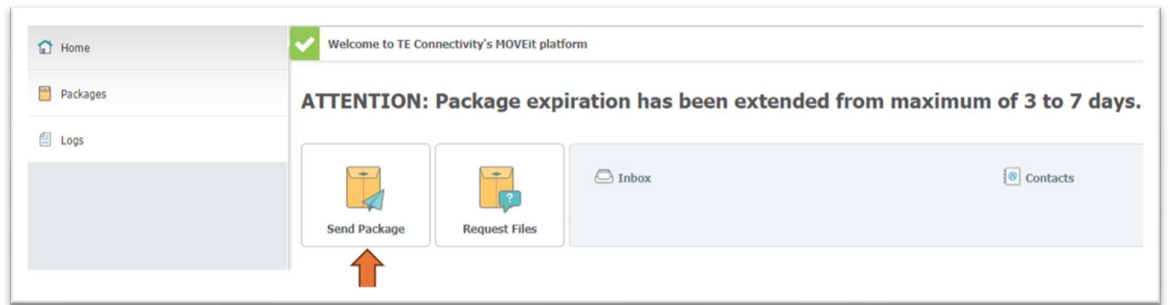
The screenshot shows the MOVEit login interface. At the top, there are input fields for 'Username' and 'Password', each with a 'Show/Hide' toggle. Below these is a 'Forgot Password?' link. A 'TE Connectivity Security Notice' is displayed, stating that the service is restricted to authorized TE Connectivity employees, customers, and vendors. A large orange 'Sign On' button is positioned below the notice. At the bottom of the page, there are two main action buttons: 'Login here using Single Sign-on >TE Employee or TE Contractor?' and 'Don't have an account? >Register and Send Files'. An orange arrow points to the first button. Below these buttons is a 'Help' link and a list of languages: Français - Deutsch - Español - 日本語 - 简体中文 - 繁體中文 - Polski - Português (Brasileiro).

3. [Can external business partners send files to non-TE emails?](#)

NO. They can only send files to @TE.com email addresses.

4. [How does a TE employee send a file using the web portal?](#)

Sending a file “package” is like sending an email with attachments. As such, it is a familiar process and uses a form similar to a creating a new message. The Package Actions section may appear on the Home page and/or the Packages page.



The **New Package** page opens.

- a. Enter email address(es) in the **To** field. Separate multiple entries with a comma.
- b. Enter the **Subject**.
- c. Enter a **Note**.
- d. Add files to your package. **Click Drop files to upload or use Upload Files** dialog.
- e. Once you have selected all your files required and attached, select **Send** to transfer your file(s).

5. **What is the maximum file size that can be transferred using MOVEit?**

There is no maximum size set. MOVEit allows sending files larger than 2GB. Upload and download of files will depend on your local network speed.

6. **Do business partners need to be registered before transferring files?**

NO. When a TE employee sends files to an unregistered business partner, they will receive

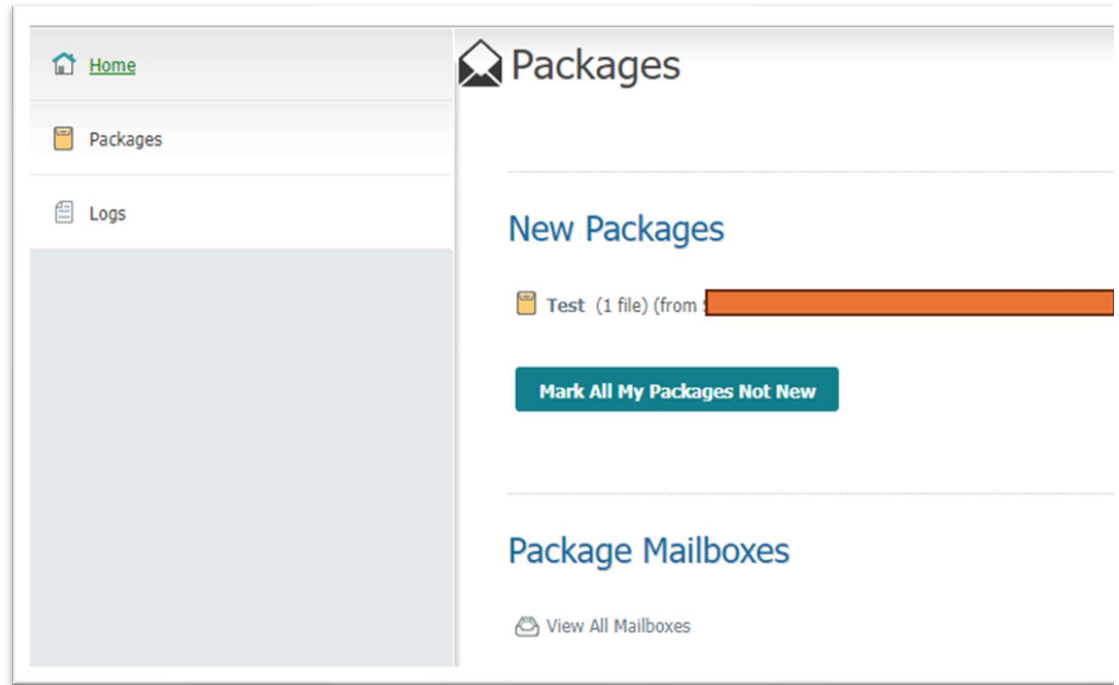
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their username (email address) and initial password, along with the details of the file that was sent to them, via a link. The link will take them to the MOVEit portal where they will need to log in, reset their password, and then access the file that was sent to them.

7. [How do TE employees / contractors view receive file packages?](#)

To view received files, either click on the link provided in the notification email or log in to the MOVEit portal and perform the following steps:

- a. Click the **Packages** link in the left navigation menu. If you have any new packages, they will display on the Packages page.



- b. You can also click **View All Mailboxes**. Mailboxes that contain new packages are bold and show a count under the New Packages column.

8. [Is there an expiration time limit on a business partner's temporary account?](#)

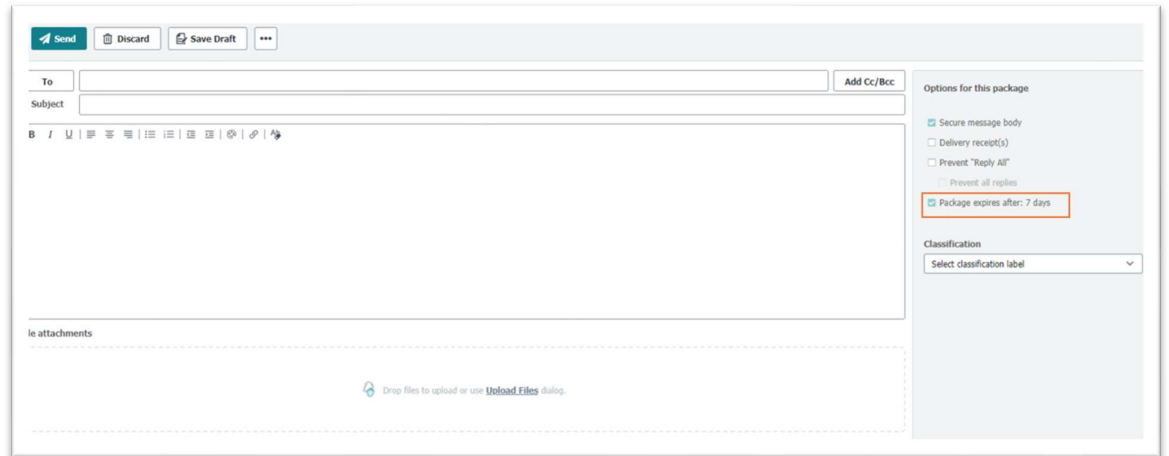
YES. Their temporary account expires after 180 days of inactivity (sending or receiving a file). Account will also expire if partner has not changed password after 90 days.

9. [Is there a file download limit?](#)

YES. Three downloads per file / per recipient.

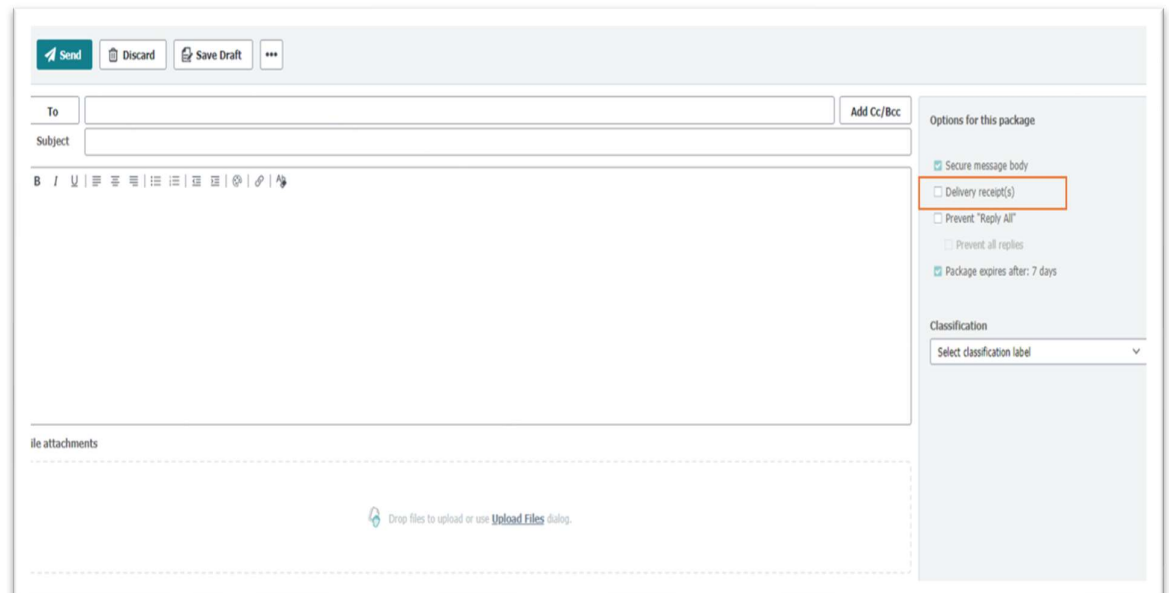
10. [Is there an expiration time limit to download files?](#)

YES. Files expire after 7 days by default.

A screenshot of the MOVEit email composition interface. The top bar contains buttons for 'Send', 'Discard', 'Save Draft', and a menu icon. Below this are fields for 'To', 'Subject', and 'Add Cc/Bcc'. A rich text editor with various formatting tools is in the center. At the bottom, there's a section for 'file attachments' with a dashed border and a prompt to 'Drop files to upload or use Upload Files dialog.'. On the right sidebar, under 'Options for this package', several checkboxes are visible: 'Secure message body' (checked), 'Delivery receipt(s)' (unchecked), 'Prevent "Reply All"' (unchecked), 'Prevent all replies' (unchecked), and 'Package expires after: 7 days' (checked and highlighted with a red box). Below this is a 'Classification' section with a dropdown menu labeled 'Select classification label'.

11. [Is there an option to receive a delivery receipt?](#)

YES. When sending email to a user, you need to check the option **Delivery Receipt(s)**.

A screenshot of the MOVEit email composition interface, similar to the one above. In the 'Options for this package' sidebar, the 'Delivery receipt(s)' checkbox is now checked and highlighted with a red box. The 'Package expires after: 7 days' checkbox remains checked. All other options and the interface layout are identical to the previous screenshot.

12. [Can business partners forward files received from TE employees?](#)

YES. They can forward email/files to other TE employees only. They cannot forward it to a non-TE employee. The TE employee receiving the forwarded file must have a MOVEit account to access any transmitted files.

13. [Why can't TE employees log in manually \(not using SSO\) to MOVEit?](#)

It is due to a TE custom security policy to use SSO to log in so you won't need to remember different passwords for each application, as well ensure that only TE employees access MOVEit while on the TE network.

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14. [Why can't TE employees access MOVEit off of the TE network?](#)

TE's information security policy requires employees to be connected to the TE network (either in a TE office or via VPN) before using MOVEit.

15. Does MOVEit use a local username and password?

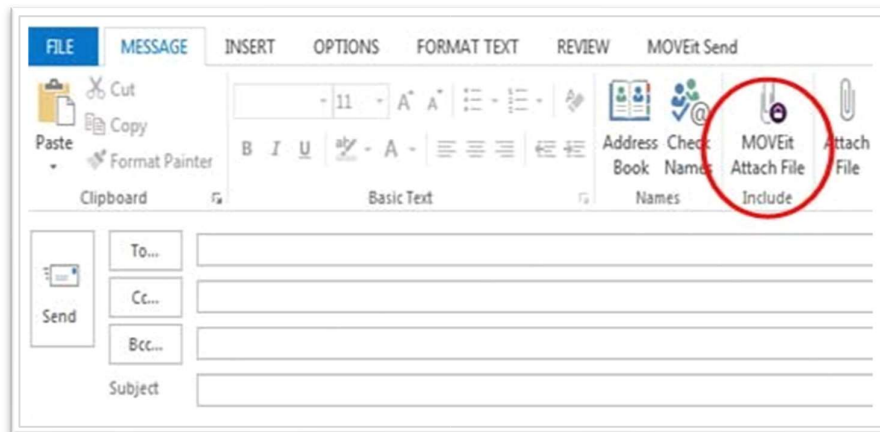
NO. MOVEit uses your network userID and password for single sign-on, so there is no password in MOVEit to reset.

16. How do TE employees install the Outlook plug-in?

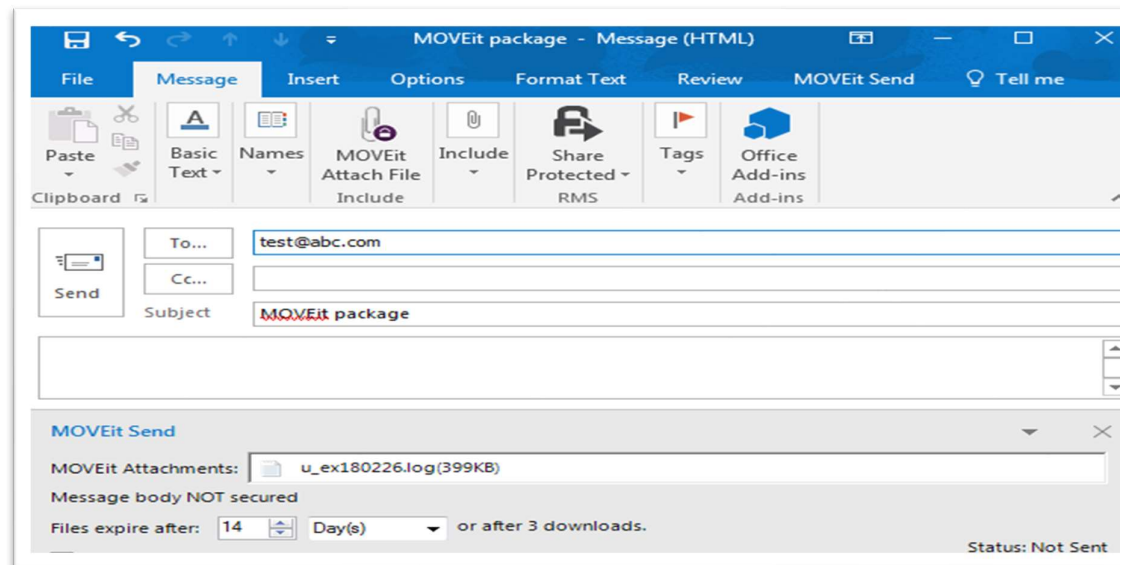
Please go to the TE Software Library (<http://sl>) and download the package “MOVEit Outlook Plugin.” If you have any issues accessing or downloading the package, please contact your local [Help Desk](#) for further assistance.

17. How do TE employees use the Outlook plug-in?

- a. Open **Outlook** and click on **New Email**.
- b. Enter the recipient(s') email, subject, and email content.
- c. Click on the **MOVEit Attach File** button.



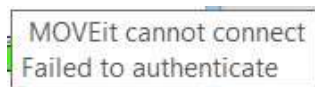
- d. Browse to and attach required files. It should display as shown below:



- e. Click on **Send**. You can review the status of the mail in the MOVEit Outbox folder in Outlook.

## 18. Why do I get an authentication error notification from the MOVEit Outlook Plug-in (Connector)?

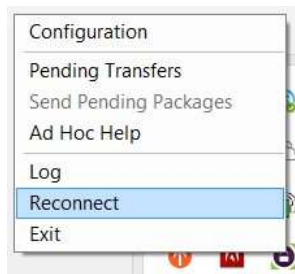
The MOVEit Outlook connector provides connectivity for the Outlook plug-in to the MOVEit platform. The connector is automatically configured to use SSO (single sign-on) to connect to the MOVEit server. Just as a reminder, similar to your Outlook client, you need to be on the TE network (either in the office or on VPN) to successfully connect to the MOVEit server. If you are presented with any errors related to authentication and the Outlook connector (examples below), please close all notifications and ensure you are connected to the TE network. Once connected, the MOVEit Outlook connector should automatically reconnect to the MOVEit server. If you are already connected to the TE network, please try to force a reconnect using the steps below:



- a. Locate the MOVEit connector icon in your notification bar (see below)



- b. Right-click on the MOVEit connector icon, and select **Reconnect** to force the connector to re-authenticate with the MOVEit server.



- c. If that does not re-establish the connection, and you are on the TE network, please contact your local [Help Desk](#) for further support.

## 19. How can a TE employee generate a report for file sent/receive history?

- a. Log in to the MOVEit application.
- b. Click on the **Logs** link and **Edit Filter**

A screenshot of the MOVEit application's 'Logs' page. On the left is a sidebar with 'Home', 'Packages', and 'Logs' (selected). The main area is titled 'Filter Logs...' and contains various filter options:

- Date:** A checkbox 'Display only log entries within this date range:' is checked. Below are 'Start Date/Time' and 'End Date/Time' selectors. Start is set to 2024 Nov 12 12:00 AM. End is set to 2024 Nov 12 11:59 PM. There is an 'All D...' link.
- Action:** A dropdown menu set to '(Any)'.
- User:** A text field containing '\*Shanthakumar, \*Abhilash'.
- File:** Two text fields: 'FileID Contains:' and 'FileName Contains:'.
- Size:** A 'Comparison:' dropdown set to '(Any)' and a 'Size (kb):' text field.
- Folder:** A 'FolderPath Contains:' text field.
- Agent Brand:** A 'Contains:' text field.
- Success/Failure:** A dropdown menu set to '(Any)'.

At the bottom of the filter section is a green 'Apply Filters' button. Below the filter section, there is a link '~ OR ~ Cancel and Return to Logs'.

- d. Using Start Date/Time, End Date/Time, and other filter options, you can generate a report for all sent/received files. **You can only generate logs for last 30 days.**

If you need additional help, please call your local [Help Desk](#).





## USING MOVEit AS AN EXTERNAL BUSINESS PARTNER (NON-TE EMPLOYEE)

### 1. How do business partners access / log in to the MOVEit portal?

Business partners can access MOVEit using the <https://moveit.te.com> site. First, they must register to send files, entering the TE employee's (recipient) email(s) while registering. Once registered, business partners must use the registered email and password to log in to MOVEit and send files to TE employees.

### 2. How do business partners self-register for a MOVEit account?

- a. Access MOVEit using <https://moveit.te.com>.
- b. Click on **Register and Send Files**.

The screenshot shows the MOVEit portal interface. At the top, there's a login form with 'Username' and 'Password' fields, each with a 'Show/Hide' toggle. Below these fields is a 'Forgot Password?' link. A 'Sign On' button is positioned below the password field. Underneath the login form is a 'TE Connectivity Security Notice' with a scroll bar. At the bottom of the page, there are two buttons: 'Login here using Single Sign-on >TE Employee or TE Contractor?' and 'Don't have an account? >Register and Send Files'. An orange arrow points to the 'Register and Send Files' button. A 'Help' link is located between the two bottom buttons. At the very bottom, there's a language selection bar with options: Français - Deutsch - Español - 日本語 - 简体中文 - 繁體中文 - Polski - Português (Brasileiro).

- c. Enter **Recipient Email(s)**. The recipient must be **TE email(s) only**. Enter **your Email ID** that will be used to send files and then click on **Register and Send Files**.

- d. The business partner will receive new user account information with a temporary password as shown below. They must use the URL in the email to log in, which will prompt them to change the temporary password. Once the password is changed, the business partner will be able log in and send files.



3. **Can external business partners send files to non-TE emails?**

NO. They can only send files to @TE.com email addresses.

4. **How does a business partner send a file using the web portal?**

Sending a file “package” is like sending an email with attachments. As such, it is a familiar process and uses a form similar to a creating a new message. The Package Actions section may appear on the Home page and/or the Packages page.

To get started, click **Send Package**.

## Package Actions

[Send Package](#)

[Manage your address book...](#)

The **New Package** page opens.

The screenshot shows the 'New Package' page. At the top, there are buttons for 'Send', 'Discard', 'Save Draft', and a menu icon. Below these are fields for 'To' and 'Subject', with an 'Add Cc/Bcc' button. A rich text editor is present for the message body. To the right, there are 'Options for this package' including checkboxes for 'Secure message body', 'Delivery receipt(s)', 'Prevent "Reply All"', 'Prevent all replies', and 'Package expires after: 7 days'. There is also a 'Classification' dropdown menu. At the bottom, there is an 'Attachments' section with a dashed box and a prompt to 'Drop files to upload or use Upload Files dialog.' The status bar at the bottom indicates 'total size: 0 B' and 'Total files: 0 of 10 uploaded'.

- Enter email address(es) in the **To** field. Separate multiple entries with a comma.
- Enter the **Subject**.
- Enter a **Note**.
- Add files to your package. Click either **Browse** or **Attach files using the Upload Wizard** to locate the file(s) to upload.
- Select **Add File** to browse and select one file, or select **Add Folder** to browse and select a folder to upload. Alternatively, using the Upload Wizard, you can drag-n-drop files into the selection box to attach:



- Once you have selected all of your files required and attached, select **Send** to transfer your file(s).

## 5. What is the maximum file size that can be transferred using MOVEit?

There is no maximum size set. MOVEit allows sending files larger than 2GB. Upload and download of files will depend on your local network speed.

6. [Do business partners need to be registered before transferring files?](#)

NO. When a TE employee send files to an unregistered business partner, they will receive their user name (email address) and initial password, along with the details of the file that was sent to them via a link. The link will take them to the MOVEit portal where they will need to log in, reset their password, and then access the file that was sent to them.

7. [How do business partners view received file packages?](#)

To view received files, either click on the link provided in the notification email or log in to the MOVEit portal and perform the following steps:

- a. Click the **Packages** link in the left navigation menu. If you have any new packages, they will display on the Packages page.



- b. You can also click **Go To Your Mailboxes**. Mailboxes that contain new packages are bold and show a count under the New Packages column.

8. [Is there an expiration time limit on a business partner's temporary account?](#)

YES. Their temporary account expires after 35 days of inactivity (sending or receiving a file).

9. [Is there a file download limit?](#)

YES. Three downloads per file / per recipient.

10. [Is there an expiration time limit to download files?](#)

YES. Their temporary account expires after 180 days of inactivity (sending or receiving a file). Account will also expire if partner has not changed password after 90 days.

11. [Is there an option to receive a delivery receipt?](#)

YES. When sending email to a user, you need to check the option **Delivery Receipt(s)**.

Send Discard Save Draft

To: [Field] Add Cc/Bcc

Subject: [Field]

B / [Rich Text Editor Icons]

File attachments

Drop files to upload or use [Upload Files](#) dialog.

**Options for this package**

- ☒ Secure message body
- ☐ Delivery receipt(s)
- ☐ Prevent "Reply All"
- ☐ Prevent all replies
- ☒ Package expires after: 7 days

**Classification**

Select classification label

12. Can business partners forward files received from TE employees?

YES. They can forward email/files to TE employees only. They will not be able to forward it to another external user.

13. How do business partners reset their MOVEit password?

**Username**

Username [Field]

**Password**

Password [Field]

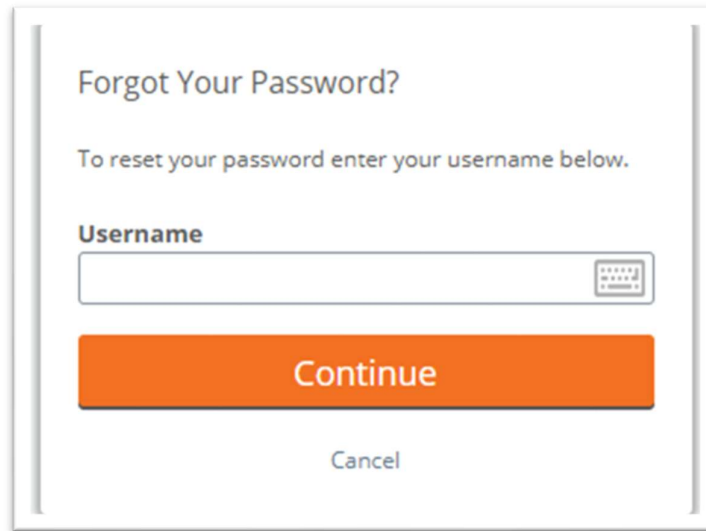
[Forgot Password?](#)

**TE Connectivity Security Notice**

The use of this service is restricted to authorized TE Connectivity employees, customers, and vendors for legitimate business purposes only. All transactions must involve at least one TE Connectivity employee.

**Sign On**

- b. You will be redirected to the Forgot Your Password page.



**Forgot Your Password?**

To reset your password enter your username below.

**Username**

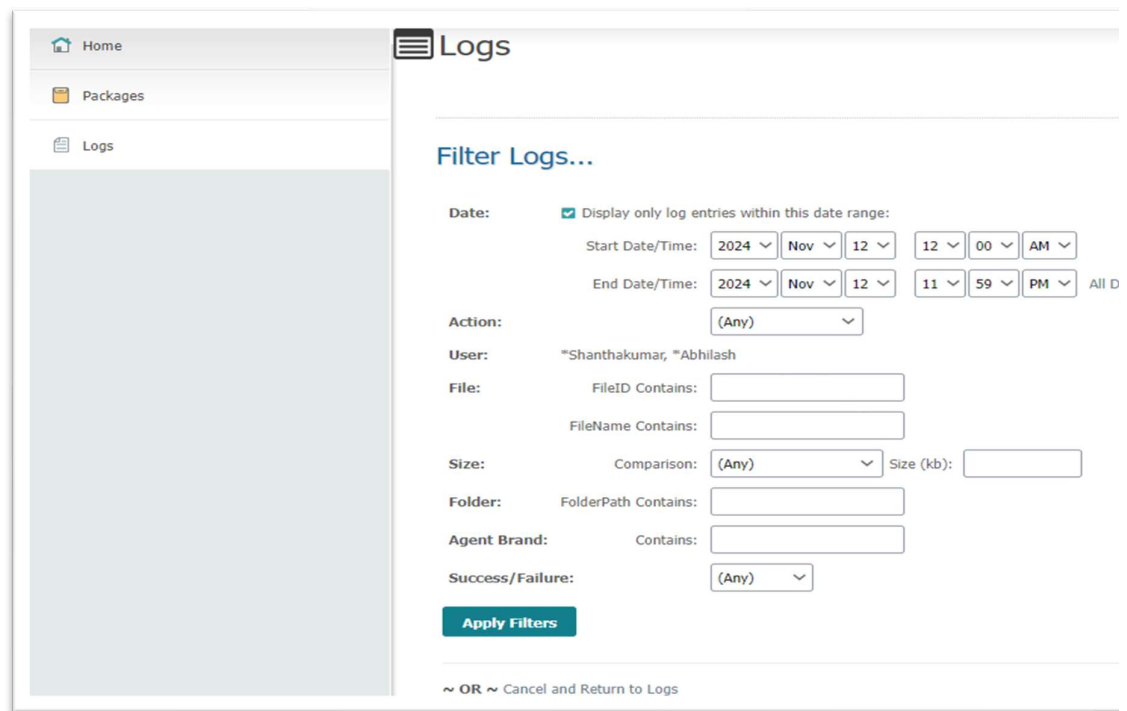
**Continue**

Cancel

- c. Enter your **Username** (your registered email ID).
- d. Click on **Continue**.
- e. A link to reset your password will be sent to your registered email.

14. **How can a business partner generate a report for files sent/receive history?**

- a. Log in to MOVEit.
- b. Click on **Logs** and **Edit filter** option.



**Home** **Packages** **Logs**

**Logs**

**Filter Logs...**

**Date:** ☒ Display only log entries within this date range:

Start Date/Time: 2024 Nov 12 12 00 AM

End Date/Time: 2024 Nov 12 11 59 PM All D

**Action:** (Any)

**User:** "Shanthakumar, "Abhilash

**File:** FileID Contains: FileName Contains:

**Size:** Comparison: (Any) Size (kb):

**Folder:** FolderPath Contains:

**Agent Brand:** Contains:

**Success/Failure:** (Any)

**Apply Filters**

~ OR ~ Cancel and Return to Logs

- d. Using Start Date/Time, End Date/Time, and other filter options, you can generate a report for all your sent/received files.

**If you need additional help, please contact the TE Global Help Desk at [717-810-2255](tel:717-810-2255).**