# MOVEit FAQs

**Quick Links**:

## 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 – Internet Explorer (9, 10, 11) / Mozilla Firefox

   b. Mac OSX – Safari / Mozilla Firefox

## 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."

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

MOVEit 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:



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

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

## 4. What is the TE Upload/Download Wizard?

The first time a TE employee logs in to the MOVEit web portal, they will be prompted to install the TE Upload/Download Wizard. While the MOVEit web portal can be used to send files without the use of the upload wizard, using the wizard provides a number of value-adds. The TE Upload/Download Wizard is a web-based tool that provides extended capabilities within the web portal, such as:

a. Ability to send files over 2GB in size

b. Drag-n-drop functionality

c. Upload more than one file at a time

d. Compress / uncompress data on the fly

e. Faster transfer of files

5. What browsers are currently supported by the TE Upload/Download Wizard?

While the upload wizard currently only supports the browsers listed below, it is important to note that other browsers (such as Chrome) can be used to send files, but would not have the value-adds provided by using the upload wizard (please refer to point 4 above).

    a. Windows OS – Internet Explorer (9, 10, 11) / Mozilla Firefox
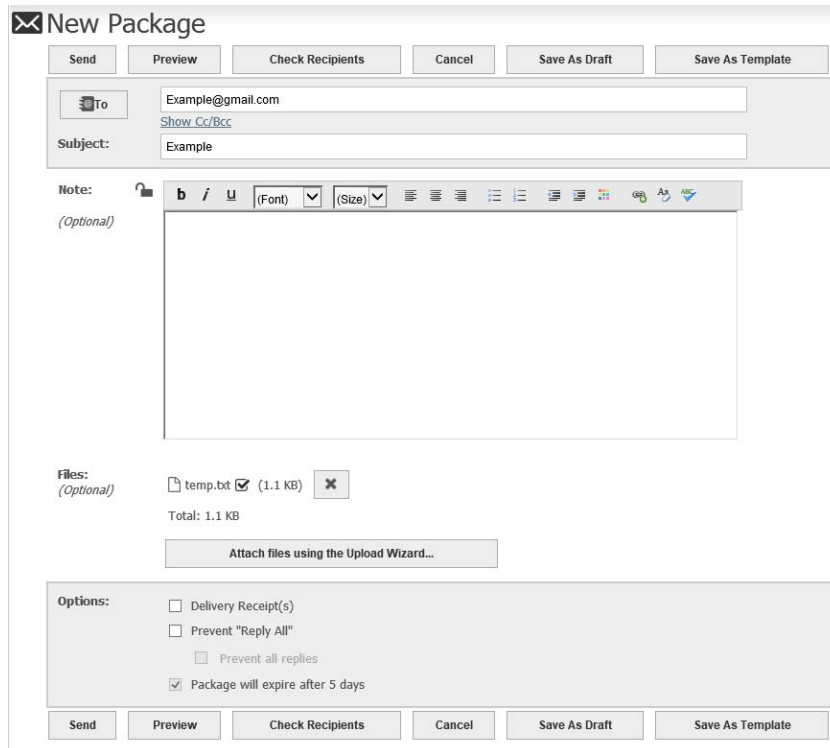
    b. Mac OSX – Safari / Mozilla Firefox

6. 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.
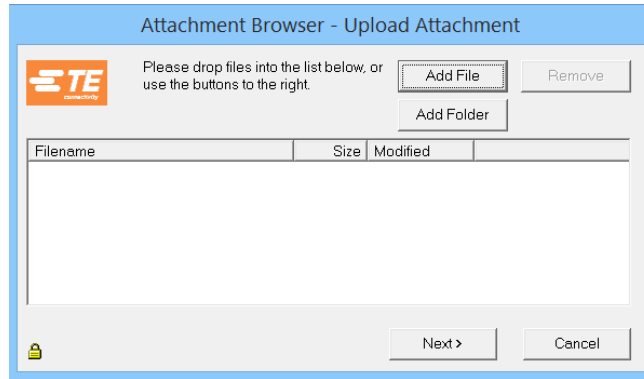
To get started, click **Send Package.**
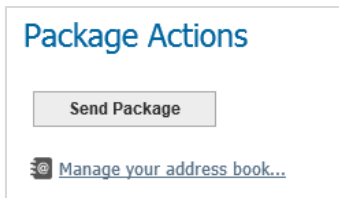


The **New Package** page opens.



    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 either **Browse** or **Attach files using the Upload Wizard** to locate the file(s) to upload.

e. 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:



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

## 7. 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. Please note that in order to send files larger than 2GB through the web portal, the upload wizard will need to be used.
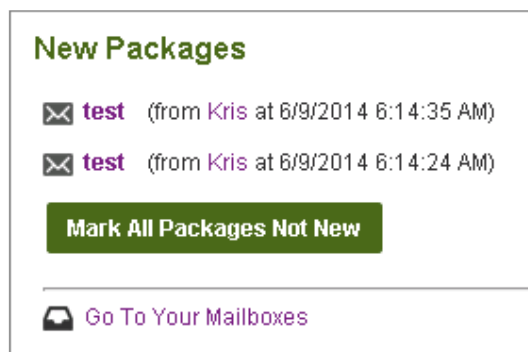
## 8. Do business partners need to be registered before transferring files?

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

## 9. How do TE employees / contractors 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.

10. 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).
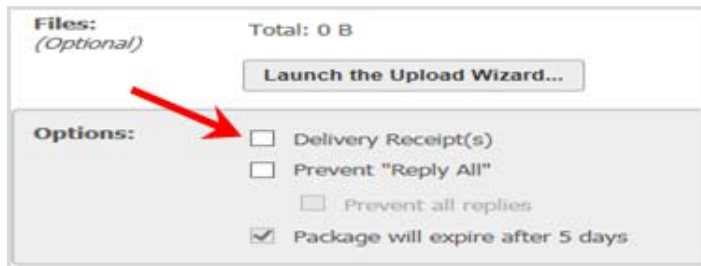
11. Is there a file download limit?
YES. Three downloads per file / per recipient.

12. Is there an expiration time limit to download files?
YES. Files expire after five days.

13. 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).**



14. 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 in order to access any transmitted files.

15. 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.

16. 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.

17. 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.

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

Please go to the TE Software Library ([http://sl](http://sl)) and download the package "MOVEit Outlook Plug-in." If you have any issues accessing or downloading the package, please contact your local Help Desk for further assistance.

## 19. 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.
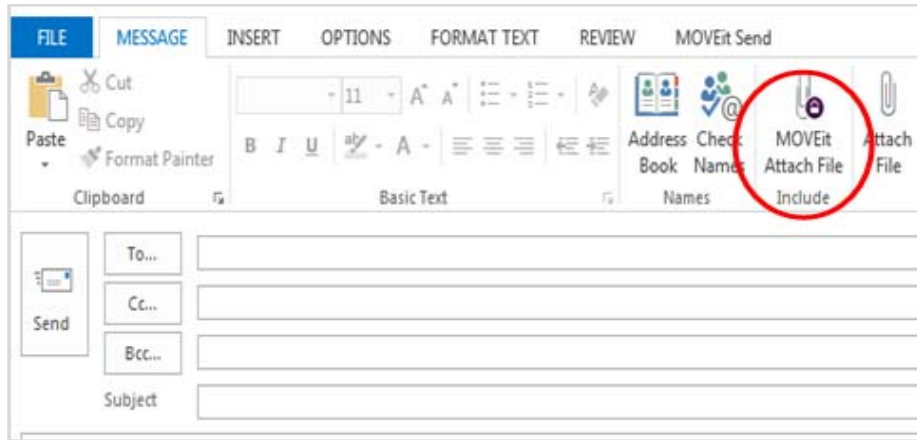


d. Browse to and attach required files. It should display as shown below:
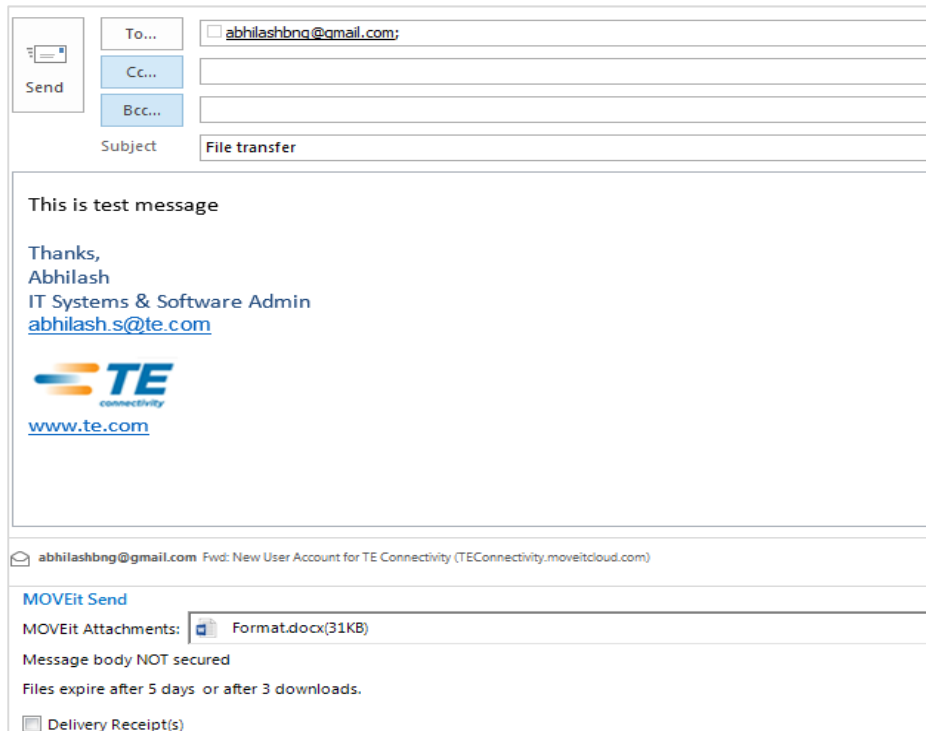
e. Click on **Send**. You can review the status of the mail in the MOVEit Outbox folder in Outlook.

## 20. 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:
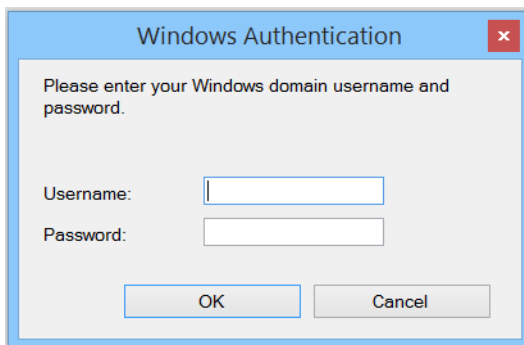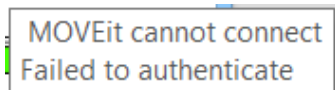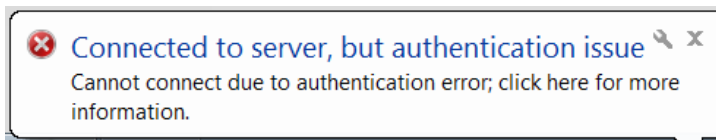






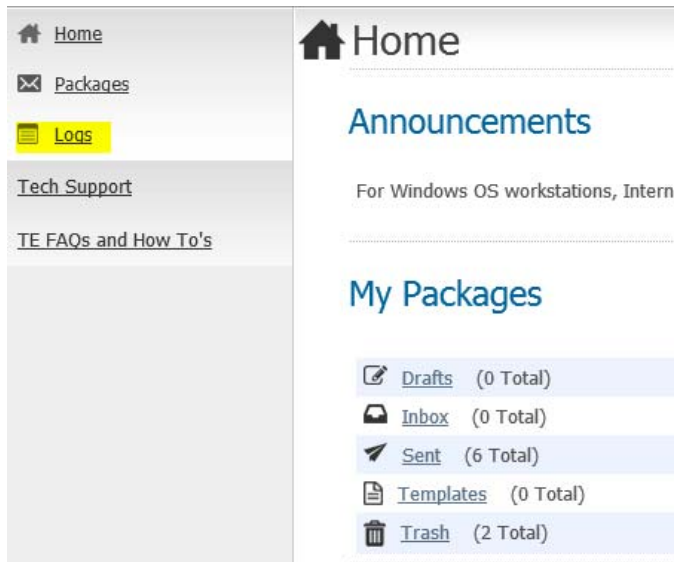a. Locate the MOVEit connector icon in your notification bar (see below)
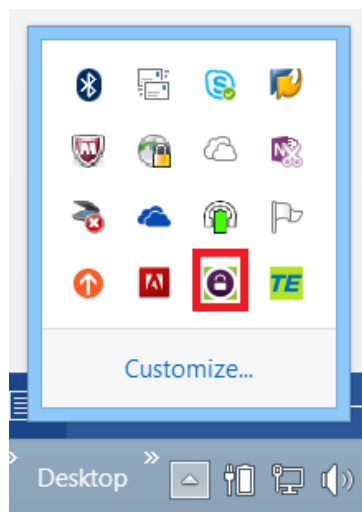


b. Right-click on the MOVEit connector icon, and select **Reconnect** to force the connector to re-authenticate with the MOVEit server.
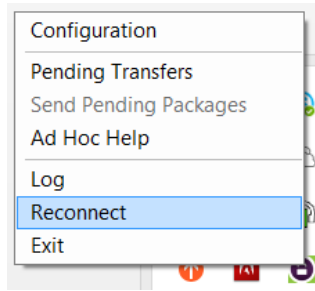
c.  If that does not re-establish the connection, and you are on the TE network, please contact your local Help Desk for further support.

21. 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.



c.  The Filter Logs page will open, as shown below:

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

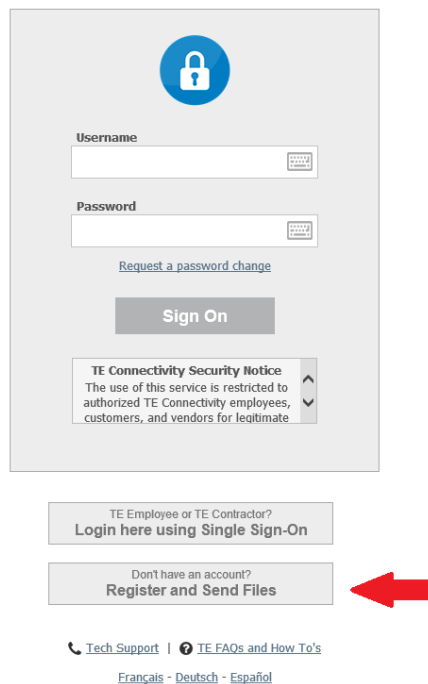**If you need additional help, please submit a Ticket or call your local Help Desk.**

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.
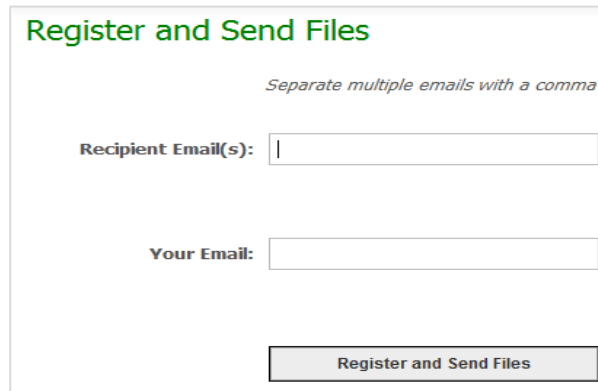
   b. Click on **Register and Send Files.**

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.**
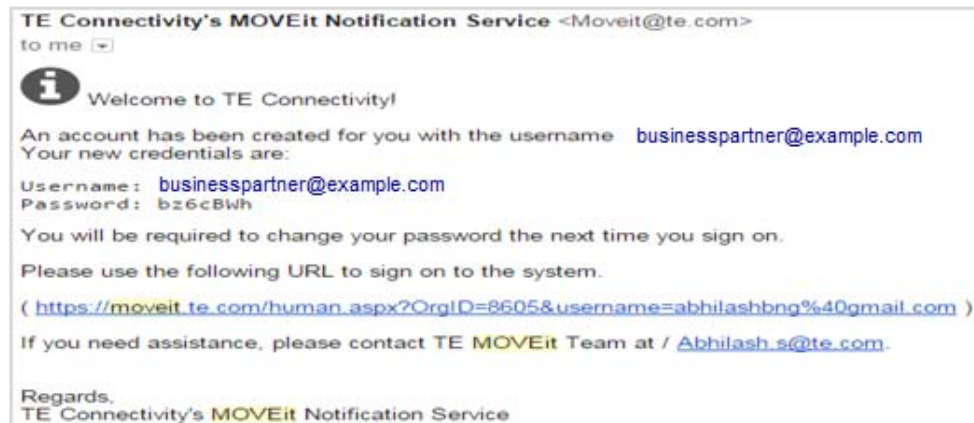


d.   The business partner will receive new user account information with a temporary password as shown below. They must use the URL in the email to log in, which will prompt them to change the temporary password. Once the password is changed, the business partner will be able log in and send files.



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

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

4.   What is the TE Upload/Download Wizard?

The first time a user logs in to the MOVEit web portal, they will be prompted to install the TE Upload/Download Wizard. While the MOVEit web portal can be used to send files without the use of the upload wizard, using the wizard provides a number of value-adds. The TE Upload/Download Wizard is a web-based tool that provides extended capabilities within the web portal, such as:

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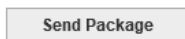
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   To get started, click **Send Package.**
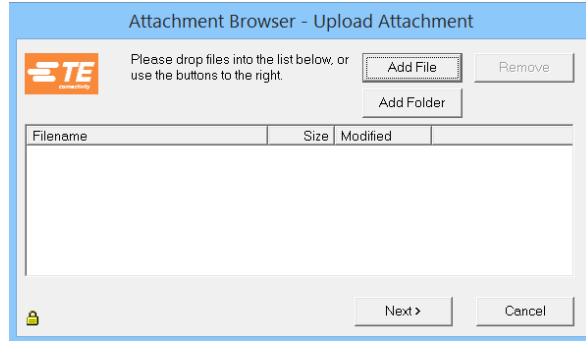
   ## Package Actions

   Send Package

   @ Manage your address book...

   The **New Package** page opens.

   ☒ New Package

   | Send | Preview | Check Recipients | Cancel | Save As Draft | Save As Template |

   To | Example@gmail.com
   Show Cc/Bcc
   Subject: | Example

   Note: b i U (Font) (Size) ...
   (Optional)

   Files: temp.txt ☑ (1.1 KB) ✖
   (Optional)
   Total: 1.1 KB

   Attach files using the Upload Wizard...

   Options: ☐ Delivery Receipt(s)
   ☐ Prevent "Reply All"
   ☐ Prevent all replies
   ☑ Package will expire after 5 days

   | Send | Preview | Check Recipients | Cancel | Save As Draft | Save As Template |

   a. Enter email address(es) in the **To** field. Separate multiple entries with a comma.

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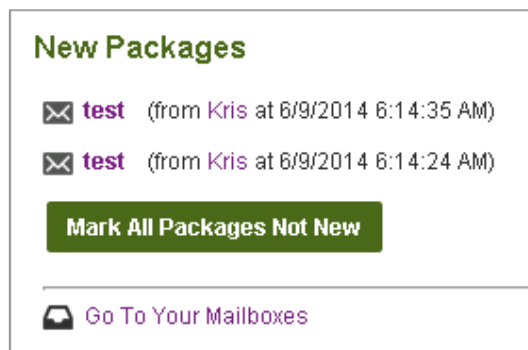
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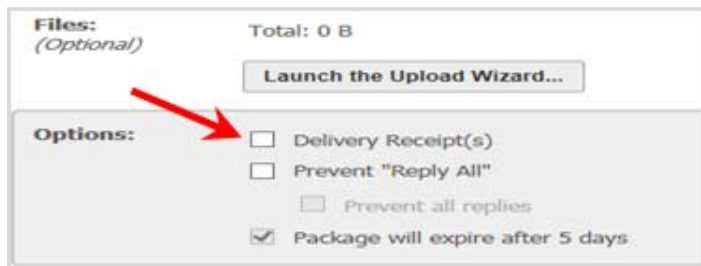
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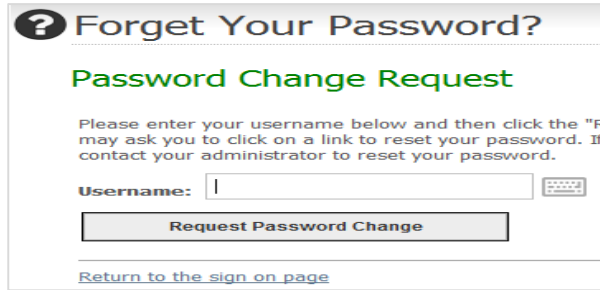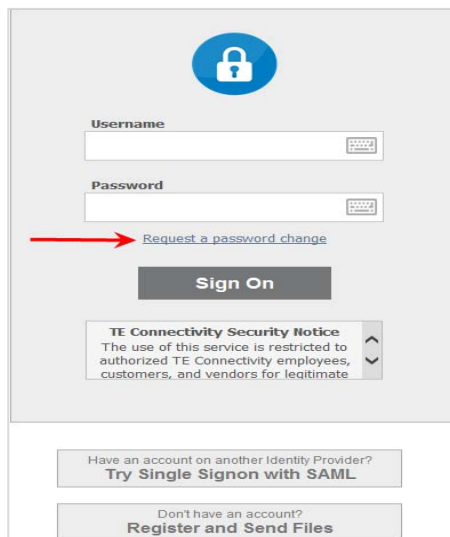14. Can business partners forward files received from TE employees?

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

15. How do business partners reset their MOVEit password?
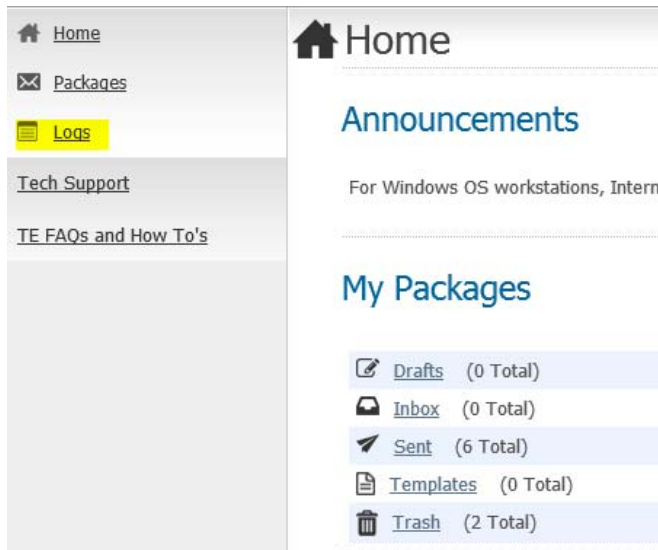
a. Click on the **Request a password change** link.

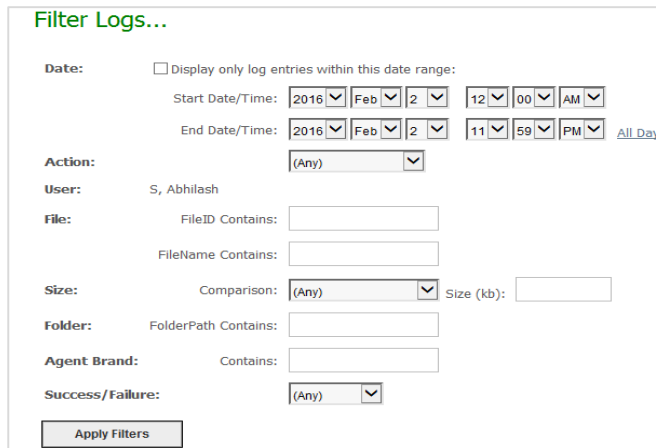b. You will be redirected to the Forgot Your Password page.



c. Enter your **Username** (your registered email ID).

d. Click on **Request Password Change.**

e. A link to reset your password will be sent to your registered email.

## 16. How can a business partner generate a report for files sent/receive history?

a. Log in to MOVEit.

b. Click on the **Logs** link.



c. The Filter Logs page will open, as shown below:

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.**