MOVEit FAQ, Frequently Asked Questions

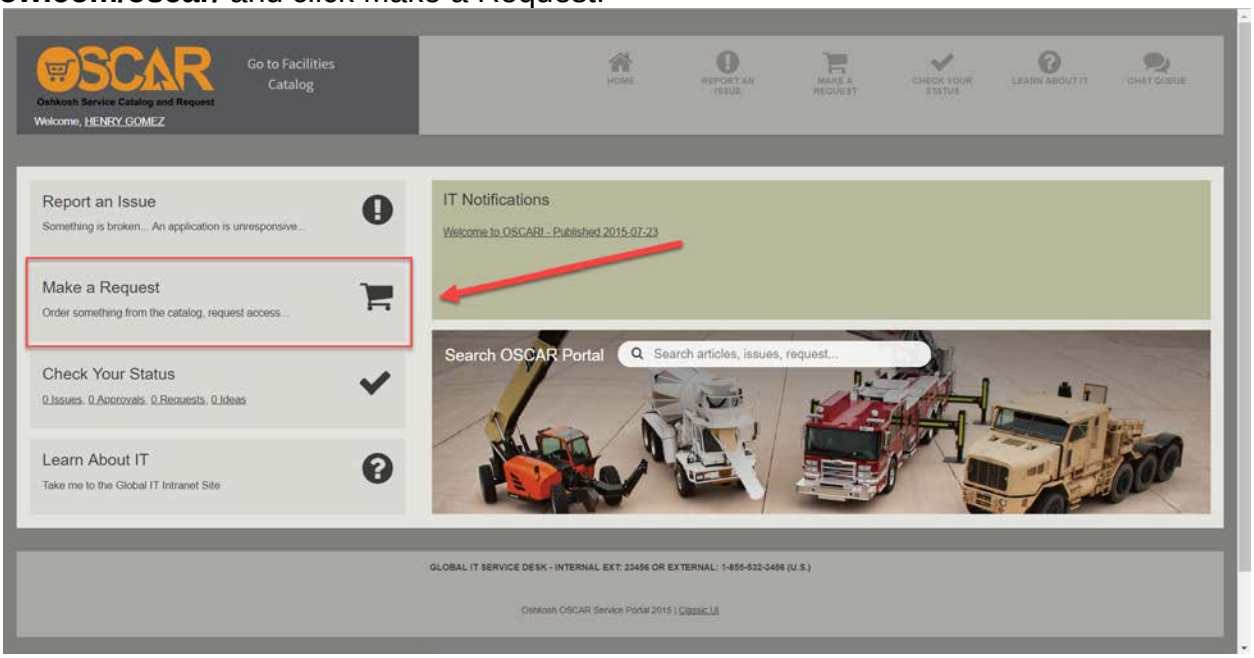
Account and File retention rules:

- 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.

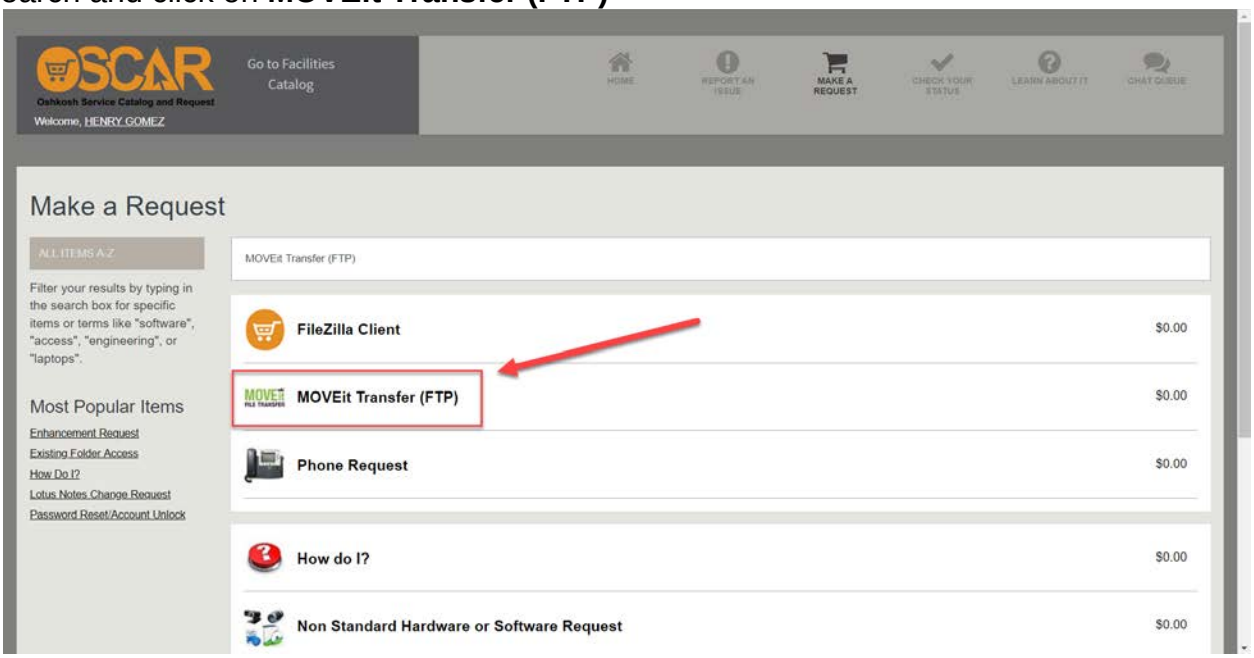
Do I need a permanent account?
The Ad Hoc feature is meant to be a onetime use for infrequent usage to send a secure message/file external user. If you anticipate, the external user will continue to use this method of file transfer, you should submit an OSCAR request ticket to have the external user permanently created.

How do I get a permanent account?
To have a permanent account created for any external users, an OSCAR request must be created. See the following steps below on creating an OSCAR request for external MOVEit users.

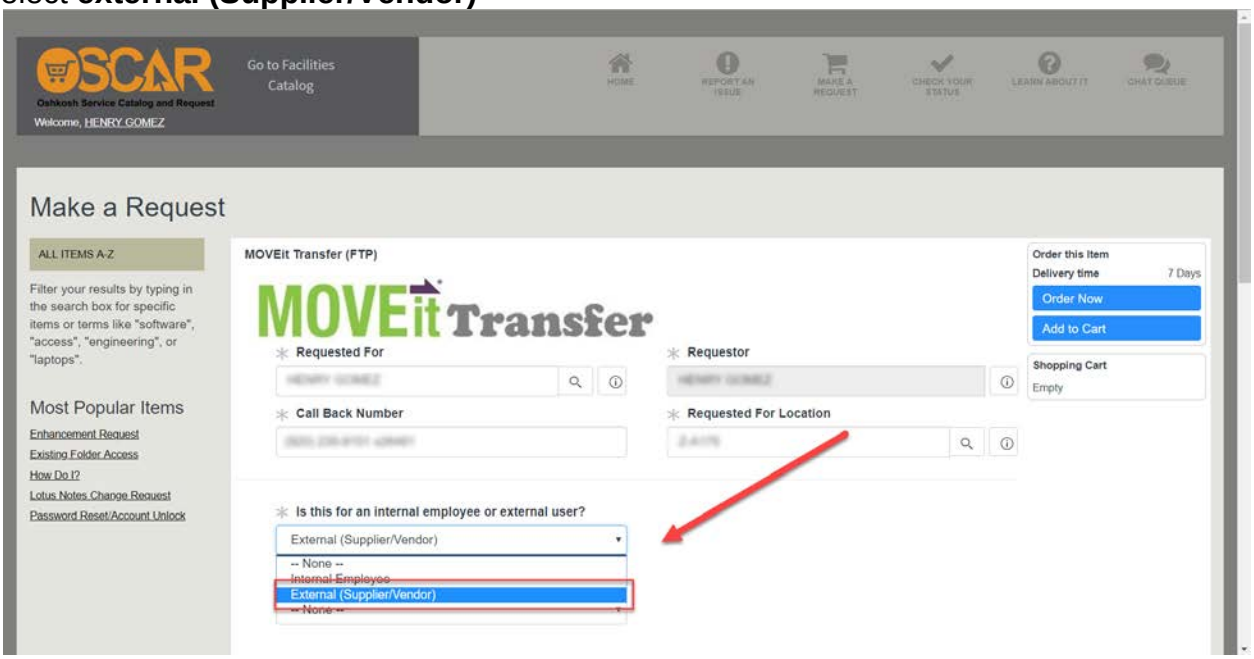
1. To make an OSCAR request, go to **https://oshkoshprod.service-now.com/oscar/** and click Make a Request.



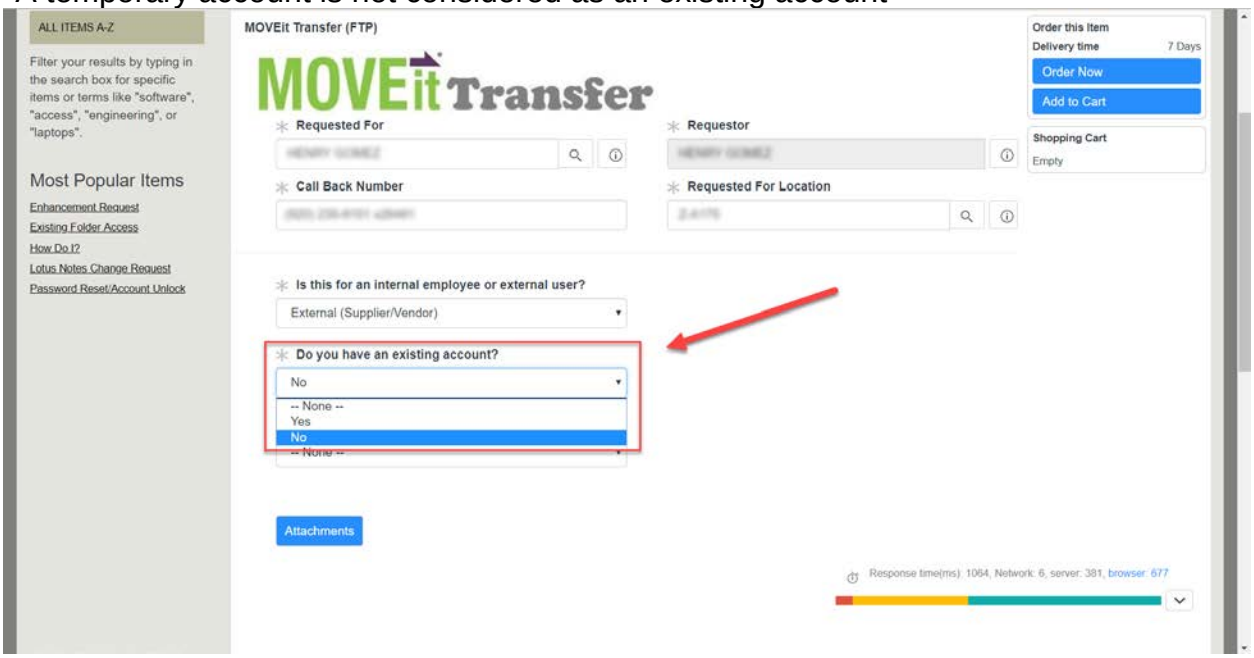
2. Search and click on **MOVEit Transfer (FTP)**



3. Select **external (Supplier/Vendor)**

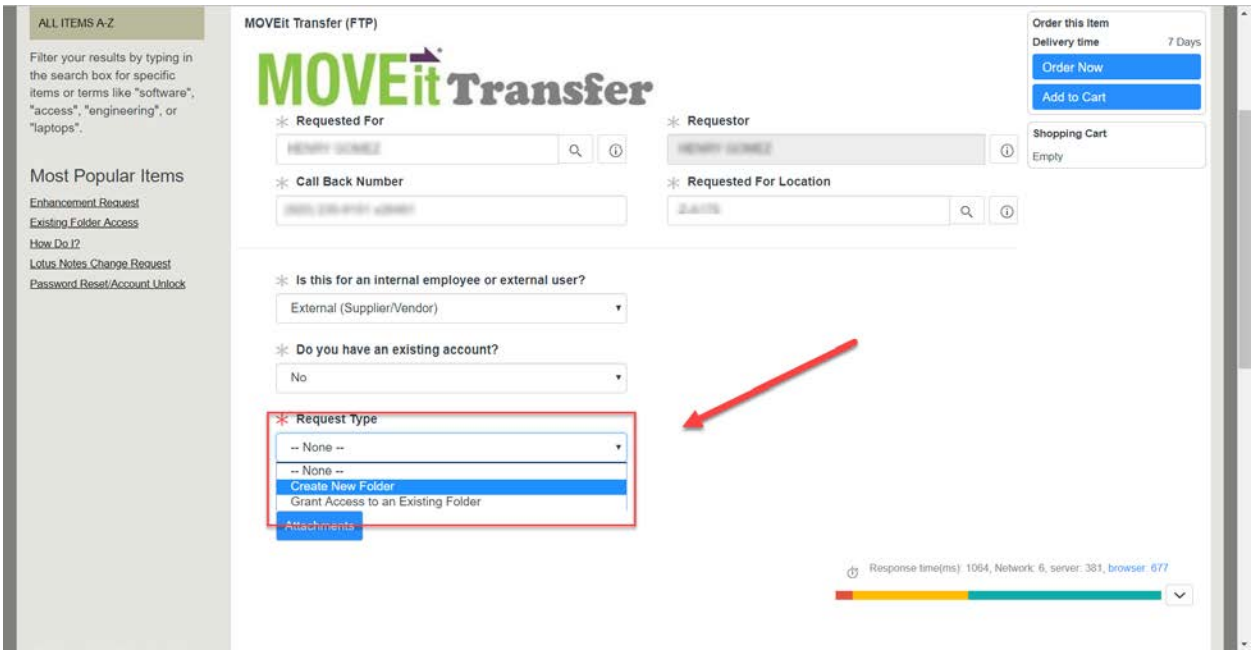


4. Select whether the external user already has an account or not,
   A temporary account is not considered as an existing account

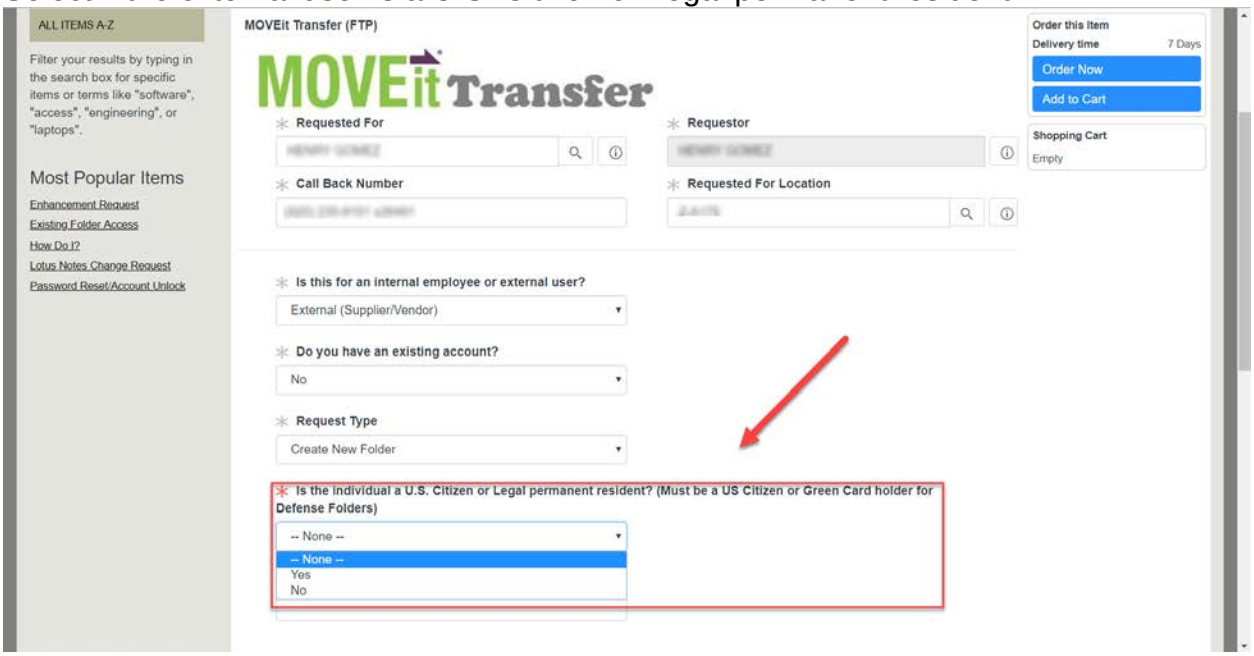


5. When creating an account for an external user, you must designate a folder. It's a shared folder, that allows the internal and external user to drop and retrieve files from. The rule of thumb is to create the path folder with the segment of the internal user, followed by the name of the external user's company.

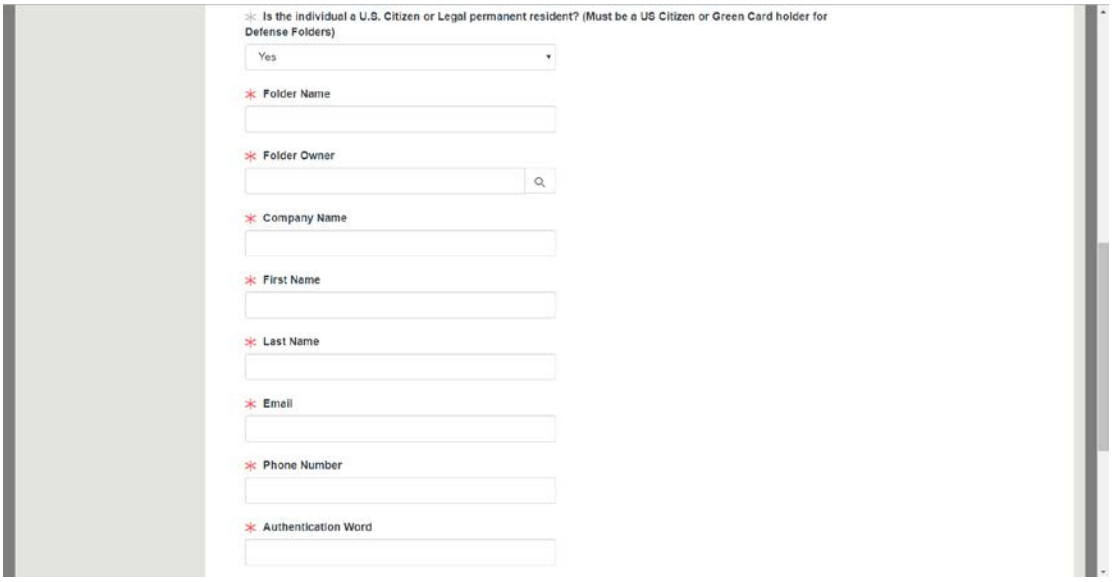
   *For example, if the internal user is from Corporate defense exchanging files with an external user from Amber Road, the path would look like the following,
   /OSK/CORPORATE/AMBER ROAD/
   If you already have a folder, you can add the external user to the folder path*



6. Select if the external user is a U.S. Citizen or Legal permanent resident.



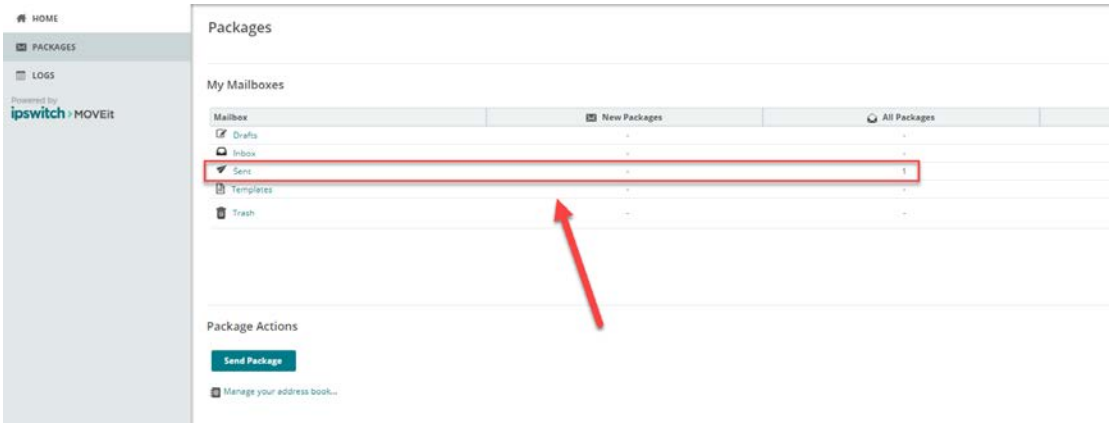
7. Gather the following information below, from the external user.



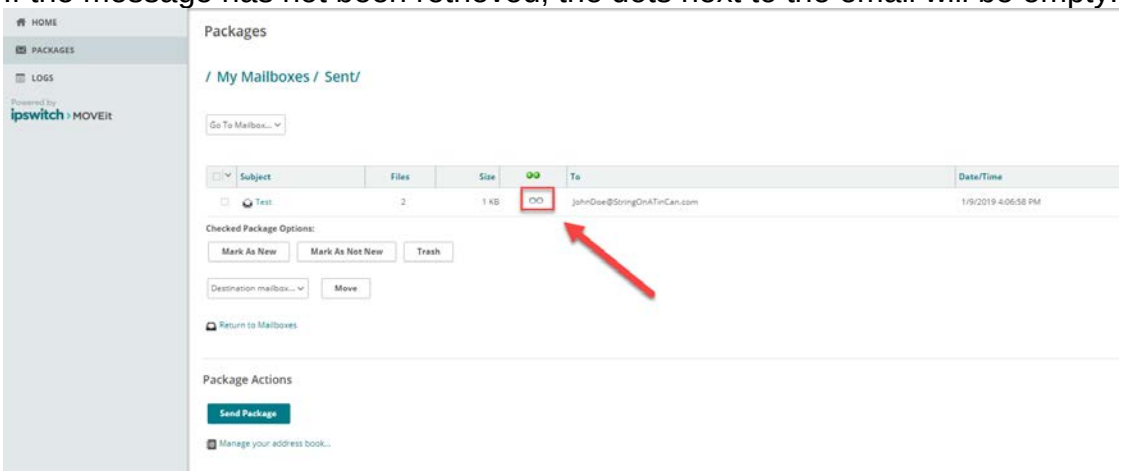
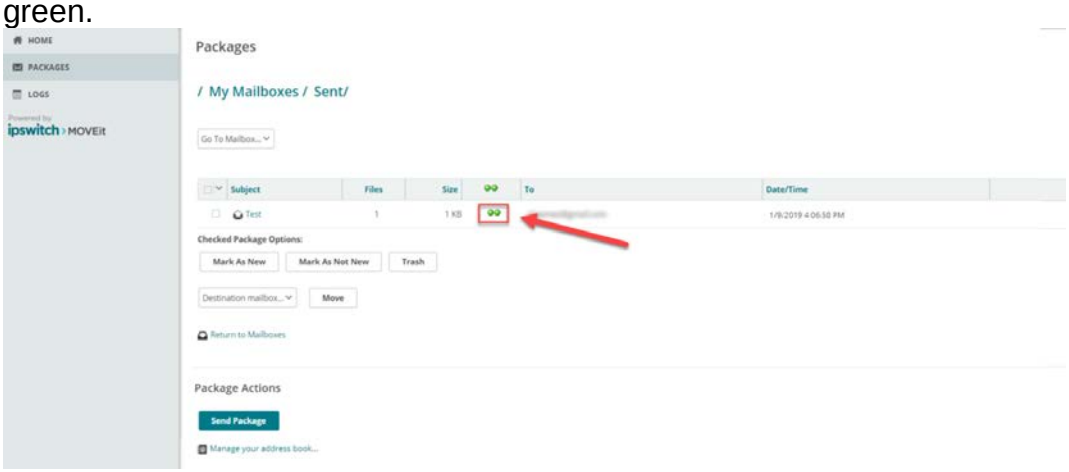
8. Once the information is filled, click **Order Now**. The information will be reviewed by the security team and sent to the Helpdesk for creating the MOVEit account. Which they will complete and email the user with their MOVEit login information.

What confirmation do I get the file is sent, and if the external user receives and retrieved the file?

1. From the Internals perspective, they can validate that they sent the file in their **Sent** folder.



2. If the message has not been retrieved, the dots next to the email will be empty.



3. Once the external user has opened the message, the dots next to the email will be green.