

# FORTRA



## GoAnywhere MFT Web Client User Guide

Version 7.4.2

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# Welcome

The Web Client in [GoAnywhere Managed File Transfer](#) provides you with the ability to perform multiple types of file transfers and file sharing through your browser. No additional software is required on your computer, and all popular browsers are supported including Internet Explorer, Firefox, Safari and Chrome.

The file transfer modules provided within the Web Client are named Files, GoDrive, Mail, and Forms, which are described below.

## Files Feature

The Files feature provides browser access to authorized files and folders on the server. Files can be transferred quickly between the desktop and server over HTTPS protocol. Since files are stored on a standard file system, they can be directly accessed by backend applications and programs. Files provide the following features for users:

- Access files and folders on the server through an intuitive browser interface.
- Drag-and-drop one or more files and folders to the side menu to move, copy to GoDrive, or send as Mail attachments.
- Drag-and-drop files and folders from the desktop to the server to upload them (when dragging a folder on to the page, the folder's directory structure will be flattened).
- Use the optional Java Applet to transfer files and folders through a split-page interface. Includes progress monitors and the ability to resume any failed transfers.
- Send download-only links through the optional Mail module.
- Copy files from Web Client Files to GoDrive.

## GoDrive Features

GoDrive is a secure file system that provides Enterprise File Synchronization and Sharing (EFSS) services for authorized users. With GoDrive, files and folders can be easily shared between users with advanced collaboration features including file revision tracking, commenting, trash bin, media viewing, and more. GoDrive applications available on Windows, Mac, Android, and iOS can be used to synchronize files locally to the devices. GoDrive provides the following features for users:

- Access files and folders on GoDrive through an intuitive browser interface.
- Drag-and-drop one or more files and folders to the side menu to move, copy to Files, or send as Mail attachments.
- Drag-and-drop files and folders from the desktop to the GoDrive server to upload them.
- Synchronize files with Windows, Apple OS X, iOS, and Android devices.
- Share files and folders with other users.
- Specify granular permissions (e.g. read only, edit, etc.) for shared folders and files.
- Receive automatic email notifications when shared folders and files are accessed by others.
- View images and PDF files through the browser using the Media Viewer.
- Add comments to files and folders.
- Search for files or folders.
- Keep file revisions, with the ability to restore previous versions.
- Lock files to temporarily restrict access.
- Restore files from the Trash Bin.
- Send download-only links through the optional Mail module.
- Copy files from GoDrive to Files.

## Mail Features

Mail allows authorized users to send messages and files as secure "Packages" on an ad-hoc basis. Recipients will get an email with a unique link to each package, allowing them to download the message and files through a secure HTTPS connection. This is a great alternative to regular email since there are no file size or file type restrictions. Mail provides the following features for users:

- Send sensitive messages and files to one or more recipients as a secure Package.
- Attach multiple files with no size limits.
- Set expiration dates and maximum downloads.
- Optionally password-protect Packages.
- Request files from one or more email recipients.
- Optionally receive email notifications when Packages are opened by recipients.
- View audit trails of all activity.
- Receive reply messages with attachments from your recipients.
- A Secure Mail plugin for Outlook® is available for sending mail directly from the Outlook Compose page.

## Form Features

Forms allow users to enter information and upload files through custom screens which are designed by GoAnywhere Administrators. After the information is completed by the user, the form can be submitted for processing in GoAnywhere. Forms allows users to:

- Work with one or more authorized forms.
- Fill out forms using text fields and drop-down lists.
- Upload one or more files with each form (optional).
- Download output files after the form is processed by GoAnywhere (optional).

- Save forms (as drafts) to complete at a later time.
- View the history of submitted forms to show the date submitted, input values and any output files.

## Technical Requirements for the Web Client

- Cookies and Javascript should be enabled within your browser for the Web Client to function properly.
- Some options may open secondary windows. Popups should be allowed for this site.
- If using the Applet, the Java Runtime Environment 1.6 (JRE) needs to be installed on your computer.

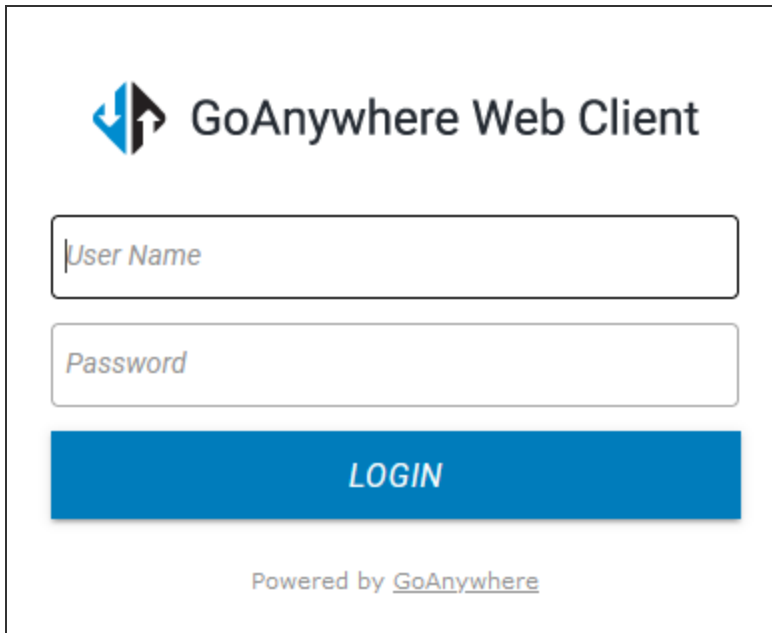
**NOTE:**

The Java Runtime Environment is also referred to as the Java Virtual Machine or simply Java. If the correct version of Java is not installed on your computer, GoAnywhere will prompt you to install the latest version of Java.



# Web Client Login

The login page prompts for a user name and password to access the Web Client interface. Additional options may be provided on the login page, as described below.

The image shows a screenshot of the GoAnywhere Web Client login page. At the top, there is a logo consisting of a blue square with a white stylized 'G' and the text 'GoAnywhere Web Client'. Below the logo, there are two input fields: the first is labeled 'User Name' and the second is labeled 'Password'. Below these fields is a large blue button with the word 'LOGIN' in white capital letters. At the bottom of the form, there is a small text link that says 'Powered by [GoAnywhere](#)'.

## Login Options

### User Name

The user name of the account.

### Password

The corresponding password for the user account.

### Forgot Password?

If enabled, a link is provided to request a password reset. Click the [Forgot Password?](#) link to proceed with the reset process.

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### Not Registered?

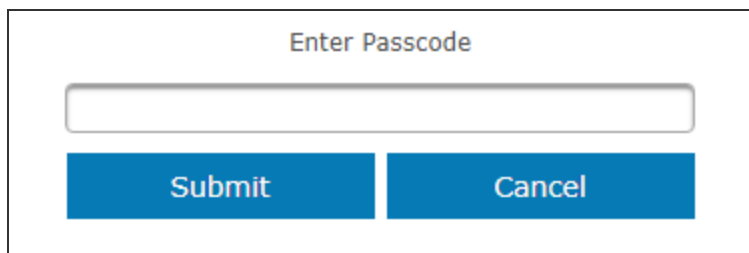
If enabled, a link is provided to create a new account. Click the [Create Account](#) link to begin the self-registration process.

#### NOTE:

The login page only appears if password authentication is required. If your account is configured for certificate authentication, you will go directly to the dashboard (if the certificate is valid).

## RADIUS (RSA SecurID or Duo) Two-Factor Authentication

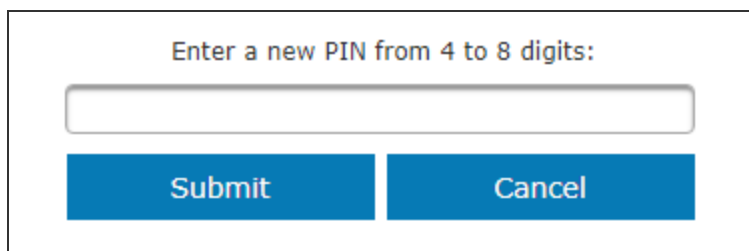
If enabled, you will need to provide your passcode when you click **Login**. Enter the passcode and then click **Submit**.



The screenshot shows a dialog box titled "Enter Passcode". It contains a single-line text input field. Below the input field are two blue buttons: "Submit" on the left and "Cancel" on the right.

## RADIUS (RSA SecurID) Token Authentication

If this is the first time using your RSA Secure ID, you may need to specify a new PIN, and then verify it.




The screenshot shows a dialog box titled "Enter a new PIN from 4 to 8 digits:". It contains a single-line text input field. Below the input field are two blue buttons: "Submit" on the left and "Cancel" on the right.

After verifying your new PIN, you will need to wait for the RSA SecurID token code to change. Specify the new passcode and then click **Submit** to log in to the Web Client.

PIN Accepted. Wait for the token code to change, then enter the new passcode:

## GoAnywhere One-Time Password Authentication

If enabled, the system will check your user profile for an email or mobile number at login. If an email address or mobile number exists, the two options will be pre-populated. Otherwise, either may be entered manually. Once you have chosen an option, click **Send Verification Code**. Enter the verification code sent to you and then click **Submit**. If you did not receive a verification code, click **Click here to resend the verification code**.

 GoAnywhere Web Client

☐ Enter email address to send Verification Code to

☒ Enter mobile number to send Verification Code to

By clicking the Login button you acknowledge that you have read the disclaimer.

Powered by [GoAnywhere](#)

## Time-based One-Time Password Authentication

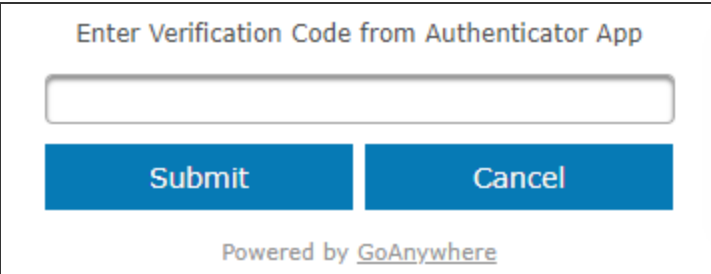
Download and install the Google Authenticator app or another authenticator application from your mobile app store. The Web Client will display a QR code that you must scan with the Google Authenticator app. Once scanned, GoAnywhere stores a unique secret key on your user profile. Each login, you will provide a new one-time use password to GoAnywhere using the authenticator application.

If you lose your device, contact your GoAnywhere system administrator to remove the secret key.

If this is the first time using an authenticator app, register the app by scanning the QR code.



Enter the code generated by the authenticator app to verify your identity.




Enter Verification Code from Authenticator App


Powered by [GoAnywhere](#)

# Password Assistance

To reset your password, click the **Forgot Password?** link from the Login page. Then complete the requested information and click **Submit**.

 **GoAnywhere Web Client**

Specify your user name and the characters shown in the image, then click Submit. A message will be sent to the email address associated with your account which will contain a link to reset your password. Please contact your account representative if you do not remember your user name.



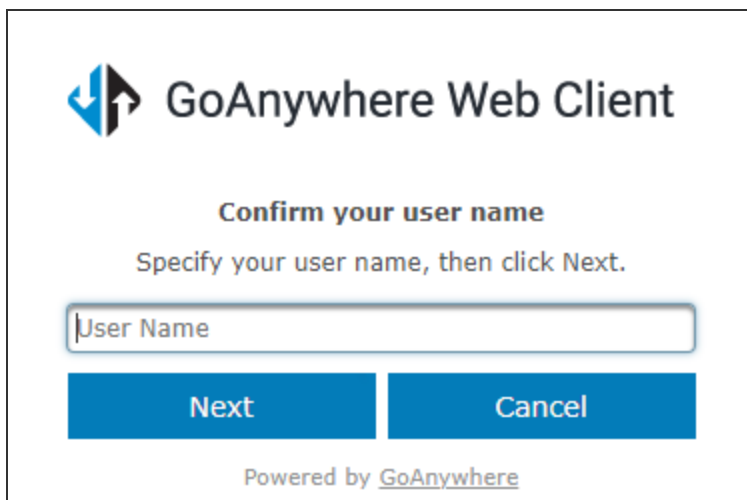
Powered by [GoAnywhere](#)

**NOTE:**

Capitalization is not required when typing the characters from the image. If you cannot distinguish the letters and numbers in the image, click the **Try a different image** link.

## Create New Password

An email with a password reset link will be sent to the email address registered to the user account. Click the link and verify your user name, then create a new password.



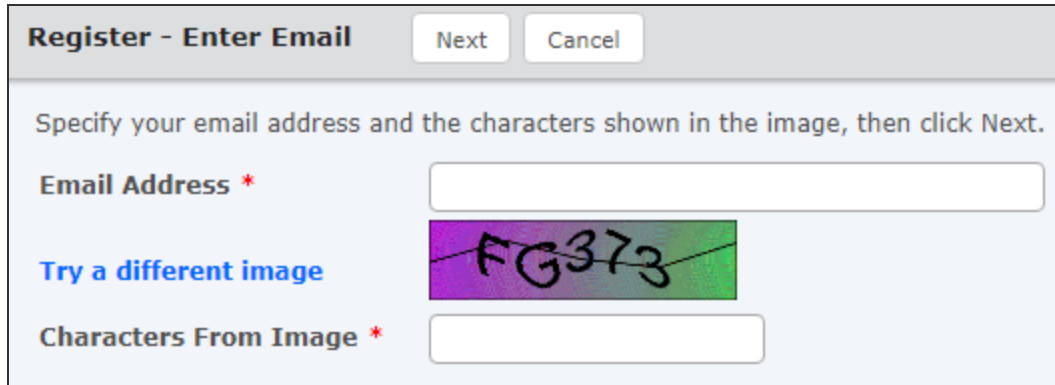
The image shows a web client interface for GoAnywhere. At the top left is the GoAnywhere logo, which consists of a blue square with a white stylized 'G' and a black square with a white stylized 'A'. To the right of the logo is the text 'GoAnywhere Web Client'. Below this is the heading 'Confirm your user name' in bold. Underneath is the instruction 'Specify your user name, then click Next.' in a smaller font. There is a text input field with the placeholder text 'User Name'. Below the input field are two blue buttons: 'Next' and 'Cancel'. At the bottom of the form, it says 'Powered by [GoAnywhere](#)'.

## Self-Registration

If you are not already registered, follow the steps below to create a new user account.

## Step 1 - Enter Email

Click the **Create Account** link on the Web Client login page. Specify your email address and the characters shown in the image. Click **Next** to continue.



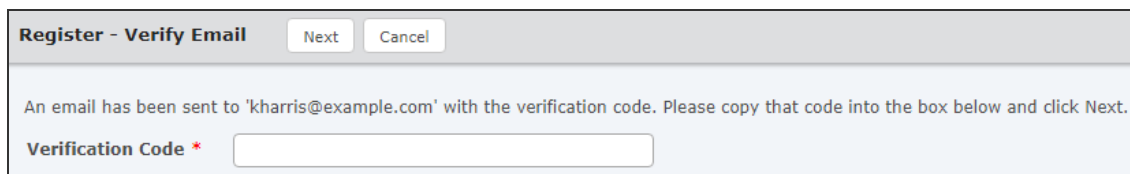
The screenshot shows a web form titled "Register - Enter Email". At the top right are "Next" and "Cancel" buttons. Below the title, it says "Specify your email address and the characters shown in the image, then click Next." There is a text input field for "Email Address \*". Below that is a link "Try a different image" and a CAPTCHA image showing the characters "FG373" on a purple and green background. At the bottom is a text input field for "Characters From Image \*".

**NOTE:**

Capitalization is not required when typing the characters from the image. If you cannot distinguish the letters and numbers in the image, click the **Try a different image** link.

## Step 2 - Verify Email

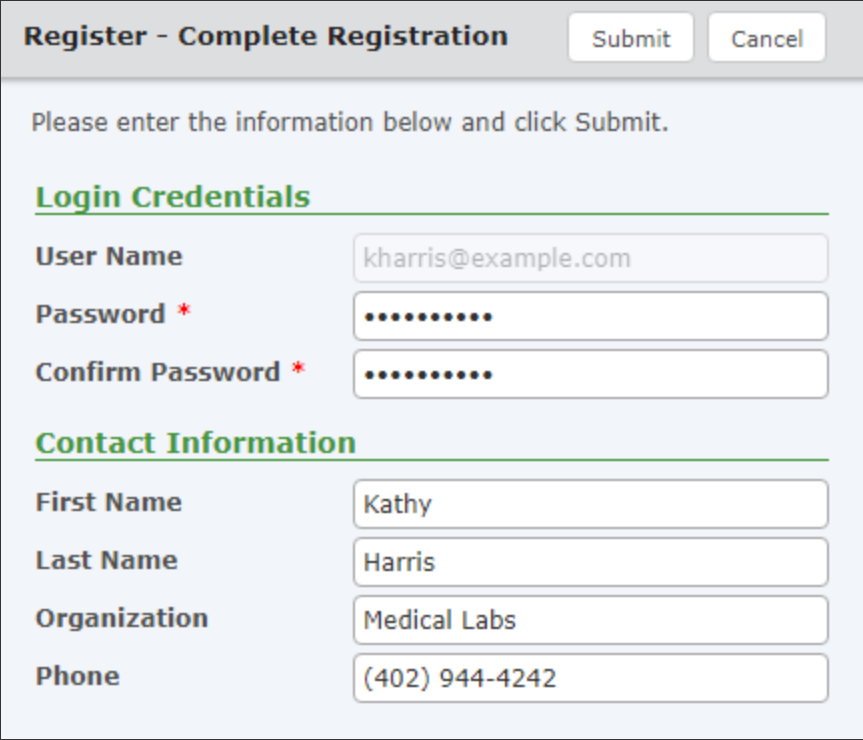
An email will be sent to you with the verification code. Copy and paste the code into the field and then click **Next** to continue.



The screenshot shows a web form titled "Register - Verify Email". At the top right are "Next" and "Cancel" buttons. Below the title, it says "An email has been sent to 'kharris@example.com' with the verification code. Please copy that code into the box below and click Next." There is a text input field for "Verification Code \*".

## Step 3 - Complete Registration

Complete the required information in the Registration form. You may be prompted to provide your user name and password for an existing network. Otherwise, you may be prompted to create a new user name and password.



**Register - Complete Registration**

Please enter the information below and click Submit.

**Login Credentials**

User Name

Password \*

Confirm Password \*

**Contact Information**

First Name

Last Name

Organization

Phone

## SHA1 Fingerprint

If required, your GoAnywhere administrator will have provided you a SHA1 Fingerprint to authenticate you to the Web Client and file transfer services. Specify your SHA1 Fingerprint(s) in the field(s) provided.

## RADIUS (RSA SecurID) Token Authentication

If your organization uses RSA SecurID, you will need to provide your RSA SecurID passcode in the **Password** field when you register. Enter the passcode and then click **Submit**.

---



If this is the first time using your RSA Secure ID, you may need to specify a new PIN, and then verify it.

Enter a new PIN from 4 to 8 digits:

Submit

Cancel

After verifying your new PIN, you will need to wait for the RSA SecurID token code to change. Specify the new passcode and then click **Submit** to log in to the Web Client.

PIN Accepted. Wait for the token code to change, then enter the new passcode:

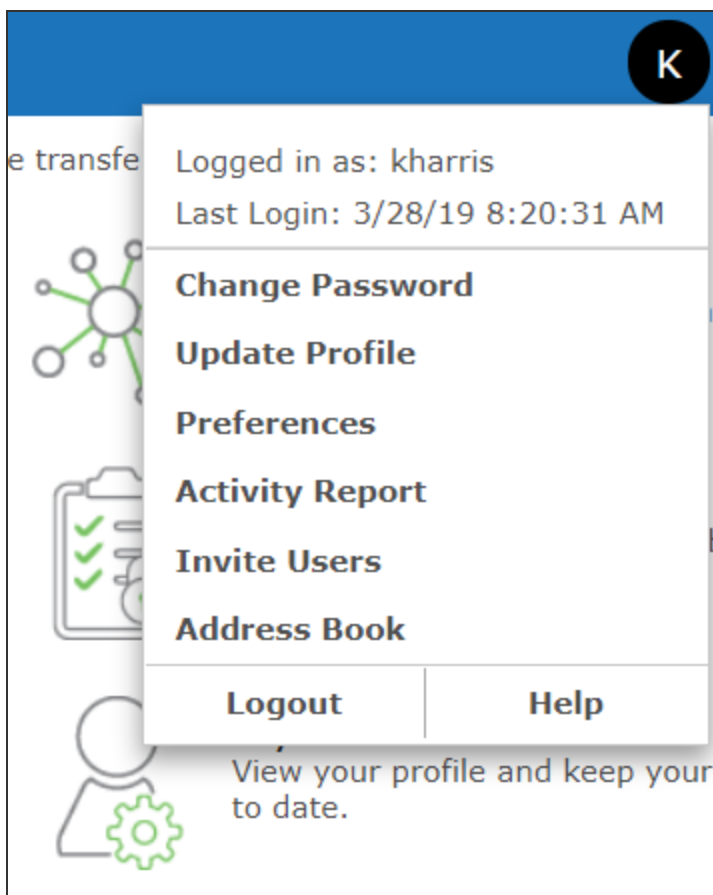
Submit

Cancel

# User Menu

The options on the User menu allow you to make changes to your account profile, change your password, access your address book, view activity reports, and configure other preferences.

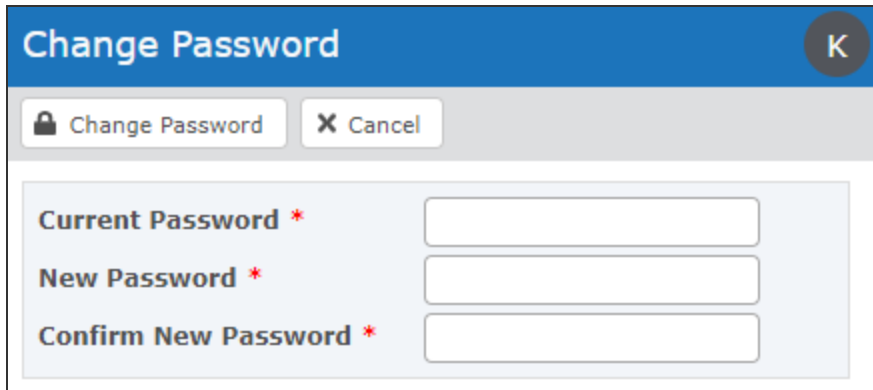
To access the User menu, click on the initial in the upper right-hand corner of the web client window.



## Change Password

If enabled, the Change Password page allows you to update your password for your account. To change your password, click the user initial icon located in the upper right-

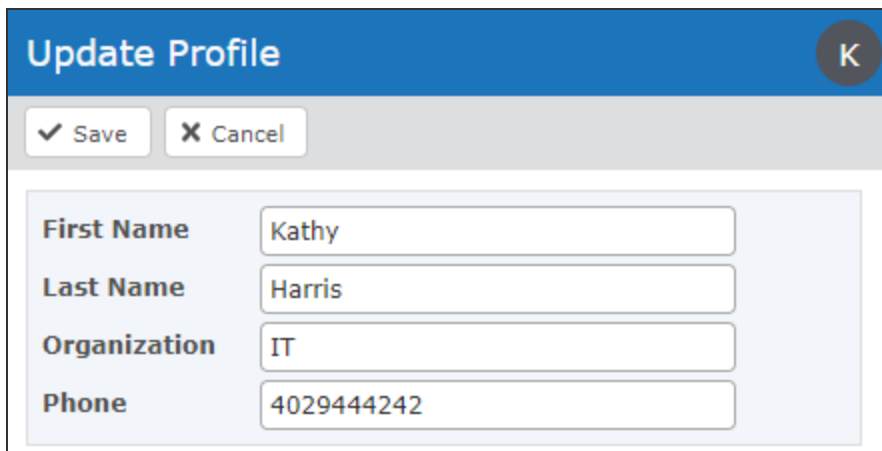
hand corner of the web client screen. The user menu will appear. Click **Change Password**. Type your current password and a new password, and then click the **Change Password** button.



The image shows a 'Change Password' dialog box. It has a blue header bar with the title 'Change Password' and a circular user initial icon 'K' on the right. Below the header is a grey bar containing two buttons: 'Change Password' (with a lock icon) and 'Cancel' (with an 'X' icon). The main area is light blue and contains three text input fields, each preceded by a label and a red asterisk: 'Current Password \*', 'New Password \*', and 'Confirm New Password \*'.

## Update Profile

If enabled, the Update Profile page allows you to change your name, organization, and phone number. After logging in, open the Update Profile page by clicking the user initial icon located in the upper right-hand corner of the web client screen. The user menu will appear. Click **Update Profile**. Change the information as needed and then click the **Save** button.



The image shows an 'Update Profile' dialog box. It has a blue header bar with the title 'Update Profile' and a circular user initial icon 'K' on the right. Below the header is a grey bar containing two buttons: 'Save' (with a checkmark icon) and 'Cancel' (with an 'X' icon). The main area is light blue and contains four text input fields, each preceded by a label: 'First Name' (with the value 'Kathy'), 'Last Name' (with the value 'Harris'), 'Organization' (with the value 'IT'), and 'Phone' (with the value '4029444242').

## Preferences

The Preferences page allows you to specify the default page that is displayed when you log in to GoAnywhere, the default action to take when uploading files to mail, a default password for mail packages, as well as the default page that is displayed when you access mail.

To modify your preferences, click the user initial icon located in the upper right-hand corner of the screen. The user menu will appear. Click **Preferences**. Change the information as needed and then click the **Save** button.

**Default Landing Page** Last Visited Feature ▼

**Files**

**Default Upload Action When File Exists** Rename ▼

**Mail**

**Default Password for New Packages** .....

**Default Mail Page** Inbox ▼

### Default Landing Page

Specify the page that you want to appear when you first log in to the GoAnywhere Web Client.

### Default Upload Action When File Exists

Specify the action to take if a file with the same name already exists in the [Folder](#) to which you are uploading.

- **Rename** - automatically renames the uploaded file by appending a sequential number to the file name so both files are maintained.
- **Overwrite** - replaces the existing file with the one being uploaded.
- **Skip** - does not upload the duplicate file. If more files remain, the upload process proceeds to the next file in the list.
- **Error** - will not upload the file, but will continue processing any remaining files.

**NOTE:**

If Folder options are not visible, then you may not have the necessary permissions. Contact your administrator for assistance.

### **Default Password for New Packages**

Specify the default password that will be populated when you choose the **Specify the Password** option for password protected [mail packages](#).

### **Default Mail Page**

Specify the page that you want to appear when you select the Mail option from the side bar menu.

# Activity Report

If you have permission, you can view a log of your audit activity on the GoAnywhere file server. To view your audit activity, click the user initial icon located in the upper right-hand corner of the screen. The user menu will appear. Click **Activity Report**.

Activity Report

K

Date Range \*  
Feb 26, 2019 00:00 to Mar 5, 2019 00:00

Protocol  
HTTPS

Status \*  
☒ Successful ☒ Warning ☒ Error

Search

Time ▾	Event	File or Folder ⇅	File Size ⇅	IP Address ⇅	Status ⇅
3/4/19 10:10:57 AM	Login Successful		0	0:0:0:0:0:0:1	✓
2/27/19 2:07:03 PM	Login Successful		0	0:0:0:0:0:0:1	✓
2/27/19 11:16:50 AM	Submit Form Failed		0	0:0:0:0:0:0:1	✗
2/27/19 11:16:29 AM	Submit Form Failed		0	0:0:0:0:0:0:1	✗
2/27/19 10:49:24 AM	Login Successful		0	0:0:0:0:0:0:1	✓
2/27/19 10:47:08 AM	Logout		0	0:0:0:0:0:0:1	✓
2/27/19 10:06:07 AM	Login Successful		0	0:0:0:0:0:0:1	✓
2/27/19 9:40:16 AM	Logout		0	0:0:0:0:0:0:1	✓
2/27/19 9:32:55 AM	Login Successful		0	0:0:0:0:0:0:1	✓
2/27/19 9:32:06 AM	Logout		0	0:0:0:0:0:0:1	✓

Showing 1 - 10 of 18

1 2

Rows 10

## NOTE:

By default, the most recent records will be shown first.

## Date Range

The Date Range allows you to limit the scope of your search based on date and time.

## Protocol

Select the protocol from the drop-down list to view audit activity for. Allowable options are GoDrive, FTP, FTPS, SFTP, HTTPS, and AS2.



## Status

There are three status types you can use to filter the report:

- Successful - Selects audit records that were successful.
- Warning - Selects audit records that had a warning.
- Error - Selects audit records that encountered an error.

## Table Navigation Tools

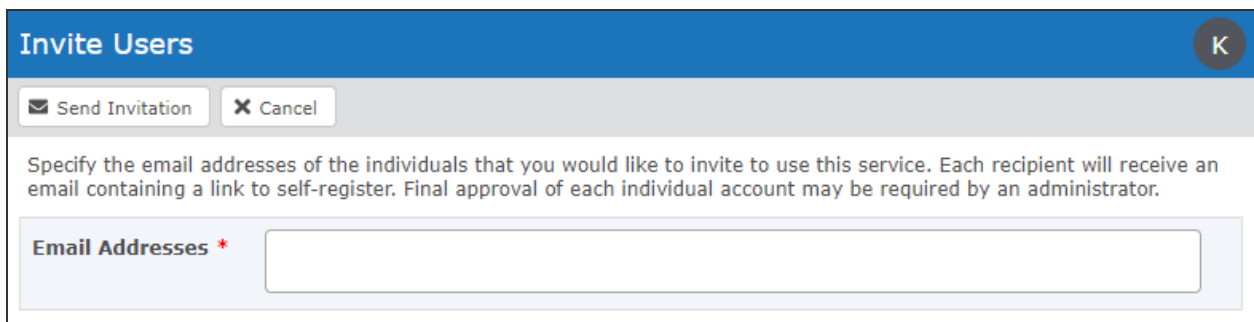
The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

# Invite Users

If you have permission, you can invite other individuals to also use the GoAnywhere MFT secure file server. To invite a new user, click the user initial icon located in the upper right-hand corner of the web client screen. The user menu will appear. Click **Invite User**.

On the Invite Users page, type the email addresses of the individuals you would like to invite. Separate multiple email addresses with commas. When complete, click the **Send Invitation** button.



The screenshot shows a web form titled "Invite Users" with a blue header bar. In the top right corner of the header is a circular icon containing the letter "K". Below the header is a light gray bar containing two buttons: "Send Invitation" (with an envelope icon) and "Cancel" (with an "X" icon). Below this bar is a text area with the following instructions: "Specify the email addresses of the individuals that you would like to invite to use this service. Each recipient will receive an email containing a link to self-register. Final approval of each individual account may be required by an administrator." Below the text area is a label "Email Addresses \*" followed by a large, empty text input field.

## Complete Registration

Each recipient will receive an invitation email. After they click the link to register, they will finish the registration process online.

---



**Register - Complete Registration**

Please enter the information below and click Submit.

### Login Credentials

User Name	<input type="text" value="kharris@example.com"/>
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>

### Contact Information

First Name	<input type="text" value="Kathy"/>
Last Name	<input type="text" value="Harris"/>
Organization	<input type="text" value="Medical Labs"/>
Phone	<input type="text" value="(402) 944-4242"/>

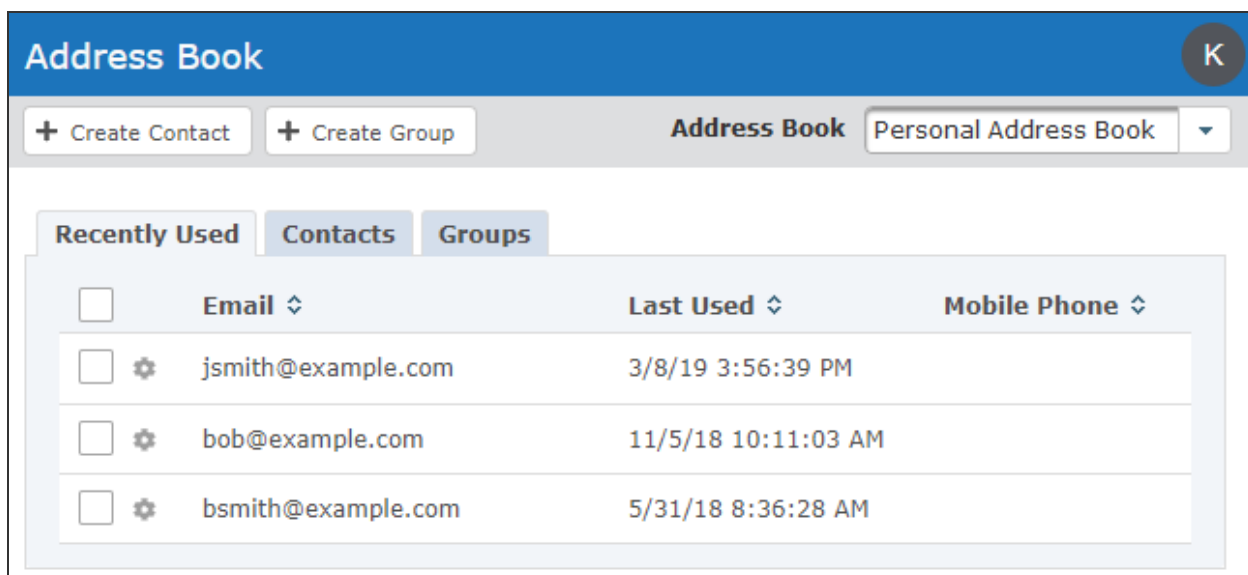
**NOTE:**

New user accounts may need to be approved by an administrator before they use GoAnywhere.

## Address Book

Email contacts and groups are managed using the Address Book. While [composing](#) a message, the address book can be accessed by clicking the **•••** button.

You can also access the Address Book by clicking the user initial icon located in the upper right-hand corner of the web client screen. The user menu will appear. Click **Address Book**.



## Page Toolbar

- Click the **+ Create Contact** button to add a new contact to a Personal Address Book.
- Click the **+ Create Group** button to add a new distribution list to a Personal Address Book.
- Navigate between Personal and Shared Address Books using the **Address Book** drop-down menu.

### NOTE:

The Create Contact and Create Group options are only available if Personal Address Books are enabled for the Web User.

The following tabs are available from the Address Book:

## Recently Used

All recipients of email messages are automatically saved to the Recently Used tab.

Recently Used   Contacts   Groups			
<input type="checkbox"/>	Email ↕	Last Used ↕	Mobile Phone ↕
<input type="checkbox"/> ⚙	jsmith@example.com	3/8/19 3:56:39 PM	
<input type="checkbox"/> ⚙	bob@example.com	11/5/18 10:11:03 AM	
<input type="checkbox"/> ⚙	bsmith@example.com	5/31/18 8:36:28 AM	

## Actions

The following actions are available by selecting the ⚙ **Actions** icon next to a contact in a Personal Address Book:

- **Add to Contacts.** Save the contact to the Personal Address Book.
  - **Delete.** Delete the contact from the list.
-

## Contacts

The Contacts tab displays your saved contacts. Use the **Search** field to locate a specific contact.

Recently Used <b>Contacts</b> Groups						
Search <input type="text" value="search"/>						
<input type="checkbox"/>	Email ↕	Name ↕	Organization ↕	Office Phone	Mobile Phone	Description ↕
<input type="checkbox"/>	jsmith@example.com	Jenny Smith	Ogranization A	4029444242	(402) 944-0000	Sales contact
<input type="checkbox"/>	klane@example.com	Kathy Lane	Organization B	4024440000	(402) 944-0000	It contact
Showing 1 - 2 of 2   <<   1   >>   Rows 10						

## Actions

The following actions are available by selecting the **Actions** icon next to a contact in a Personal Address Book:


- **Edit.** Edit the contact's information.
- **Delete.** Delete the contact from the Address Book.

## Groups

The Groups tab allows you to create email distribution lists.

Recently Used <b>Contacts</b> <b>Groups</b>			
<input type="checkbox"/>	Name ↕	Description	Contacts
<input type="checkbox"/>	Suport	Contacts in Support	4
<input type="checkbox"/>	Trading Partners	Trading partner contacts	5
Showing 1 - 2 of 2   <<   1   >>   Rows 10			

## Actions

The following actions are available by selecting the  **Actions** icon next to a group in a Personal Address Book:

- **Edit.** Edit the group's information.
  - **Delete.** Delete the group from the list.
- 

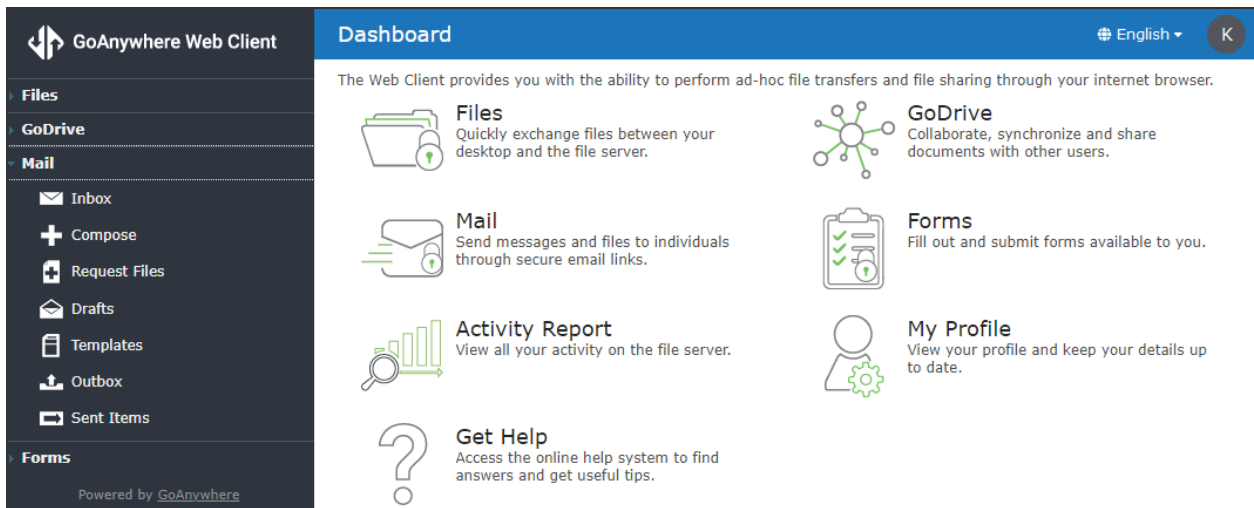
## Personal Address Book Footer Actions

The following actions are available when one or more items are selected from the table:

- **Delete** the selected item(s).

# Dashboard

The dashboard is displayed after login. The dashboard provides menus and links to quickly access components within the Web Client.









## Side Menu


To access a component, select it from the side menu.

## Quick Links

Launch popular components by clicking a corresponding Quick Links icon.

Icon	Component Description
 <a href="#">Files</a>	Files provides browser access to authorized files and folders on the server. Files can be transferred quickly between the desktop and server over HTTPS protocol. Since files are stored on a standard file system, they can be directly accessed by backend applications and programs.

Icon	Component Description
 <a href="#">GoDrive</a>	GoDrive is a secure file system that provides Enterprise File Synchronization and Sharing (EFSS) services. With GoDrive, files and folders can be easily shared between users with advanced collaboration features including file revision tracking, commenting, trash bin, media viewing and synchronization with Windows devices.
 <a href="#">Mail</a>	Mail allows you to send messages and files as secure "packages" on an ad-hoc basis. Recipients will get an email with a unique link to each package, allowing them to download the message and files through a secure HTTPS connection. This is a great alternative to regular email since there are no file size or file type restrictions.
 <a href="#">Forms</a>	Form allows you to complete custom forms and survey's created by administrators.
 <a href="#">Activity Report</a>	View all audit activity for your user account including logins, logouts, file uploads and downloads.
 <a href="#">My Profile</a>	View your profile and keep your details up to date.

Icon	Component Description
	Having an issue? Consult this help system to get the answers you need.

## Language

If more than one language option is enabled by an administrator, those language options will appear in the drop-down menu.

**NOTE:**

If one or more of these components do not appear on your dashboard, then you may not have permissions to those components. Contact your administrator for assistance.



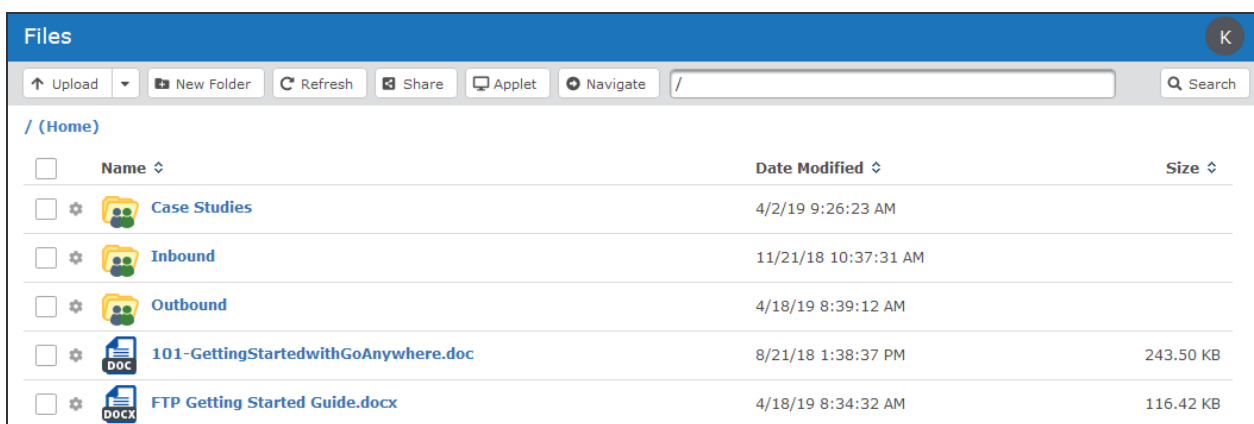
# Files

The Files feature provides browser access to authorized files and folders on the server. Files can be transferred quickly between the desktop and server over HTTPS protocol. Since files in the Files feature are stored on a standard file system, they can be directly accessed by backend applications and programs.

Two different interfaces are provided for Web Client Files: A Standard HTML5 interface and a Java Applet interface.







## Standard Interface

The standard interface provides options to quickly access and exchange files between your computer and the Files feature on the server using a HTML interface. You can upload files by dragging and dropping them from your local desktop directly on to the Files page. You can also drag-and-drop one or more files and folders to the side menu to move, copy to GoDrive, or send as Mail attachments. Please note that some options may not be available based on your permissions.






## Page Toolbar

The following actions are available from the page toolbar:

- **Upload** files by clicking the  Upload button. Click the  **Down Arrow** button to specify the action to take if a file with the same name already exists. The default action to take when a file already exists can be specified on the [Preferences](#) page. View the upload results by selecting the [Show Details](#) link that appears at the bottom of the page.
- **Move up** a folder by clicking the name of the folder in the directory path.
- **Return** to your home directory by clicking the **Home** in the directory path.
- **Create** a new folder (under the current folder) by clicking the  **New Folder** icon in the toolbar. Type the name for the new folder in the dialog box and click the **Create** button.
- **Refresh** the current folder by clicking the  **Refresh** icon in the toolbar.
- **Share** the current folder with another user by clicking the  **Share** icon. The [Share Folder](#) page appears.
- **Access** the [Applet](#) for transferring files through a split-page interface by clicking the  **Applet** button.

**NOTE:**


If the upload actions do not appear, then you may not have the necessary permissions. Contact your administrator for assistance.

- **Navigate** directly to a folder by clicking the  **Navigate** button and specifying a path.
- **Search** the current folder for files and folders by typing in a whole word, partial word, or phrase into the search field. Then press Enter or click the  **Search** button to perform the search. The results of the search are displayed on the [Search Folders](#) page. If no search criteria is entered, the  **Search** button will take you directly to the Search Folders page which allows you to perform advanced searches.

## File and Folders Actions

The following actions are available by right-clicking on a file or selecting the  **Actions** icon next to a file:

- **Rename** a file. Type the new name in the dialog box and click the **Rename** button.
- **Delete** a file. You can optionally delete one or more files by selecting the file checkboxes and clicking the **Delete** button.
- **Share** a file with another user. The [Share File](#) page appears.
- **Send** a file in a new mail [message](#).
- **Copy** the file to [GoDrive](#). When this option is selected, you will be provided the option to select a target folder in GoDrive where the file will be copied to.

The following actions are available by right-clicking on a folder or selecting the  **Actions** icon next to a folder:

- **Download** the folder as a .ZIP file.
- **Delete** a folder.
- **Share** a folder with another user by selecting **Share With**. The [Share Folder](#) page appears.
- **Send** a folder in a new mail [message](#).
- **Copy** the folder to [GoDrive](#). When this option is selected, you will be provided the option to select a target folder in GoDrive where the folder will be copied to.

## Footer Actions

The following actions are available when one or more items are selected from the table:

- **Delete** the selected item(s).
- **Send** the selected item(s) to a recipient using [Mail](#).
- **Download** the selected item(s) as a .ZIP file.
- **Copy** the item(s) to GoDrive. When this option is selected, you will be provided the option to select a target folder in GoDrive where the folder will be copied to.

**NOTE:**

Deleting a folder also deletes all files and sub-folders within the folder.

## Upload To Files

You can upload files from your local computer to the server using the Upload to Folder page. Files and folders can be dragged and dropped from your desktop directly on to this page.

**NOTE:**

When dragging a folder on to the **Upload to Folder** page, the folder's directory structure will be flattened.

Upload to Folder

+ Select Files

When File Exists

Rename

EmployeeData.csv	484 Bytes	Successful	
EmployeeData.csv	484 Bytes	File was automatically renamed	
Getting Started with GoAnywhere MFT.docx	16.0 KB	Successful	
GoAnywhere_Case_Study.pdf	341.9 KB	Successful	
Getting Started with GoAnywhere MFT.docx	16.0 KB	File was automatically renamed	
web-user-authentication-57.PNG	48.8 KB	Successful	
Agent Video.mp4	171.1 MB	<div>81%</div>	×

Cancel All

Clear

Close

To use the Upload To Folder screen to upload files to the Files feature:

1. In the **Upload to Folder** page, click the **↑ Upload** button's **▼ Down Arrow** option and choose **Show Upload Dialog**.
2. Indicate the action to take if a file with the same name already exists in the folder to which you are uploading.
  - **Rename** - automatically renames the uploaded file by appending a sequential number to the file name so both files are maintained.
  - **Overwrite** - replaces the existing file with the one being uploaded.
  - **Skip** - does not upload the duplicate file. If more files remain, the upload process proceeds to the next file in the list.
  - **Error** - will stop the upload, but will continue to process the remaining files.

**NOTE:**

If the upload actions do not appear, then you may not have the necessary permissions. Contact your administrator for assistance.

3. Click the **Clear** button to clear the list of uploaded files.
4. To cancel an upload, click the **✕** icon, or click **Cancel All** to cancel all uploads.
5. Click the **Close** button to close the Upload to Folder page.

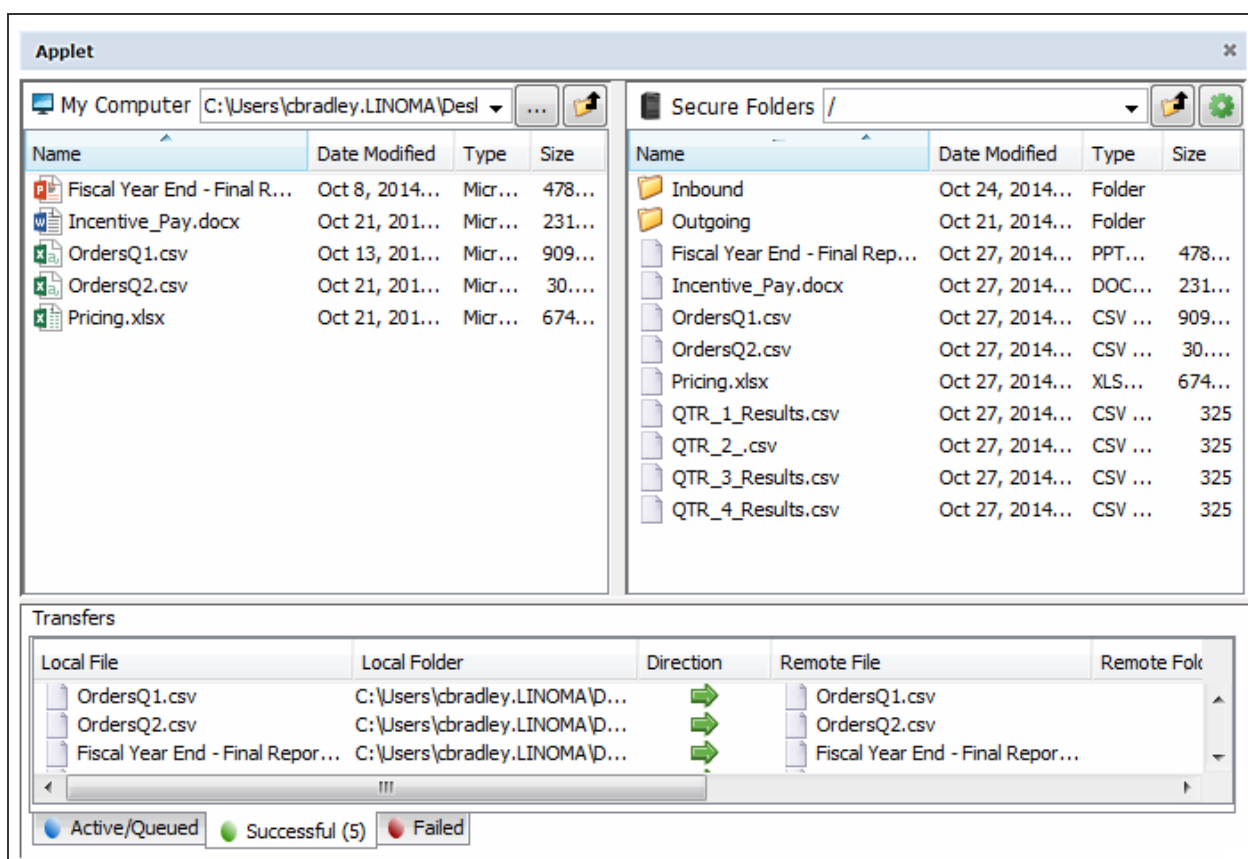
## Applet

The Applet provides the ability to transfer multiple files quickly between the workstation and server using a split-page interface, with support for monitoring file transfer progress and the ability to resume any failed transfers.

The **My Computer** panel (on the left side of the page) displays the local files and folders on your workstation. The **Secure Folders** panel (on the right side) displays files and folders located on the server you are connected to. The Transfers panel (on the bottom)


lists the files queued for transfer, the files that were transferred successfully and any transfers that failed.


The width of any column on the page can be changed by dragging a column left or right. Columns can be moved by dragging the column headings to a new location. You can also sort columns or change the sort order by clicking the column headings.



## My Computer Actions


The following actions are available for the My Computer panel:

- **Select** a recently opened folder from the drop-down list located at the top of the My Computer panel.
- **Browse** to a folder on the local computer by clicking the  **Browse** icon. A window opens where a new location can be selected.


- **Move up** a folder level by clicking the  **Up Directory** icon in the toolbar or by pressing the Backspace key.
- **Upload** a file or folder by dragging and dropping it in the desired location from the My Computer panel to the Remote Server panel. Alternately, right-click the file name in the My Computer panel and then click **Upload**. The file uploads to the open or current Remote Server folder. Select multiple files or folders to upload by clicking the files or folders while holding the **Shift** or **Ctrl** keys. You can also upload a file or folder by dragging it from your desktop (or any application that supports drag and drop) and drop it to the Remote Server panel.
- **Rename** a file or folder by right-clicking it and clicking **Rename**. Type a new name in the box and click **OK**.
- **Delete** a file or folder by right-clicking it and then clicking **Delete**. Select multiple files or folders by clicking the files or folders while holding the **Shift** or **Ctrl** keys. Optionally you can press the Delete key.
- **Open** a file or folder by right-clicking the file or folder and then clicking **Open**.
- **Create** a new folder by right-clicking in the panel and then clicking **New Folder**. Type the new folder name and then click **OK**.
- **Select All** the files and folders in a panel by right-clicking in the panel and then clicking **Select All**.
- **Refresh** the file list by right-clicking in the panel and then clicking **Refresh**.

## Folder Actions

The following actions are available for the Folders panel:

- **Select** a recently opened folder from the folder drop-down list.
- **Move up** a folder level by clicking the  **Up Directory** icon in the toolbar or by pressing the Backspace key.



- **Download** a file or folder by dragging and dropping it in the desired location from the Remote Server panel to the My Computer panel. Alternately, right-click the file name in the Remote Server panel and then click **Download**. The file downloads to the open or current folder on the My Computer panel. Select multiple files or folders to download by clicking while holding the **Shift** or **Ctrl** keys.
- **Download a Specific File** by right-clicking inside an empty folder. If available from the drop-down list, click **Download a Specific File**. This option allows you to download a file if you know the file name and location, but based on the permissions for your account are unable to view the file in a folder.
- **Delete** a file or folder by right-clicking it and then clicking **Delete**. Select multiple files or folders by clicking while holding the **Shift** or **Ctrl** keys. Optionally you can press the Delete key.
- **Rename** a file or folder by right-clicking it and clicking **Rename**. Type a new name in the box and click **OK**.
- Share a file or folder by right-clicking it and clicking **Share With**.
- **Send** a file or folder in a mail message by right-clicking it and then clicking **Send To**. The files appear attached to a mail [message](#).
- **Open** a file or folder by right-clicking it and then clicking **Open**.
- Create a new folder by right-clicking the panel and then clicking **New Folder**.
- **Select All** the files and folders by right-clicking in the panel and then clicking **Select All**.
- **Refresh** the file list by right-clicking in the panel and then clicking **Refresh**.
- Access the actions menu by clicking the  **Action** icon in the toolbar.
  - Create a **New Folder** in the current directory.
  - **Download a Specific File** if you know the file name and location. This option is enabled if you have permission to download files, but do not have permission to list files.

- **Share a Current Folder With** another user. Selecting this option will open the [Share Folder](#) page.
- **Select All** the files and folders in the current directory.
- **Refresh** the current directory.

## Keyboard Shortcuts

Keyboard shortcuts allow you to quickly access common functions.

- Select a file by pressing the first letter of the file name.
- Move up a folder by pressing the Backspace key.
- Delete the selected file by pressing the Delete key.
- Transfer the selected file by pressing the Enter key.

## Transfers Actions

Real-time file activity is displayed and sorted on the tabs in the Transfers section. Click a tab to view Active/Queued files and Successful or Failed transfers. The columns on each tab of the Transfers section can be resized or repositioned. Right-click any files on the tabs for additional options.

- **Remove All** the entries on a tab.
- **Remove Selected** entries on a tab. Select multiple entries by clicking while holding the **Shift** or **Ctrl** keys.
- **Retry All** the transfers on the Failed tab.
- **Retry Selected** transfers on the Failed tab. Select multiple entries by clicking while holding the **Shift** or **Ctrl** keys.
- **Display Error** of the failed file transfer on the Failed tab.

When transferring files, if one or more of the files already exist in the destination, you will be asked how to handle the existing file(s). Selecting the checkbox will remember your choice for any remaining files during this session.

- **Overwrite** - Files or folders with the same name will overwrite any existing files.
- **Resume** - Incomplete files will be appended with the remaining bytes.
- **Skip** - If a file or folder of the same name exists, the transfer for that file or folder is skipped.

## Quick Download From Files

Files can be directly downloaded from folders by specifying the folder and file path to the desired file in the Web Client URL. The URL syntax is:

`https://[yourDomain]:[portNumber]/webclient/download/[folder]/[fileName]`

**EXAMPLE:**

`https://10.1.2.48:9443/webclient/download/outgoing/corporate_overview.pdf`

You will be prompted to log in to the Web Client after specifying the URL to the file to download. Once logged in, the download will begin immediately.

**Files** K

Your download will begin in a moment.

<b>File Name</b>	<a href="#">GoAnywhere_Case_Study.pdf</a>
<b>Size</b>	341.87 KB
<b>Last Modified</b>	8/21/18 1:38:22 PM

If you are having problems with the download, please use this [direct link](#).

# Search Folders

The Search Folders page displays the files and folders that were found for the search criteria specified from the [Folders](#) page. This page also allows you to refine the results based on the last modified date, the file size, and additional search parameters.

Files > Search Results
K

Done

Location

/

Name

GoAnywhere

Last Modified

File Size



Include Subfolders

☐

Number of Rows

10

Search

<input type="checkbox"/>	Name	Date Modified	Size
<input type="checkbox"/> 	101-GettingStartedwithGoAnywhere.doc	8/21/18 1:38:37 PM	243.50 KB
<input type="checkbox"/> 	GoAnywhere_Case_Study.pdf	8/21/18 1:38:22 PM	341.87 KB

## Location

Displays the folder location where the search is executed.

## Name

The whole word, partial word, or phrase that was used as search criteria from the Folders page. Specify new criteria to perform another search.

## Last Modified

Narrow the results of the search based on the file or folder's last modified date.

## File Size

Narrow the results of the search based on the file size.

## Include Subfolders

Expand the scope of the search to include all subfolders.

## Number of Rows

Limits the number of rows that are displayed in the search results.


# Search Results

You can perform the following actions on files and folders from the search results:

## File Actions

The following actions are available for files:

- **Download** a file by clicking the file name.


More file actions are available by clicking the  **Action** icon.

- **Rename** a file. Type the new name in the dialog box and click the **Rename** button.
- **Delete** the selected file.
- **Share With** allows you to [share a file](#) with another user.
- **Send To** allows you send a file using a mail [message](#).
- **Copy** a file to GoDrive.

## Folder Actions

The following actions are available for folders:

- **Open** a folder by clicking the folder name.

More folder actions are available by clicking the  **Action** icon.

- **Download** a folder as a .ZIP file.
- **Share With** allows you to [share a folder](#) with another user.
- **Send To** allows you to send a folder in a new mail [message](#).
- **Copy** a folder to GoDrive.

## Share File

If file sharing is enabled by the administrator, the Share File page allows you to share a file on the server with other users. Specify the recipient(s) email address, subject and message, and then click the Share button. The recipient(s) will receive an email notification with a link to access the file. If a recipient is not registered, they will be prompted to create an account before they can access the file.

**Files > Share File** K

Sharing a file will allow others to access it based on the permissions specified below. Any recipients that are not registered will receive an email invite to create an account before they can access this file.

**To**  ✕ ...

*(Separate multiple email addresses with commas)*

**Subject \***

**Message**

**File**

**Share As \***

**Permissions**

- ☒ **Download**
- ☒ **Overwrite**
- ☒ **Append**
- ☐ **Share**

## To

The email address of the recipient(s). The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Click the **...** button to select email recipients or groups from the [address book](#).

## Subject

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

## Message

The message that will be shown to the recipient(s) when they receive the notification. The message is optional.

## File

The path of the shared file relative to your home directory.

## Share As

The file name that appears to the recipient(s).

## Permissions

As the owner of the shared file, you can set permissions to limit what actions your recipient(s) can do with the file.

### NOTE:

You can remove access and modify permissions to a shared file through the [Shared Files](#) page.

# Share Folder

If folder sharing is enabled by the administrator, the Share Folder page allows you to share a folder on the server with other users. Specify the recipient(s) email address, subject and message, and then click the Share button. The recipient(s) will receive an

email notification with a link to access the folder. If a recipient is not registered, they will be prompted to create an account before they can access the folder.

**NOTE:**

Sharing a folder does not give recipients permission to share the contents of that folder.

Files > Share Folder K

Sharing a folder will allow others to access it based on the permissions specified below. Any recipients that are not registered will receive an email invite to create an account before they can access this folder.

To

kharris@example.com ✕

...

*(Separate multiple email addresses with commas)*

Subject \*

Sharing Files

Message

Here is the directory of all inbound files.

Folder

/Inbound

Share As \*

Inbound

Permissions

General	Subfolders
<input checked="" type="checkbox"/> List	<input checked="" type="checkbox"/> Allow Access
<input checked="" type="checkbox"/> Download	<input checked="" type="checkbox"/> Create
<input checked="" type="checkbox"/> Upload	<input checked="" type="checkbox"/> Rename
<input checked="" type="checkbox"/> Rename	<input checked="" type="checkbox"/> Delete
<input checked="" type="checkbox"/> Delete	
<input type="checkbox"/> Share	

**To**

The email address of the recipient(s). The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas



<athomas@example.com>. Separate multiple email addresses with commas. Click the **...** button to select email recipient(s) or groups from the [address book](#).

### Subject

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

### Message

The message that will be shown to the recipient(s) when they receive the notification. The message is optional.

### Folder

The path of the shared folder relative to your home directory.

### Share As

The folder name that appears to the recipient(s).

### Permissions

As the owner of the shared folder, you can set permissions to limit what actions your recipient(s) can do with the folder and subfolders. Folder permissions are inherited. If you give your recipient(s) complete permissions to a folder and subfolder, along with the Share permission, your recipient(s) will be able to share folders and set folder permissions for others.

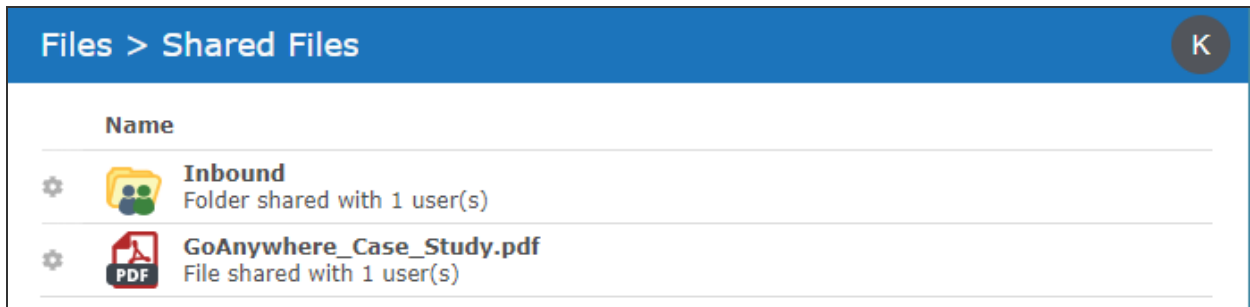
#### NOTE:

You can remove access and modify permissions to a shared folder through the [Shared Files](#) page.

## Shared Files


The Shared Files page allows you to manage files and folders shared with you or other users. The number of users with access to the item is shown. You can accept or decline items shared with you, manage a user's access permissions, or remove access to items you have shared with others.

To access the Shared Files page, log in to the Web client, select **Files** from the main menu bar, and then select the **Shared Files** link from the Workspace.



## Accept or Decline a File or Folder Shared with You


Use the following instructions to Accept or Deny a file that was shared with you by another user.

1. Click the  **Action** icon next to the shared file or folder.
2. Choose **Accept** or **Deny**. Files and folders that you accept will appear in the root folder of your Files workspace.

---

## Remove Your Access From a Shared File or Folder

Use the following instructions to remove your access from a file or folder shared with you.

1. Click the  **Action** icon next to the shared file or folder.
2. Choose **Remove My Access**. The file will no longer be shared with you.



---

## Manage a User's Access

When you share an item with other recipients, you will specify the permissions to grant to those user(s). The permissions control what actions the user(s) can perform on the item. For instance, a user may only be granted permission to View or Download a file without the ability to change it.



---

Use the following instructions to manage a user's permissions to a file or folder you shared.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Action** icon next to the user who has access to the file.
  4. Choose **Manage Permissions**. The Permissions window appears.
  5. Select the **Permissions** the user will have on the file or folder.
  6. Click **Update** to save your change.
- 



### Remove Access From Another User

Use the following instructions to remove a user's access to a file or folder you shared.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Action** icon next to the user who has access to the file.
  4. Choose **Remove Access**. The item will no longer be shared with the user.
- 

### Invite More Users to the Shared Item

Use the following instructions to invite more users to the shared item.

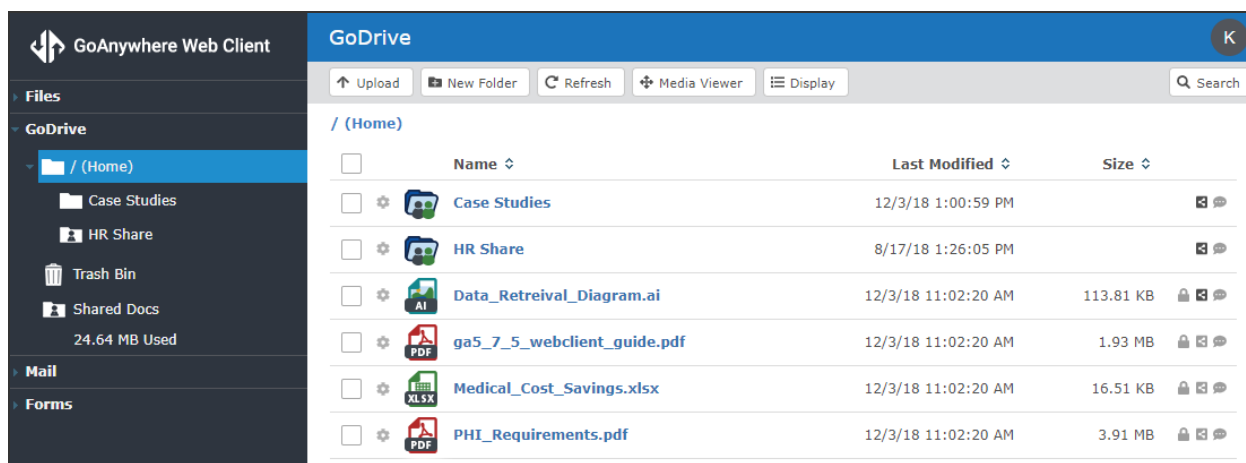
1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Invite Users** button. The [Share File or Folder](#) Screen appears.
  4. Fill in the appropriate fields and then click **Share**.
-

# GoDrive

The GoDrive module in GoAnywhere is an on-premises Enterprise File Sharing & Synchronization (EFSS) service. All of your images, documents, videos, and sensitive files are stored on the GoAnywhere server which your organization controls. Anything you add to GoDrive will automatically synchronize through the server and appear in each of your connected devices, as well as the Web Client, allowing you to access your files from any internet connected PC. Using GoDrive, you can securely share files and collaborate with other team members or trading partners.

You can upload files by dragging and dropping them from your local desktop directly on to the GoDrive page. Once a file is uploaded to the service, GoDrive keeps track of each file revision, allowing you to restore a prior version of a file. You can temporarily lock your shared files to prevent users from making changes or deleting them. Comments can be added to files and folders to communicate to others or leave reminders for yourself. Files and folders that are deleted can be restored from the trash bin.

The GoDrive Menu option is available if your account is authorized to use this feature. From the GoDrive toolbar you can upload files, manage folders, use the media viewer to view image files and documents, view thumbnail previews of images, or search for files and folders.



# Navigating GoDrive

## GoDrive

Displays the GoDrive directory structure. You can select a folder to display its contents, or move a file or folder by dragging it from GoDrive and dropping it over a folder in the GoDrive Menu.

## Trash Bin

Click the link to view the contents of the [Trash Bin](#).

## Shared Docs

Click the link to view files and folders that are [shared](#) with other users. The link will display the number of files or folders that have been shared with you and are waiting for your [acceptance](#).

## Disk Usage


This area displays the amount of disk space you are using with GoDrive. Disk usage includes all files and folders in your Workspace, files shared to you by others, and files located in the trash bin. Only the current revision of a file is included in your disk usage.

# GoDrive

## Page Toolbar

The following actions are available from the page toolbar:


- **Upload** files to GoDrive by clicking the Upload button, which launches your system's file chooser. You can also upload files by dragging and dropping them directly on to the GoDrive page.
- Create a **New Folder** (under the existing folder). Type the name of the new folder and then click **Create**.
- **Refresh** the GoDrive page in your internet browser.
- Open the GoDrive [Media Viewer](#) to view popular media file types.

- **Display** the thumbnail preview in the selected image size.
- **Search** for files and folders in GoDrive by typing in a whole word, partial word, or phrase into the search field. Then press Enter or click the  **Search** button to perform the search. The results of the search are displayed on the [Search Results](#) page.


## Bread Crumbs

Click on the bread crumbs to navigate through your GoDrive folders.

## GoDrive Actions

The following actions are available by right-clicking or selecting the  **Actions** icon on files:







- **Share** allows you to [share a file](#) using **Mail**, **GoDrive**, or a **Public Link**.
- **Delete** the selected file.
- **Rename** a file. Type the new name in the dialog box and click the **Rename** button.
- **Lock** other users from making changes or deleting shared files.
- **Unlock** files to allow other users to make changes or delete shared files.
- **Copy to Files** allows you to copy the file to a folder in Files.
- **Comments** allows you to add a comment to a file.
- **Revisions** allows you to [restore files](#) to a previously saved version.
- **Remove my Access** allows you to remove your access from a file shared with you.
- **Manage Access** to the shared file.
- **Email Notifications** allows you to select which events will trigger an email notification to be sent to you.
- **Properties** allows you to view attributes of the file.

The following actions are available by right-clicking or selecting the  **Actions** icon on folders:

- **Download** the folder as a .ZIP file.
- **Share** allows you to [share a folder](#) using **Mail**, **GoDrive**, or a **Public Link**.
- **Delete** a folder.
- **Rename** a folder. Type the new folder name in the dialog box and click the **Rename** button.
- **Copy to Files** allows you to copy the folder to Files.
- **Comments** allows you to add a comment to the folder.
- **Remove my Access** allows you to remove your access from a folder shared with you.
- **Manage Access** to the shared folder.
- **Email Notifications** allows you to select the type of events that will trigger an email notification.
- **Properties** allows you to view the attributes of the folder.

## GoDrive Quick Actions

The following actions are available by selecting a GoDrive Quick Action:

-  Prohibit other users from making changes or deleting a shared file.
-  Comment on a file or folder.
-  Share a file or folder with another user.
-  Unlock a file to allow users to make changes to or delete the file.
-  The file or folder has a comment. Select the icon to view or add comments.
-  The file or folder is shared. Hover over the icon to see who can access it, or click on the icon to manage the sharing permissions.

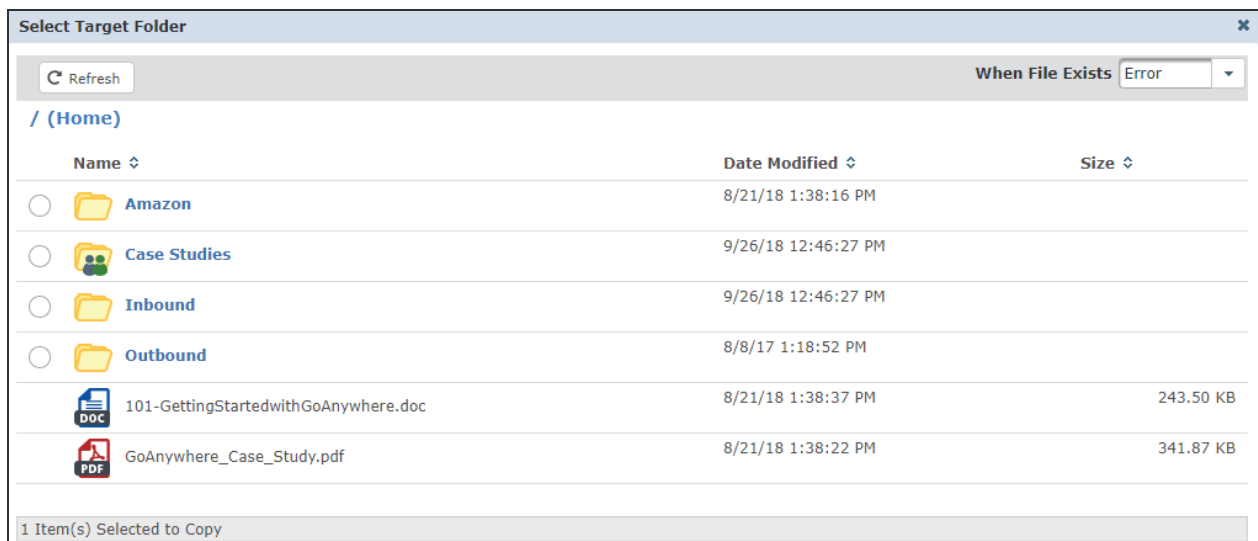
## Footer Actions

The following actions are available when one or more items are selected from the table:

- **Delete** the selected files or folders to the GoDrive [Trash Bin](#).
- **Download** the selected files and folders. The files or folders are downloaded as a .ZIP file to your browser's default download directory.
- **Send To** the selected files to email recipients using [Mail](#).
- **Copy to Files** the selected files or folders from GoDrive to the Files Feature.

## Copy to Files


GoDrive allows you to copy files from GoDrive to [Files](#).





## Page Toolbar

The following actions are available on the **Select Target Folder** window:

- Navigate directories using the bread crumbs at the top of the page.
- **Return** to your home directory by clicking **Home** in the file path.
- **Refresh** the current folder by clicking the  **Refresh** icon in the toolbar.
- **Select** the action to take when a file exists in the folder.

## Media Viewer

The GoDrive Media Viewer allows you to view, manage, and share media files.



### Previous and Next

Use the Previous and Next buttons to navigate through the files.

### Download

Download the current file to your local computer by clicking the  **Download** button.

### Delete

Delete the current file to the [Trash Bin](#) by clicking **Delete** under the  dropdown menu.


### Send To

Send a mail [message](#) by clicking the **Send To** under the  dropdown menu.

### Share With

Share a file with another user by clicking **Share With** under the  dropdown menu. The [Share File](#) page appears.

### Comments

Clicking the  icon displays comments you or others have added to the file. Click in the **Write a Comment** field to add a new comment.

### Exit


Click the  icon to close the Media Viewer and return to GoDrive.

## Revisions

GoDrive saves a file snapshot every time a new version of a file is uploaded or saved from the Web Client or desktop sync client. Previous file revisions can be restored.

Revision 3 (Current)	Revised by Kathy Harris	8/17/18 1:22:02 PM	341.87 KB
Revision 2	Revised by Kathy Harris	8/17/18 1:20:39 PM	341.87 KB
Revision 1	Created by Kathy Harris	8/16/18 1:44:48 PM	341.87 KB





Follow the instructions below to restore a file to a previous revision:

1. Select a file from GoDrive and then click the  **Action** icon.
2. Select **Revisions**. The Revision History window appears.
3. Select a previous revision from the list. The selected revision becomes the most current, and will be given a new revision number.

# Shared Docs


The Shared Documents page allows you to manage files and folders shared with you or other users. The number of users with access to the item is shown, as well as the number of active links. You can accept or decline items shared with you, manage a Web User's sharing role, or remove access to items you have shared with others. You can also manage the email notifications you receive when specified events are triggered.

To access the Shared Docs page, log in to the Web client, select **GoDrive** from the main menu bar, and then select the **Shared Docs** link from the Workspace.

GoDrive > Shared Docs			K
	Name	Last Modified	Size
	 <b>HR Share</b> Folder shared with 1 user(s)		
	 <b>Case_Study.pdf</b> 4 links	8/17/18 1:22:02 PM	341.87 KB


## Accept or Decline a File or Folder Shared with You

Use the following instructions to Accept or Deny a file that was shared with you by another user.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Accept** or **Deny**. Files and folders that you accept will appear in the root folder of your GoDrive workspace.
-


## Remove Your Access From a Shared File or Folder

Use the following instructions to remove your access from a file or folder shared with you.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Remove My Access**. The file will no longer be shared with you.
- 

## Remove Your Access From a File or Folder You Shared to Others

Use the following instructions to remove your access from a file or folder you shared to other users. At least one user must have the Owner permission for you to remove your access to the file or folder you shared.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Remove My Access**. The ownership of the file will be passed to any shared users with the Owner permission.
- 

## Manage a User's Role

When you share an item with other recipients, you will specify the Role to grant to those user(s). The Role controls what actions the user(s) can perform on the item. For instance, a user may only be granted a role to View or Download a file without the ability to change it.



A user that has the Editor or Owner role on an item can manage the roles for other users on this item. When sharing a file or folder, a user cannot grant a higher Role (with more permissions) than the current role they have for the item.

### EXAMPLE:

Tom uploads a file and his role is Owner. Tom shares the file to Kathy and grants her the role of Editor. When Kathy shares the file to Rick, she can only grant him Editor, Contributor, or Viewer access.



---

Use the following instructions to manage a user's permission level to a file or folder you shared.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Action** icon next to the user who has access to the file.
  4. Choose **Manage Role**. The Manage Role window appears.
  5. Select the **Role** the user will have on the file or folder.
  6. Click **Update** to save your change.
- 



### Remove Access From Another User

Use the following instructions to remove a user's access to a file or folder you shared.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Action** icon next to the user who has access to the file.
  4. Choose **Remove Access**. The item will no longer be shared with the user.
- 


### Invite More Users to the Shared Item

Use the following instructions to invite more users to the shared item.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the  **Invite More Users** button. The [Share File](#) Screen appears.
  4. Fill in the appropriate fields and then click **Share**.
-


## Configure Email Notifications

Use the following instructions to manage your email notifications for shared items.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Email Notifications**. The Email Notifications page appears.
  3. Select the type of event that will generate an email notification to you.
    - **Download** - when a user downloads a file you have shared
    - **Upload** - when a user uploads a new revision of the shared file
    - **Comment** - when a user adds or removes a comment on a shared file or folder
    - **Delete** - when a user deletes a file or folder you have shared with them
  4. Click Save.
- 

## Managing Links

Use the following instruction to manage your GoDrive Links for shared items.

1. Click the  **Action** icon next to the shared file or folder.
  2. Choose **Manage Access**. The Manage Access page appears.
  3. Click the **+ Create Link** button to [generate a new link](#).
  4. Click the **✕ Delete** icon to delete an active link.
- 

# Share File or Folder

The Share action allows you to share files and folders with other GoDrive users, send files using Mail, or create links for public access.

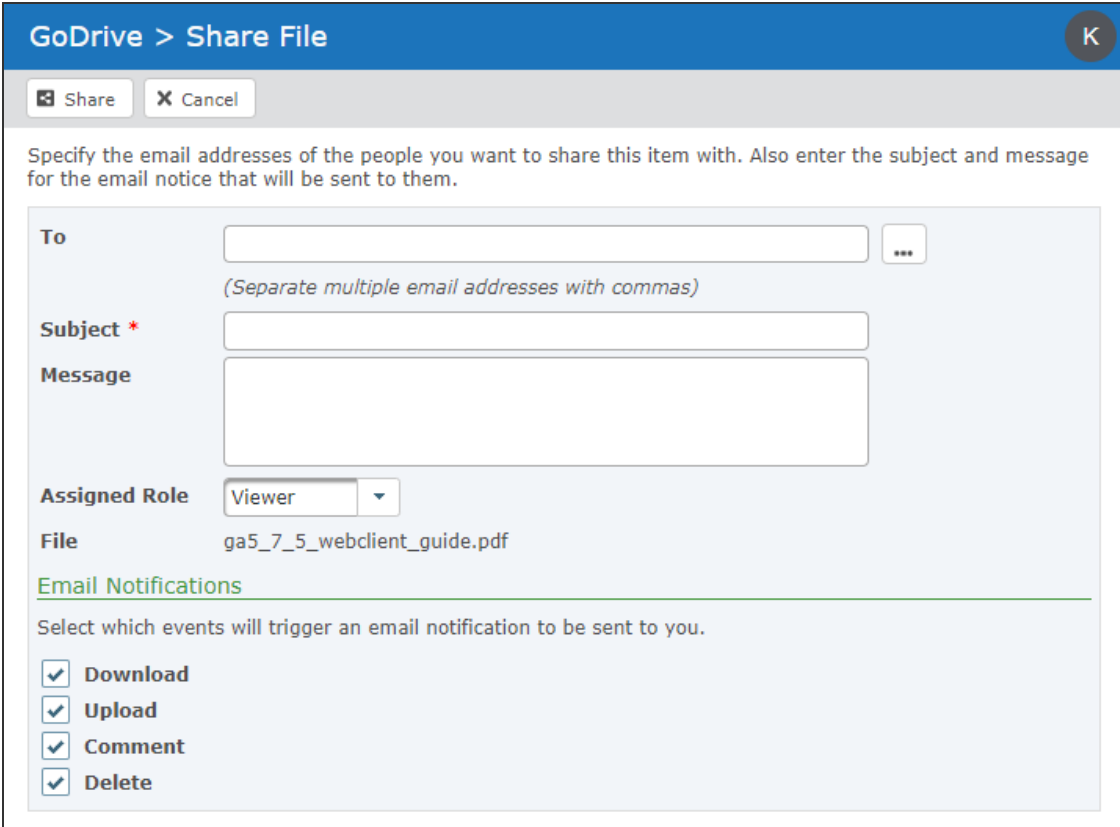
To share a file or folder, select the  **Actions** icon and select one of the following options from the submenu:

## Mail

Choosing this option will open the [Compose](#) page, where mail packages are constructed and sent.

## GoDrive

Choose this option to open the GoDrive Share File page. You can select the access levels you will grant the user(s) you are sharing a file with. You can configure email notifications that alert you when specific sharing events occur.



The screenshot shows the 'GoDrive > Share File' interface. At the top, there's a blue header with the title and a user profile icon 'K'. Below the header, there are two buttons: 'Share' and 'Cancel'. A text instruction reads: 'Specify the email addresses of the people you want to share this item with. Also enter the subject and message for the email notice that will be sent to them.'

The form contains the following fields:

- To:** A text input field with a placeholder '(Separate multiple email addresses with commas)' and a small '\*\*\*' button.
- Subject \*:** A text input field.
- Message:** A larger text input field.
- Assigned Role:** A dropdown menu currently set to 'Viewer'.
- File:** A label followed by the filename 'ga5\_7\_5\_webclient\_guide.pdf'.

Below these fields is a section titled 'Email Notifications' with a green underline. It includes the instruction 'Select which events will trigger an email notification to be sent to you.' and a list of four events, each with a checked checkbox:

- ☒ Download
- ☒ Upload
- ☒ Comment
- ☒ Delete

**To**

The email address of the recipient(s). The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Click the **•••** button to select email recipients or groups from the [address book](#).

**Subject**

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

**Message**

The message that will be shown to the recipient(s) when they receive the notification. The message is optional.

**Assigned Role**

Select the file and folder permissions you will grant the user(s) you have shared the item with. Permissions include:

- **Viewer** - Can view and download the shared item.
- **Contributor** - Can view, download, edit and add comments to the shared item.
- **Editor** - Can view, download, edit, add comments, lock, rename, delete and share the item with others.
- **Owner** - Has full access to the shared item, including the ability to manage file locks and shared access.

**File or Folder**

The name of the file or folder that is being shared.

**Email Notifications**

You can receive email notifications when users take specified actions with the shared file or Folder.

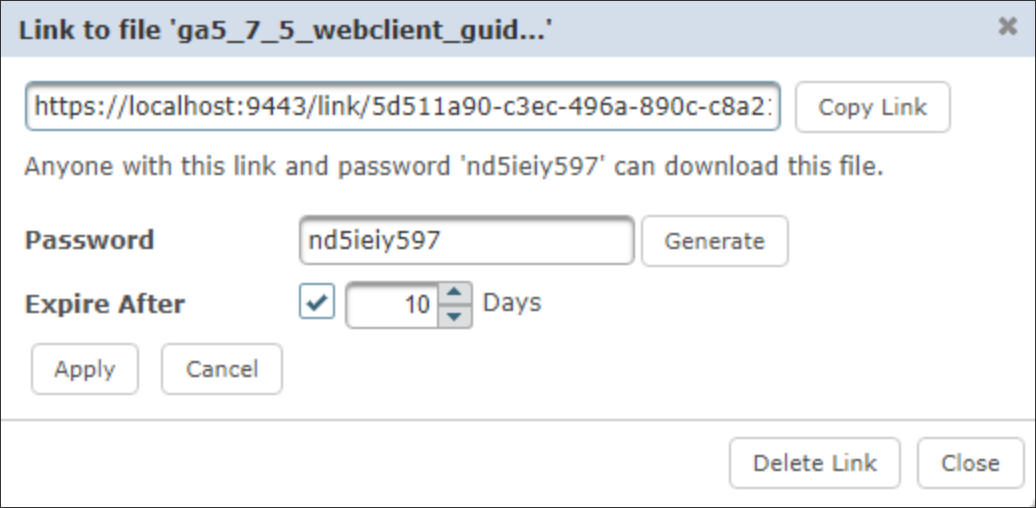
---



- **Download** - when a user downloads a file you have shared.
  - **Upload** - when a user uploads a new revision of the shared file, or uploads a new file to the shared folder.
  - **Comment** - when a user adds or removes a comment on a shared file or folder.
  - **Delete** - when a user deletes a file or folder you have shared with them.
- 

## Public Link

GoDrive Links allow you to share files and folders using a publicly-accessible URL. Links can be password protected and can be set to expire after a specified number of days.



The screenshot shows a dialog box titled "Link to file 'ga5\_7\_5\_webclient\_guid...'" with a close button (X) in the top right corner. Inside the dialog, there is a text input field containing the URL "https://localhost:9443/link/5d511a90-c3ec-496a-890c-c8a2:". To the right of this field is a "Copy Link" button. Below the URL field, a message states: "Anyone with this link and password 'nd5ieiy597' can download this file." Underneath this message, there is a "Password" label, a text input field containing "nd5ieiy597", and a "Generate" button. Below the password field, there is an "Expire After" label, a checked checkbox, a spinner box showing the number "10", and the word "Days". At the bottom left of the dialog are "Apply" and "Cancel" buttons. At the bottom right are "Delete Link" and "Close" buttons.

### Copy Link

Copy the Link to the clipboard.

### Password

Generate or set a password for the shared file or folder.

### Expire After

Set the number of days that the Link will be active.

---

### Delete Link

To discard the new link, click **Delete Link**.

## Accessing Shared Files and Folders Using GoDrive Links

Use the following instructions to access a shared file or folder using a GoDrive Link:

1. Open your internet browser and enter the GoDrive Link URL provided by the link owner.
2. If the link is protected by a password, enter the password provided by the link owner.
3. Click the **✓ Submit** button.

<b>Link</b>	<b>✓ Submit</b>
This link is protected by a password. Please enter the password that was provided by the link owner.	
<b>Password *</b>	<input type="password"/>

### Accessing Files

If the file is password protected, a download link will appear after the password is entered. If the file is not password protected, the download will begin immediately.

Link	
<b>File Name</b>	<b>Size</b>
<a href="#">Case_Study.pdf</a>	341.87 KB

## Accessing Folders

When accessing a shared folder using its Link, a folder content navigation pane will appear. Click on a file to begin downloading it. Image files can be viewed in the browser using the [media viewer](#).

<div>  Refresh            Media Viewer         </div>			
HR Share			
<input type="checkbox"/>	Name ↕	Last Modified ↕	Size ↕
<input type="checkbox"/>	Agent_Map.png	8/17/18 10:02:00 AM	221.55 KB
<input type="checkbox"/>	CRM Report.pptx	8/17/18 10:01:36 AM	1.95 MB
<input type="checkbox"/>	Data_Distribution_Diagram.ai	8/17/18 10:01:50 AM	106.93 KB
<input type="checkbox"/>	file.png	8/17/18 10:01:59 AM	7.35 KB

## Footer Actions

The following actions are available when one or more items are selected from the table:


- Download the selected item(s) as a .ZIP file.

## Search Results

The Search Results page displays the files and folders that were found for the criteria specified.

<div>Share </div>		
	Name	Last Modified
	HR Share / (Root)	8/17/18 1:26:05 PM
Showing 1 - 1 of 1 <div> <span>1</span> </div> Rows 10 ▼		

## Search


Type in whole word, partial word, or phrase to find files and folders stored in GoDrive.  
Press Enter or click the  button to perform a search.

## File Actions

The following actions are available for files:

- **View or Download** a file by clicking the file name.


More file actions are available by right-clicking on the file or clicking the  **Action** icon.

- **Delete** the selected file.
- **Share** allows you to [share a file](#) using **Secure Mail**, **GoDrive**, or a **Public Link**.
- **Lock** other users from making changes or deleting shared files. A  **Lock** icon appears next to locked files.
- **Revisions** allows you to [restore files](#) to a previously saved version.
- **Comments** allows you to add a comment to a file.
- **Rename** a file. Type the new name in the dialog box and click the **Rename** button.
- **Properties** allows you to view attributes of the file.

## Folder Actions

The following actions are available for folders:

- **Open** a folder by clicking the folder name.

More folder actions are available by right-clicking the folder or clicking the  **Action** icon.

- **Delete** a folder.
- **Share** allows you to [share a folder](#) using **Secure Mail**, **GoDrive**, or a **Public Link**.

- **Comments** allows you to add a comment to the folder.
- **Rename** a folder. Type the new folder name in the dialog box and click the **Rename** button.
- **Properties** allows you to view the attributes of the folder.
- **Copy** the file or folder to Folders.

## Trash Bin

When you delete an item from GoDrive, it is moved to the Trash Bin where it is temporarily stored until the Trash Bin is emptied. This gives you an opportunity to recover deleted files and restore them to their original location.

When a shared item is deleted from GoDrive, it is moved to the Trash Bin for all users who had access to the shared item. Likewise, when a shared item is restored from the Trash Bin to the items original directory, it is restored for all users who had access to the shared the item.

Refresh

Empty Trash Bin

/ (Home)

<input type="checkbox"/>	Name	Last Modified
<input type="checkbox"/>	Install Guides	8/17/18 10:04:28 AM
<input type="checkbox"/>	ManageAccounts.PNG	8/17/18 10:04:28 AM

**NOTE:**

Items located inside of folders cannot be individually restored from the Trash Bin. You must restore the entire folder to its original location.

### Breadcrumbs

[Trash Bin](#) > [Install Guides](#)

Click on the bread crumbs to navigate through the deleted folders.

## Empty Trash Bin

Click the **Empty Trash Bin** button to permanently deleted items from GoDrive. Items deleted from the Trash Bin cannot be recovered.

## Delete Selected Items


Permanently delete the selected item from GoDrive.

## File Actions

The following actions are available for files by clicking the  **Action** icon:

- **Delete** the selected file. It can no longer be recovered.
- **Restore** the selected file to the file's original location in GoDrive.
- **Revisions** allows you to view the [revisions](#) for the file.
- **Comments** allows you to view the comments for the file.
- **Properties** allows you to view the attributes of the file.

## Folder Actions

The following actions are available for folders by clicking the  **Action** icon:

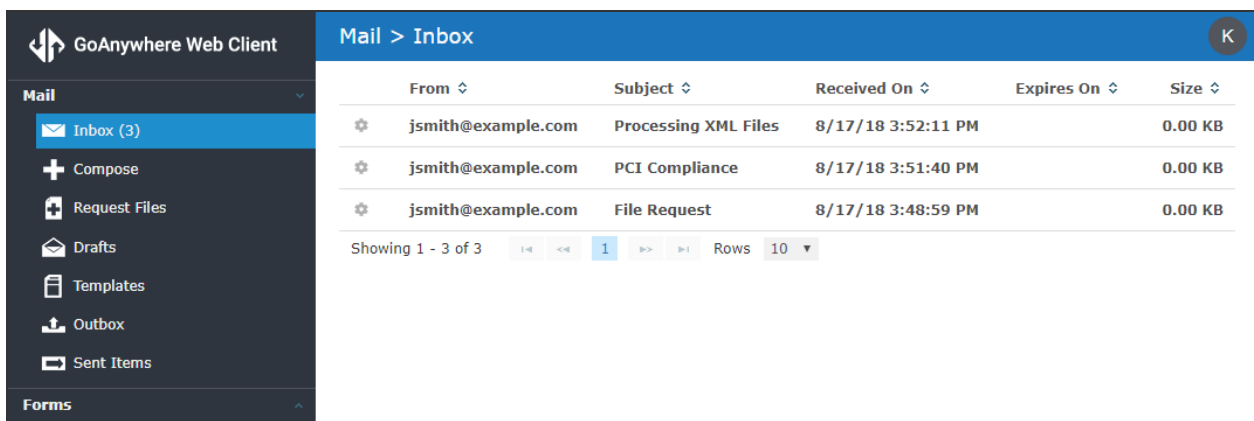
- **Delete** a folder. You can optionally delete one or more folders by selecting the folder checkboxes and clicking the **Delete** button.
- **Restore** the selected folder to the folder's original location in GoDrive.
- **Comments** allows you to view the comments for the folder.
- **Properties** allows you to view the attributes of the folder.

# Mail

The Mail feature in GoAnywhere allows you to send and receive ad-hoc messages with file attachments. When a message is sent, each recipient will receive a unique link to a location where the recipient can download the file(s) securely. When a message is sent using Certified Delivery, the message appears in the recipients Inbox. Recipients have the option to reply to and attach files to messages.

There are no limits to the number of files you can attach to a Package, however the size of an individual file in a Package can be limited by a GoAnywhere Product Administrator. The message and files inside each Package are automatically encrypted with AES-256 as you upload them to the server.

The Mail Menu option is available if your account is authorized to use this feature. The Mail dashboard provides access to all the Mail features. From the Mail Menu you can compose a new message, request files, view your inbox, view drafts, view messages in the outbox, view a list of all sent messages and manage your address book.



From	Subject	Received On	Expires On	Size
jsmith@example.com	Processing XML Files	8/17/18 3:52:11 PM		0.00 KB
jsmith@example.com	PCI Compliance	8/17/18 3:51:40 PM		0.00 KB
jsmith@example.com	File Request	8/17/18 3:48:59 PM		0.00 KB

Showing 1 - 3 of 3    1    Rows 10


**NOTE:**

The Compose, Request Files, Drafts, Templates, Outbox, and Sent Items features are only available to users that are fully authorized to use mail. The Inbox and Address book features of Mail are available to users with access to GoDrive or Folders.


## Inbox

The [Inbox](#) page displays incoming Certified Delivery messages and message replies from your recipients. If the feature is enabled by the GoAnywhere Product Administrator, you can allow your message recipients to reply to your message and include file attachments.


## Compose

The [Compose](#) page allows you to attach files and specify a message that will be sent to one or more recipients. The options available on the Compose page are set by the GoAnywhere Product Administrator. To compose a new message, click the  **Compose** [link](#) in the Mail Menu.


## Request Files

The [Request Files](#) page allows you to specify a message that will be sent to one or more recipients that contains a link where the recipient can upload files to you. Files that are uploaded will be sent as a Package to your Inbox. The options available on the Request Files page are set by the GoAnywhere Product Administrator. To compose a new message, click the  **Request Files** [link](#) in the Mail Menu.


## Drafts

A Package can be saved as a draft, allowing you to come back at a later time to attach more files or alter the message on the Package before sending. The most recent drafts are displayed in the Mail dashboard. The complete list of drafts are found by clicking the  **Drafts** [link](#) in the Mail Menu.

## Templates



Mail Templates allow you to create an email template that can be used to compose Mail Packages with the same attachments or message contents. To create a template or view a complete list of templates available, click the  **Templates** [link](#) in the Mail Menu.

## Outbox

When you send a Package, it will be placed in the Outbox while GoAnywhere sends an email to each of the recipients that includes a unique URL to access the Package. The complete list of Packages in the Outbox are found by clicking the  **Outbox** [link](#) in the Mail Menu.




## Sent Items


The Sent Items section shows Packages that have been sent. If the  **Notification** icon appears next to any Package, there may have been an error sending the email(s) or the package may no longer be available. Hovering over the icon will allow you to view the status of these Packages. The complete list of sent Packages are found by clicking the  **Sent Items** [link](#) in Mail Menu.

# Inbox

Message replies and Certified Delivery packages are available on the Inbox page. Unread messages appear in **bold** font.

Mail > Inbox <span>K</span>				
	From ↕	Subject ↕	Received On ↕	Expires On ↕
	jsmith@example.com	File Request	8/17/18 3:48:59 PM	0.00 KB
Showing 1 - 1 of 1    <<    1    >>    Rows 10 ▼				



## Inbox Actions

The following actions are available by selecting the  **Actions** icon:


- View the [message](#).
- Reply to the message.
- Forward the message to another recipient.
- Delete the message.

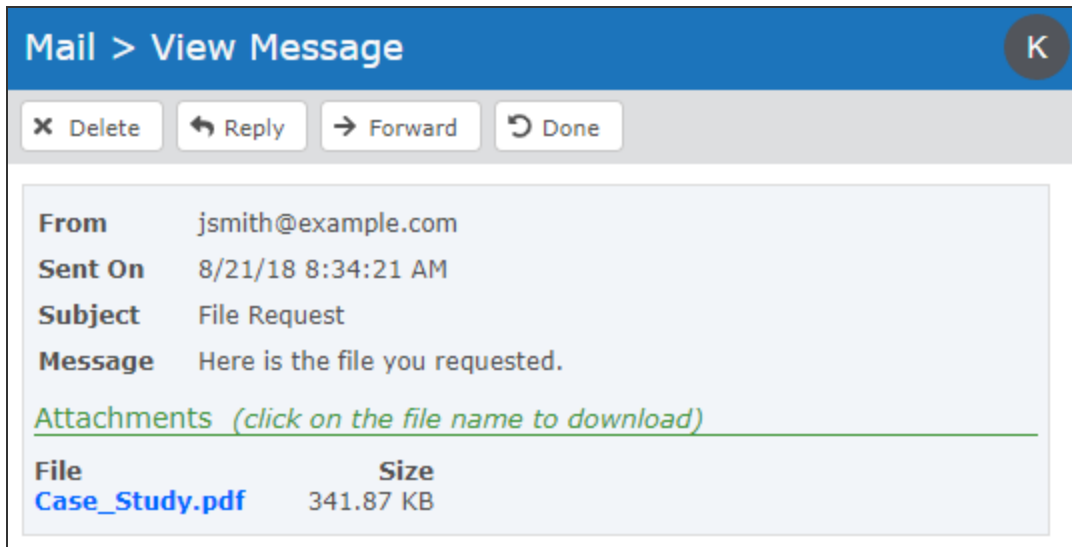
## Table Navigation Tools

The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

## View Message

The View Message page displays message details along with any attachments on the Package. The message can be viewed by selecting the message on the [Inbox](#) page or from the [Mail](#) page by clicking the **View Details** link from the  **More Actions** drop-down.



## Page Toolbar

The following actions are available from the page toolbar:

- **✕ Delete** the message from your inbox.
- **↩ Reply** to the mail message. The message recipients will be populated with the sender's email address and the Message field will include the original message text.
- **➔ Forward** the message to another recipient. The message will include the original message text and attachments.
- Click the **↶ Done** button to return to the Inbox.

## Attachments

Message attachments can be downloaded by clicking the file name link.

# Compose

The Compose page is where mail packages are constructed and sent. Specify mail package recipients in the To field, and optionally, the CC or BCC fields. Specify a subject to appear in the email and an optional message. When an email is sent to the recipient, it will contain a unique URL to access these files and the message for this Package.

You can password protect the Package, set an expiration date, enforce a maximum download limit, allow message replies, and more. Based on the configuration, not all options may be available and some options will have defaults or ranges enforced.

The Attachments section is where files can either be attached from your local computer, the Files Feature, or the GoDrive.

<b>From</b>	kharris@example.com		
<b>To *</b>	jsmith@example.com ✕		...
<b>CC</b>	mhatfield@example.com ✕		...
<b>BCC</b>			...
	<i>(Separate multiple email addresses with commas)</i>		
<b>Subject *</b>	Here is the case study you requested		
<b>Message</b>	<div></div>		
<b>Options</b>			
<input type="checkbox"/>	Require Registered Users		
<input checked="" type="checkbox"/>	Expire Package		
	Expire after	1	days
<input type="checkbox"/>	Read Receipt		
<b>Attachments ▾</b>			
Drop files here, or <a href="#">browse to attach files</a>			
✕ Case_Study.pdf 0.00 KB			

The following options on the Compose page specify the recipient and Package settings.

## To

The email address of the recipient. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Select the ... button to select email recipients or groups from the [address book](#).

## CC

The email address of an additional recipient (carbon copy). When you CC an email address, all recipients can see each email address the message was sent to. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple

email addresses with commas. Select the \*\*•• button to select email recipients or groups from the [address book](#).

## BCC

The email address of an additional recipient, hidden from all other recipients (blind carbon copy). When you BCC an email address, recipients will only see the email addresses included in the To and CC fields that the message was sent to. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Select the \*\*•• button to select email recipients or groups from the [address book](#).

## Subject

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

## Message

The message that will be shown to the recipient(s) after they open the mail Package. The message is optional.

## Options

### Require Registered Users

When Certified Delivery is enabled by the Product Administrator, you can specify if your recipients must be registered users. If the recipient is not a registered user, the link in the email will take them to the [Self-Registration](#) page. The Package will appear in the user's Mail Inbox.

### Expire Package

The number of days before the Package expires and the files can no longer be downloaded.

### Read Receipt

An email will be sent to you when your recipient reads the Package.

## Attachments

Drag and drop files from your desktop directly over the message to upload files, or click the **browse to attach files** link to upload files from your PC.

Click the **Attachments** ▼ drop down arrow icon to attach a file from Files or GoDrive.

The number of files you can attach to a Package, and the size of an individual file in a Package can be limited by a GoAnywhere Product Administrator.

If needed, click the **✕ Delete** icon to delete an attached file.

## More Options...

If registered users are not required, the Options window appears when you click the Send button.

**Options**

☒ **Limit Downloads**  
Limit each file to  downloads per recipient

☒ **Allow Reply**  
The recipients of this message will be allowed to reply

☒ **Password Protect Package**  
☐ Generate a password automatically  
☒ Specify the password...

☒ Include password in  
☐ Separate Email  
☒ Text Message (SMS)

Recipient	Country	Mobile Phone Number
jsmith@example.com	Canada(+1)	(999) 999-9999

Send Cancel

### Limit Downloads

The number of times each file can be downloaded per recipient.

### Allow Reply

When enabled, recipients of this Package can reply back with a message and one or more attachments. Recipients do not need to be registered users to send a reply message. Message replies will appear in your [Inbox](#).

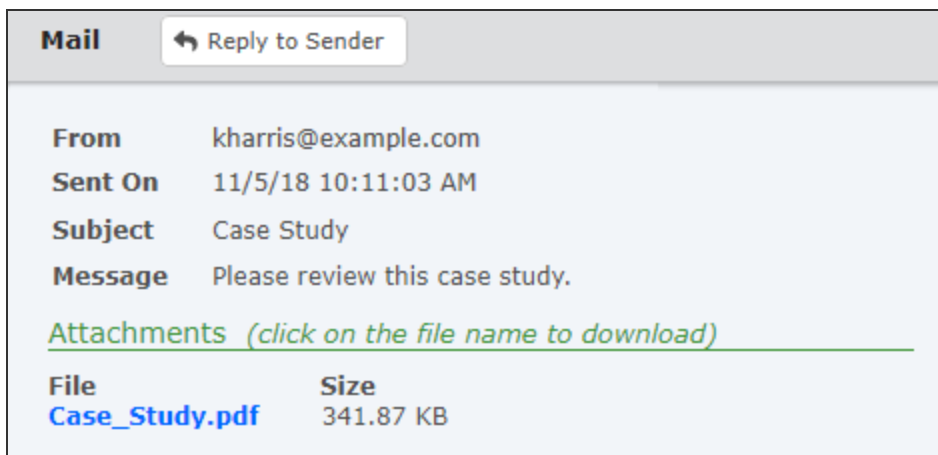
## Password Protect Package

All files in a Package are protected by a unique URL, however your GoAnywhere administrator can allow you to further protect your Package using a password.

Passwords that are generated automatically for email are a lower-case 10-byte alphanumeric code. Passwords generated automatically for SMS are a 6-digit code. You can specify a default password from the [Preferences](#) page. If you do not send the password to the recipient in the email or via text message (SMS), you will need to communicate the password to them.

## Mail Download

When a mail message is sent to an unregistered recipient, a link is provided to view the package directly from the Mail Download page on the HTTPS server. The Mail Download page displays the message details along with any attachments on the Package.



## Page Toolbar

The following actions are available from the page toolbar:

- **Reply to Sender** - Allows the recipient to send a message reply when permitted by the sender. The message recipients will be populated with the sender's email address and the Message field will include the original message text.



## Attachments

Message attachments can be downloaded by clicking the file name link.

# Request Files

The Request Files page is where you can compose messages that will request files from the email recipients. When a recipient receives a file request, the request will contain a unique URL the recipient will use to upload the files. Files that are uploaded by a recipient are sent to your inbox.

The top section of the request is where you can specify one or more recipients, a subject to appear in the email and an optional message. You can require registered users, or set a request expiration date.

The screenshot shows the 'Mail > Request Files' interface. At the top, there is a blue header bar with the text 'Mail > Request Files' and a user profile icon with the letter 'J'. Below the header, there is a toolbar with three buttons: 'Send' (with an envelope icon), 'Save' (with a floppy disk icon), and 'Cancel' (with an 'X' icon). The main form area is light blue and contains the following fields:

- Send Request To \***: A text input field containing 'kharris@example.com' with a small 'x' icon to its right. Below this field is a note: '(Separate multiple email addresses with commas)'. To the right of the input field is a small square button with three dots '...'.
  - Subject \***: A text input field containing 'File Request'.
  - Message**: A larger text input field containing 'Please use the link to upload the requested loan documents.' with a small pencil icon at the bottom right.
- Options**: A section separated by a green horizontal line. It contains two checkboxes:
  - ☐ **Require Registered Users**
  - ☒ **Expire Request**
 Below the 'Expire Request' checkbox is a label 'Expire after' followed by a spinner box containing the number '7' and the text 'days'.

## Send Request To

The email address of the recipients. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas

<athomas@example.com>. Separate multiple email addresses with commas. Click the **...** button to select email recipients from the [address book](#).

### Subject

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

### Message

The message that will be shown to the recipient(s) after they open the file request. The message is optional.

### Options

#### Require Registered Users

When Certified Delivery is enabled by the Product Administrator, you can specify if your recipients must be registered users. If the recipient is not a registered user, the link in the email will take them to the [Self-Registration](#) page. The file request will appear in the user's Mail Inbox.

#### Expire Request

The number of days before the request expires and files can no longer be uploaded.

## File Request

When a Request Files message is sent to a recipient, a link is provided to view the request directly from the File Request page on the HTTPS server. The File Request page displays the message details along with a link that can be used to add files. Files can also be drag & dropped directly on to the page.

**File Request**
✉ Send Files

**From** kharris@example.com  
**Sent On** 3/4/19 11:20:54 AM  
**Subject** File Request  
**Message** text  
[Add a message](#)

**Files to Upload**

Drop files here, or [browse to attach files](#)

✕ Inventory.txt 0.38 KB

### Add a Message

Click the **Add a Message** link and specify a message to the sender of the file request.

### Files to Upload

Drag and drop files from your desktop directly over the file request to upload files, or click the **browse to attach files** link to upload files from your PC.

### Send Files


Click the **✉ Send Files** button to send the files to the requester.

## Drafts

Any messages that were saved can be edited before sending.

Mail > Drafts <span>J</span>				
<input type="checkbox"/>	Subject ^	To ^	Last Modified Date ^	Size ^
<input type="checkbox"/> ⚙	Files Ready for Secure Download	kharris@example.com	8/21/18 10:21:49 AM	0.00 KB
Showing 1 - 1 of 1 <span>1</span> Rows 10 ▼				

## Drafts Actions

The following actions are available by selecting the  **Actions** icon:

- **Edit** the saved message.
- **Delete** the message.



## Footer Actions

The following actions are available when one or more items are selected from the table:

- **Delete** one or more messages.

## Table Navigation Tools

The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

# Templates

Mail Templates allow you to create email templates that can be used to compose mail packages with the same attachments or message contents. The Mail Templates page allows you to manage your templates or compose a mail message from an existing template.

Mail > Templates <span>J</span>			
+ Add Template			
<input type="checkbox"/>	Name ▲	Subject ⇅	Last Modified Date ⇅
<input type="checkbox"/> ⚙	Mail Template	Your requested files are ready for download.	8/21/18 10:39:37 AM
Showing 1 - 1 of 1    << 1 >>    Rows 10 ▼			

## Page Toolbar

The following actions are available from the page toolbar:

- [Create](#) a new template by clicking the Add Template button in the page toolbar.

## Templates Actions

The following actions are available by selecting the ⚙ **Actions** icon:

- **Use** this template to [compose](#) a new mail message.
- **Edit** the template.
- **Delete** the template.



## Footer Actions

The following actions are available when one or more items are selected from the table:

- **Delete** one or more templates.












## Table Navigation Tools

The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

## Add Mail Template

The Add Template page is where mail templates are designed. Specify mail package recipients in the To field, and optionally, the CC or BCC fields. Specify a subject to appear in the email and an optional message. You can then specify security options and add files to the mail template.

<b>Name *</b>	<input type="text" value="Mail Template"/>
<b>To</b>	<input type="text"/>  
<b>CC</b>	<input type="text"/>  
<b>BCC</b>	<input type="text"/>  
<i>(Separate multiple email addresses with commas)</i>	
<b>Subject</b>	<input type="text" value="Your requested files are ready for download."/>
<b>Message</b>	<div><div>Thank you for your interest in GoAnywhere. Please use the links provided to download your requested information.</div><div> </div></div>
<b>Options</b>	
<input type="checkbox"/> <b>Require Registered Users</b>	
<input checked="" type="checkbox"/> <b>Expire Package</b>	
Expire after <input type="text" value="1"/>   days	
<input type="checkbox"/> <b>Read Receipt</b>	
<b>Attachments</b> ▾	
<div>Drop files here, or <a href="#">browse to attach files</a></div>	
<div> Case_Study.pdf    0.00 KB</div>	

The following options on the Add Template page specify the recipient, security settings, and file attachments:

**Name**

The name of the mail template.

**To**

The email address of the recipient. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Click the \*\*•• button to select email recipients or groups from the [address book](#).

**CC**

The email address of an additional recipient (carbon copy). When you CC an email address, all recipients can see each email address the message was sent to. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Select the \*\*•• button to select email recipients or groups from the [address book](#).

**BCC**

The email address of an additional recipient, hidden from all other recipients (blind carbon copy). When you BCC an email address, recipients will only see the email addresses included in the To and CC fields that the message was sent to. The email address can be the standard email address or it may also include the name of the recipient, for example: Andrew Thomas <athomas@example.com>. Separate multiple email addresses with commas. Select the \*\*•• button to select email recipients or groups from the [address book](#).

**Subject**

The subject of the email to send to the recipient(s). The maximum length of the subject line is 255 characters.

**Message**

The message that will be shown to the recipient(s) after they open the mail package. The message is optional.

## Options

### Require Registered Users

When Certified Delivery is enabled by the Product Administrator, you can specify if your recipients must be registered users. If the recipient is not a registered user, the link in the email will take them to the [Self-Registration](#) page. The Package will appear in the user's Mail Inbox.

### Expire Package

The number of days before the Package expires and the files can no longer be downloaded.

### Read Receipt

An email will be sent to you when your recipient reads the Package.

## Attachments

Drag and drop files from your desktop directly over the template to upload files, or click the **browse to attach files** link to upload files from your PC.

Click the **Attachments** ▼ drop down arrow icon to attach a file from Folders or GoDrive.

The number of files you can attach to a Package, and the size of an individual file in a Package can be limited by a GoAnywhere Product Administrator.

If needed, click the **✕ Delete** icon to delete an attached file.

## Outbox

When you send a Package, it is placed in the Outbox while GoAnywhere sends an email to each recipient.



Mail > Outbox					K
Subject ▾	To ▾	Send Status ▾	Modified On ▾	Size ▾	
⚙ Files Ready for Secure Download	jsmith@example.com	Failed	10/30/18 1:28:55 PM	0.00 KB	
⚙ File Ready for Secure Download	bhoward@example.cpm	Sending	10/30/18 1:29:38 PM	0.00 KB	
Showing 1 - 2 of 2    << < 1 > >>    Rows 10 ▾					

## Outbox Actions

The following actions are available by selecting the ⚙ **Actions** icon:

- [View](#) the Package Details.
- **Resend** the Package.
- **Delete** the Package without sending it.

## Table Navigation Tools

The following table navigation tools are available:

- Click the ⏪ **Previous** button to move back to the previous page of results.
- Click the ⏩ **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

# Sent Items

Sent Packages are visible on the Sent Items page. Packages displayed in gray are not active. If the ⚠ icon appears next to a Package there may have been an error sending the email(s) or the Package may no longer be available. Hovering over the icon will allow you to view the status of these Packages. Click the link in the mail subject to [view](#) the package details.

Mail > Sent Items					
<input type="checkbox"/>	Subject ↕	To ↕	Sent On ↕	Expires On ↕	Size ↕
<input type="checkbox"/> ⚙	File Request	kharris@example.com	8/17/18 3:14:23 PM	8/27/18 3:14:23 PM	0.00 KB
<input type="checkbox"/> ⚙	PCI Compliance	kharris@example.com	8/17/18 3:14:53 PM	8/27/18 3:14:53 PM	341.87 KB
<input type="checkbox"/> ⚙	Files Ready for Secure Download	kharris@example.com	8/21/18 10:49:43 AM	8/27/18 10:49:43 AM	0.00 KB
Showing 1 - 3 of 3    <<    1    >>    Rows 10 ▼					

## Sent Items Actions

The following actions are available by selecting the ⚙ **Actions** icon:

- [View](#) the Package Details.
- **Forward** the Package to another recipient.
- **Revoke** the Package. Revoking a Package makes it unavailable to recipients.
- **Delete** the Package and its contents.

## Footer Actions

The following actions are available when one or more items are selected from the table:


- **Delete** the package(s).
- **Revoke** the package(s).

## Table Navigation Tools

The following table navigation tools are available:

- Click the ⏪ **Previous** button to move back to the previous page of results.
- Click the ⏩ **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

# View Package Details

The Package Details page displays the logged data for the selected Package. The details for a mail package can be viewed by clicking the **View Details** link from the  Action icon menu.

## General

The General tab displays information related to when a Package was sent, the files that were attached, the overall Package status and specified security options. Previously sent attachments can be downloaded by clicking on the attachment name.

---

<b>Package ID</b>	9686ba56-ae3d-4c6f-bd6d-a96a0f9409da
<b>Status</b>	Draft
<b>Web User</b>	kharris
<b>Created On</b>	3/25/20 2:00:35 PM
<b>Modified On</b>	3/25/20 2:00:35 PM
<b>Sent On</b>	Never
<b>Inactivated On</b>	Never
<b>Package Size</b>	0.00 KB
<b>Package Type</b>	Secure Mail
<b>From</b>	kharris@example.com
<b>To</b>	jsmith@example.com
<b>CC</b>	mhatfield@example.com
<b>BCC</b>	
<b>Subject</b>	Here is the case study you requested

**Message****Options**

<b>Expires On</b>	Never
<b>Maximum Downloads</b>	Unlimited
<b>Protection Level</b>	URL Protected
<b>Send Copy To Sender</b>	no
<b>Notify Sender When Package Read</b>	no
<b>Reply Allowed</b>	yes

**Attachments**

Case_Study.pdf	0.00 KB
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## Activity

The Activity tab displays the associated log entries for the selected Package.

Click on a recipient or file in the left panel to filter the results.

Recipients		Logs				
<ul style="list-style-type: none"> <li>jsmith@example.com</li> <li>mhatfield@example.com</li> </ul>		Status	Event ID	Date	Event	Recipient
		✓	10000000000000000629	3/20/20 2:43:56 PM	Package Read Successful	jsmith@example.com
		✓	10000000000000000626	3/20/20 2:43:36 PM	Package Create Successful	
		✓	10000000000000000627	3/20/20 2:43:36 PM	Recipient Email Successful	jsmith@example.com
		✓	10000000000000000628	3/20/20 2:43:36 PM	Recipient Email Successful	mhatfield@example.com
File Download Information						
		Downloads	Remaining	File		
File(s)		0	2	Case_Study.pdf		

### Recipients / File(s)

The Recipients and File(s) sections in the left panel display either the recipients of the Package or the list of files enclosed in the Package. Clicking a recipient or a file name filters the Log results to display the activity for the selected recipient or file. When a recipient or file is selected, the line below the Activity tab displays what criteria is filtering the results and provides a link to Clear Selection.

### Logs

The Logs portion of the page displays log details related to the Package activity.

### File Downloaded Information

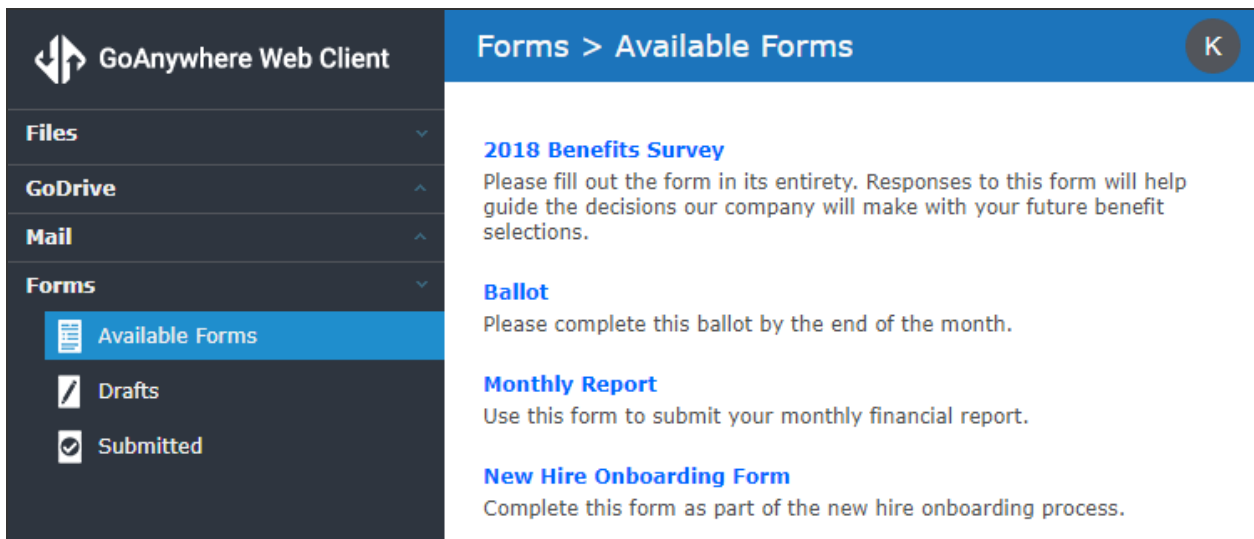
If the Package included file attachments, the File Downloaded Information displays the remaining downloads and how many times each file has been downloaded.

# Forms

The Forms feature allows you to enter information into custom screens for processing in GoAnywhere. Forms are created by a GoAnywhere Administrator and may contain one or more input fields and drop-down lists. Files can optionally be uploaded with the form.




Forms can be accessed by logging in to the Web Client, or you can directly access a form if your administrator provided a URL to you.

The Form menu option is available if you are logged into the Web Client and your account is authorized to complete a form. The Forms dashboard provides access to all the forms features. From the Forms pane you can complete forms, view drafts, and view a history of your forms.



## Completing a Form as a Registered User

Use the following instructions to complete a form:

1. Log in to the GoAnywhere Web Client.
2. From the main menu, select Forms.
3. On the Forms page, select a form to complete.
4. Complete all the fields provided. Fields with a red asterisk are required.
5. Drag and drop files from your desktop directly over the form to upload files, or click the **browse to attach files** link to upload files from your PC. The administrator may have limits to the number, type, and size of files that are being requested.
6. Click the  **Submit** button to submit your form for processing by GoAnywhere. Optionally, click the  **Save** button to save the form to your Drafts folder, or click  **Cancel** to return to the previous page.
7. Once your form is submitted, it can be viewed from the [Submitted Forms](#) page.

**Forms > Contract Proposal** K

Please fill out the following fields. Click the Submit button when completed to receive your immediate project estimate.

**Company Information**

**Company Name \***

Company Name

**Company Address \***

Enter street, city, zip, and state.

**Company Phone \***

001-123-4567

**Email Address \***

Contact Email Address

**Project Information**

**Approximate Square Footage \***

**Number of Entryways**

0

**Material \***

**Work Completed By \***

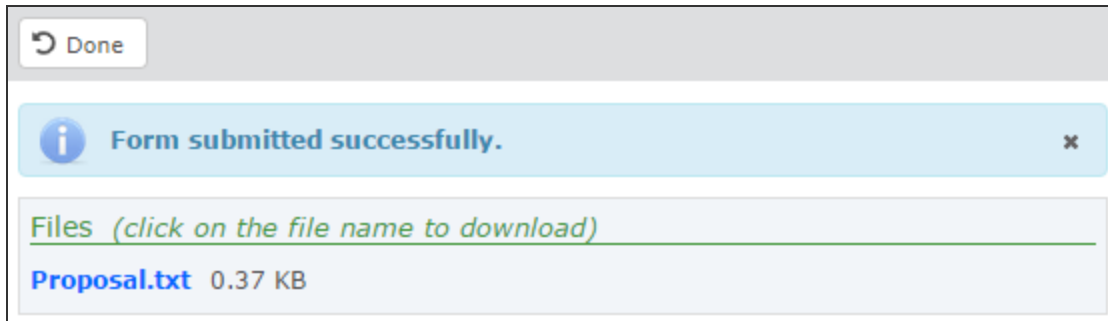
**Site Images**

Drop files here, or [browse to attach files](#)

## Form Output

After the form is submitted, GoAnywhere may return files for you to download on the form Output page. Select a file to download it. The output files will also be available from the [Submitted Forms View](#) page.





## Completing a Form as an Anonymous User

Use the following instructions to complete a form as an anonymous user:

1. Open your internet browser and enter the URL to the form. The URL will be provided by a GoAnywhere Administrator.
2. Complete all the fields provided. Fields with a red asterisk are required.
3. Drag and drop files from your desktop directly over the form to upload files, or click the **browse to attach files** link to upload files from your PC. The administrator may have limits to the number, type, and size of files that are being requested.
4. Click the **✓ Submit** button to submit your form for processing by GoAnywhere.

**Contract Proposal**

Please fill out the following fields. Click the Submit button when completed to receive your immediate project estimate.

### Company Information


Company Name *	<input type="text" value="Company Name"/>
Company Address *	<input type="text" value="Enter street, city, zip, and state."/>
Company Phone *	<input type="text" value="001-123-4567"/>
Email Address *	<input type="text" value="Contact Email Address"/>

### Project Information

Approximate Square Footage *	<input type="text"/>
Number of Entryways	<input type="text" value="0"/>
Material *	<input type="text"/>
Work Completed By *	<input type="text"/>
Site Images	<div>Drop files here, or <a href="#">browse to attach files</a></div>

## Form Output

After the form is submitted, GoAnywhere may return files for you to download on the Form Output page. Select a file to download it.

 **Form submitted successfully.**

Files (click on the file name to download)  
**Proposal.txt** 0.37 KB

# Form Drafts

Any forms that were saved can be edited before submitting.

Forms > Drafts

K


<input type="checkbox"/>	Form ^	Instructions	Last Modified Date ^
<input type="checkbox"/> ⚙	New Hire Onboarding Form	Complete this form as part of the new hire onboarding process.	8/21/18 3:36:01 PM

Showing 1 - 1 of 1

1

10

## Drafts Actions

The following actions are available by selecting the  **Actions** icon:

- **Edit** the saved form.
- **Delete** the saved form.



## Footer Actions

The following actions are available when one or more items are selected from the table:


- **Delete** one or more forms.















## Table Navigation Tools

The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.



# Submitted Forms

A history of all submitted forms will appear on the Submitted page. Click the  **View** icon to view the [Submitted Form](#).

Forms > Submitted			K
Form ↕	Status ↕	Submitted On ↕	
 2016 Health Benefits Survey	Successful	6/2/16 11:17:00 AM	
 CSV to XLS Converter	Failed	5/23/16 10:46:01 AM	
 CSV to XLSX Converter	Successful	5/26/16 8:12:02 AM	
 CSV to XLS Converter	Successful	5/25/16 2:03:53 PM	
 CSV to XLS Converter	Successful	5/23/16 2:48:45 PM	
 CSV to XLS Converter	Failed	5/23/16 10:56:45 AM	
 CSV to XLS Converter	Successful	5/23/16 2:17:33 PM	
 CSV to XLS Converter	Successful	5/25/16 2:05:10 PM	
 CSV to XLS Converter	Successful	5/23/16 2:49:56 PM	
 CSV to XLS Converter	Successful	5/23/16 10:52:12 AM	
Showing 1 - 10 of 10			    Rows 10 ▼

## Table Navigation Tools


The following table navigation tools are available:

- Click the  **Previous** button to move back to the previous page of results.
- Click the  **Next** button to move forward to the next page of results.
- Select the number of **Rows** to display on each page.

# View Submitted Form

The View Submitted Form page displays the submitted values of a completed form. Files that have been provided for you to download will appear in the Output Files section of the page. Select a file to download it.

**Forms > View Submitted Form** K

 Done

**Form** Gutter Contract Proposal

**Submit Status** Successful

**Submitted On** 5/20/16 4:05:19 PM

Submitted Values

Field	Value
Company Name	Company Name
Company Address	103 South 14th Street Ashland NE 68003
Company Phone	4029444242
Email Address	support@example.com
Aproximate Square Footage	300
Number of Down Spouts	2
Gutter Material	salu
Work Completed By	1
Site Images	

Output Files (click on the file name to download)

**Proposal.txt** 0.37 KB