Managed File Transfer (MFT) User Guide

mft.wa.gov

Best viewed in Chrome or Edge.

Figure 1

HCA provided you with an account name and password. Enter your information in the login fields on the right side of the screen (see figure 1).

Password Assistance

If you forget or don't know your password, and have not been locked out of your account, you can request a new password. Click *Forgot Password?* below the login button and provide your information. You will receive an email with a new password at the email address associated with the account.

You have five attempts to login before your account is locked out. To unlock your account so you can reset your password, call the Service Desk at 360-725-1111 or email HCAServiceDesk@hca.wa.gov.

Resetting your password

Figure 2

After you click the *Forgot Password?* link, enter the characters from the Captcha image. Capitalization is not required.

If you cannot distinguish the letters and numbers in the image, click the *blue refresh arrow*.

After you hit *Submit*, you will be taken to a screen that refers to your email.

Figure 3

Your reset password email should look like this.

Reset Password Request

A reset password request has been received for the account associated with this email address.
Please click the link below to continue with the password reset process.

Reset Password

This link will expire after 24 hours.
Please contact your account representative if you have any trouble resetting your password.
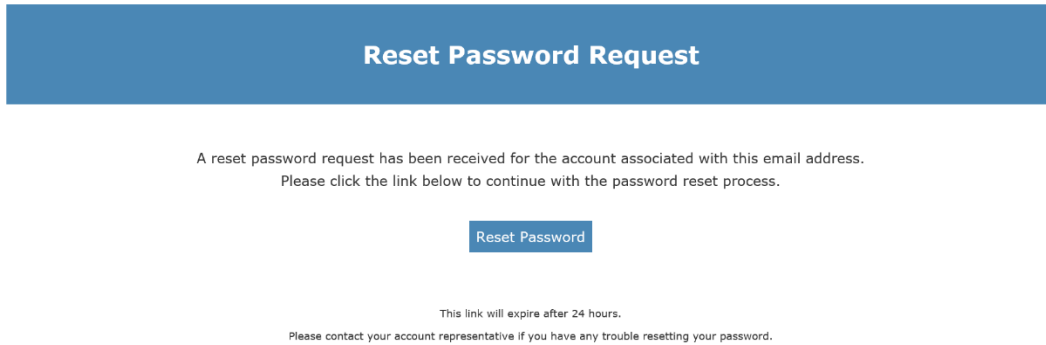
Figure 4

If you don't receive an email, check your junk mail. If you don't find your email, contact the Service Desk at 360-725-1111 or email HCAServiceDesk@hca.wa.gov.

When you click the link provided in the email, you will be sent here:

Confirm your user name
Specify your user name, then click Next.

User Name

NEXT   CANCEL

Figure 5

Enter your username and click *Next*.

Then enter your new password on the next page to login.
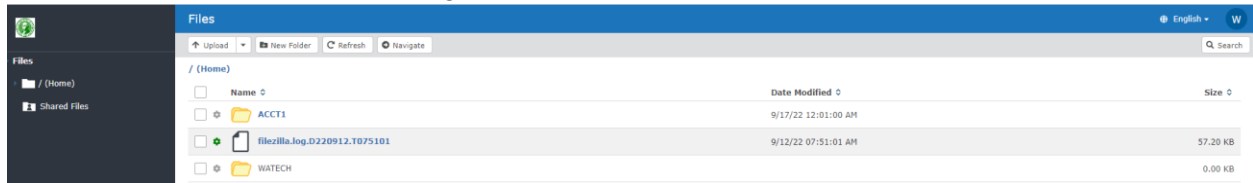
You will see this screen when you login successfully.

Figure 6

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.
- Configure other preferences.

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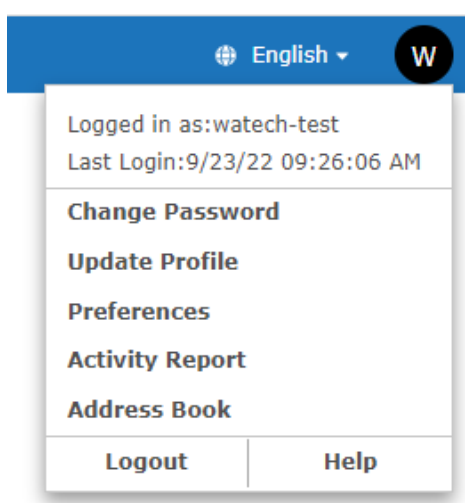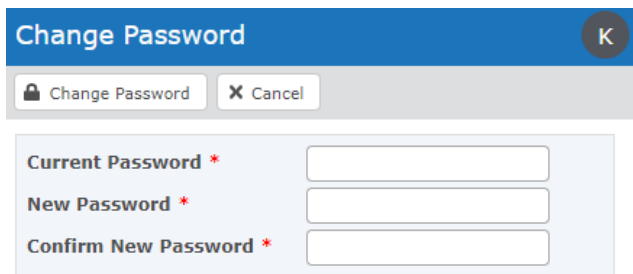

Figure 7

Change/update password

The **Change Password** page allows you to update your password for your account. To change your password, click the *user initial icon* in the upper right-hand corner of the web client screen. The menu

will appear. Click *Change Password*. Type your current password and a new password, and then click the *Change Password* button.
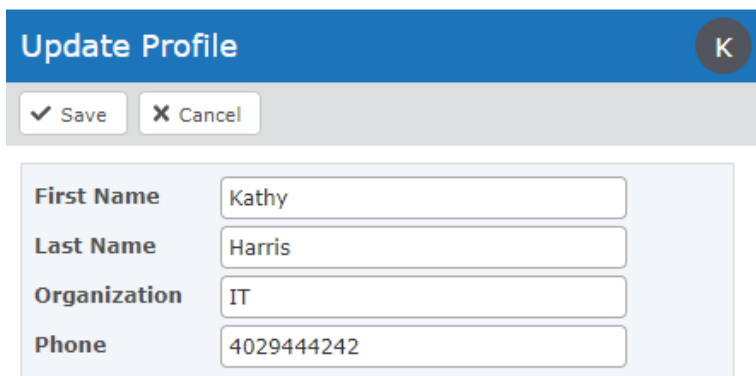
Update profile

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 menu will appear. Click *Update Profile*. Change your information and then click the *Save* button.
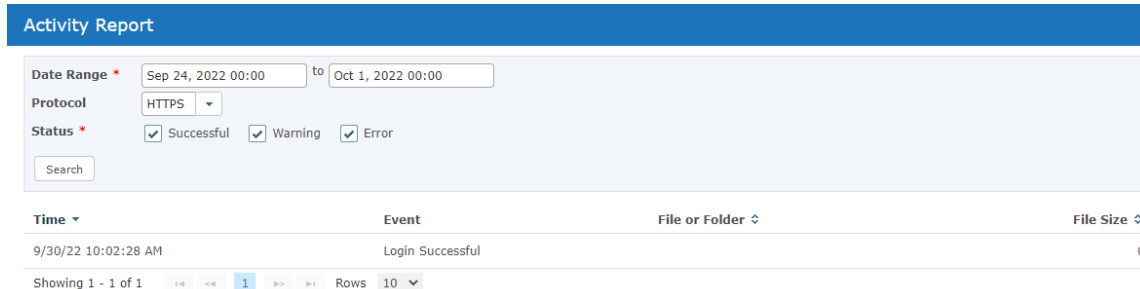
Upload preferences

Default upload action with existing files

Specify the action to take if a file you are uploading has the same name as an existing file in the folder.

- **Rename** — (default value) 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.
- **Error** — does not upload the file and notifies you the upload failed.
- **Skip** — does not upload the duplicate file. If more files remain, the upload process proceeds to the next file in the list.

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 menu will appear. Click *Activity Report*.

Figure 10

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

Customize user preferences

- **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 FTP, SFTP, and HTTPS.
- **Status** —There are three status types you can use to filter the report:

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

- **Table navigation**

  You can navigate through tables by:

  - o Clicking the *Previous* button to move back to the previous page of results.
  - o Clicking the *Next* button to move forward to the next page of results.
  - o Selecting the number of rows to display on each page.

- **Address Book**

  An address book is not available.

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.

Standard Interface

The standard interface provides options to quickly access and exchange files between your computer and the Files feature on the server using an HTML interface. You can upload files by dragging and dropping them from your local desktop directly on to the Files page.
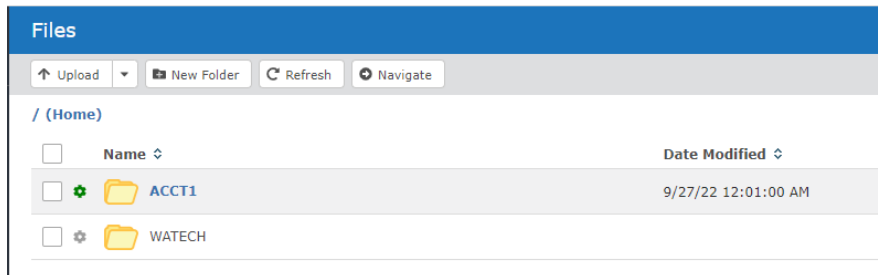

Figure 11

Page Toolbar

The following actions are available from the page toolbar:

- **Upload files** by clicking the *Upload* button. Click the *down arrow* to specify the action to take if a file with the same name already exists. (Default action 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)* folder in the directory path.
- **Create a new folder** under the current folder by clicking the *New Folder* button 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* button in the toolbar.

File and folders actions

- **Download a file** by clicking on it.
- **Delete a file.** You can delete one or more files by selecting the file checkboxes and clicking the *Delete* button, or by right clicking on the file and selecting *Delete*.

Upload 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. (All files are uploaded into one folder.)

Clicking on the *Upload* button opens a pop-up file directory window. Select the files you want to upload.

This image is displayed to view details.

Figure 12