

Eagle File Transfer Users Guide

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Welcome

The Web Client in [GoAnywhere Services™](#) provides you with the ability to perform ad-hoc file transfers through your browser. This is a simple and secure method for transferring files. No additional software is required on your computer and all popular browsers are supported including Internet Explorer, Firefox, Safari and Chrome.

Web Client Features

The base functionality of the Web Client allows you to exchange files between your desktop and the server over HTTPS.

- Drag-and-drop files or folders to initiate transfers
- Monitor the progress of active transfers
- Built-in queue to handle large numbers of files
- Select multiple files or folders
- Intuitive navigation with drill-down functionality
- Context sensitive right-click menus

Secure Mail Features

If enabled, the Web Client also provides a Secure Mail module that allows you to quickly send files to individuals using a combination of email and the secure HTTPS protocol.

- Send files to one or more recipients as a Package
- Attach multiple files
- Set expiration dates and maximum downloads
- Password protect Packages
- Encrypt file transfers through the secure HTTPS protocol
- Receive notifications when Packages are read
- View audit trails of all activity

Technical Requirements

- 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 [Enhanced Interface](#), the Java Runtime Environment 1.6 (JRE) needs to be installed on your computer.

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 Services* will prompt you to install the latest version of Java.

Web Client Login

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



LOGIN

User Name

Password

[Forgot Password?](#)

[Not Registered?](#)

Interface [?](#) Enhanced Basic

DISCLAIMER

By clicking the Login button you acknowledge that you have read the [disclaimer](#).

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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.

Not Registered?

If enabled, a link is provided to create a new account. Click the [Not Registered?](#) link to begin the self-registration process.

Interface

If available, the [Enhanced Interface](#) starts a Java applet which offers drag and drop functionality for exchanging files with the server. The [Basic Interface](#) provides a standard HTML interface using links and icons for performing transfers.

The login screen only appears if password authentication is required. If your account is configured for certificate authentication, you will go directly to the default Web Client interface (if the certificate is valid).


Password Assistance

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

PASSWORD ASSISTANCE

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.

User Name *

Try a different image. 

Characters From Image *

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 Web User name, then create a new password.

PASSWORD ASSISTANCE

Create your new password.

Specify and confirm your new password, then click Save.

New Password *

Confirm password *

Self-Registration

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

[Step 1 - Enter Email](#)

Click the **Not Registered?** link on the Web Client login screen. Specify your email address and the characters shown in the image. Click **Next** to continue.




REGISTER

Step 1 Enter Email Step 2 Verify Email Step 3 Complete Registration

Specify your email address and the characters shown in the image, then click Next.

Email Address*

[Try a different image](#) 

Characters From Image*

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.



REGISTER



An email has been sent to 'kharris@example.com' with the verification code. Please copy that code into the box below and click Next.

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



Please enter the information below and click Submit.

Login Credentials

User Name *

Password *

Confirm Password *

Contact Information

Email Address

First Name

Last Name

Organization

Phone

Secure Mail

The Secure Mail feature in *GoAnywhere Services* allows you to send ad-hoc messages with file attachments to recipients. When a message is sent, each recipient will receive a unique link to a location where the recipient can download the file(s) securely. 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 Services* Product Administrator.

The Secure Mail menu option is available if your account is authorized to this feature. The Secure Mail dashboard provides access to all the Secure Mail features. From the sub-menu bar you can compose a new message, view drafts, view messages in the outbox and view a list of all sent messages.

The sections of the Secure Mail dashboard display the most recent message and Package activity. Each record displayed on the Secure Mail dashboard shows the message subject, the size of the Package, the recipient email and the date and time the message was saved or sent.

GO ANYWHERE™ web client

Logged in as: kharris
Last Login: 1/20/12 12:08:46 PM
[Logout](#) | [Help](#)

Secure Mail | File Manager | My Account

[+ New Message](#) | [Drafts](#) | [Outbox](#) | [Sent Items](#)

SECURE MAIL

Compose
 Secure mail allows you to send one or more files to recipients. The recipients will receive an email with a link to securely download the attachments.
[Send New Message](#)

Drafts

Health Insurance Spreadsheet	0.41 KB
mbarnes@example.com	1/23/12 10:03:11 AM

Outbox

Engineering Drawings	10.04 KB
athomas@example.com	

Sent Items

Employee Files	8.73 MB
drobinson@example.com	1/23/12 10:12:23 AM
Customer List	143.09 KB
athomas@example.com	1/23/12 10:05:15 AM
Insurance Information	10.04 KB
drobinson@example.com	1/23/12 10:01:19 AM
Financial Data	8.72 MB
support@linoma.com	1/23/12 9:51:55 AM



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Compose

The [Compose](#) screen allows you to attach files and specify a message that will be sent to one or more recipients. The options available on the Compose screen are set by the *GoAnywhere Services* Product Administrator. To compose a new message, either click the **+ New Message** link in the sub-menu bar or the Send New Message link in the Compose section.




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 Secure

Mail dashboard. The complete list of drafts are found by clicking the  **Drafts link** in the sub-menu bar. Options for Packages in the Drafts section are available by clicking the  icon.




- Edit the Package by clicking the  icon.
- Delete the Package by clicking the  icon.





Outbox

When you send a Package, it will be placed in the Outbox while *GoAnywhere Services* sends an email to each of the recipients that includes a unique URL to access the Package. Click the  icon to refresh the list of Packages in the Outbox. The complete list of Packages in the Outbox are found by clicking the  **Outbox link** in the sub-menu bar. Options for Packages in the Outbox section are available by clicking the  icon.

- [View](#) the Package Details by clicking the  icon.
- Resend a Package in the Outbox by clicking the  icon.
- Delete the Package and remove it from the Outbox (without sending), by clicking the  icon.

Sent Items

The Sent Items section shows Packages that have been sent. If the  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 the sub-menu bar. Options for Packages in the Sent Items column are available by clicking the  icon.

- [View](#) the Package Details by clicking the  icon.
- Forward the Package to another recipient by clicking the  icon.
- Revoke the Package by clicking the  icon. Revoking a Package makes it unavailable to recipients.
- Delete the Package and the file attachments in the Package by clicking the  icon.

Compose

The Compose screen is where Secure Mail Packages are constructed and sent. The top section is where you can specify one or more recipients, 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 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 or from your folder on the *GoAnywhere Services* server.

COMPOSE

The screenshot shows the 'COMPOSE' email interface. At the top, the 'From' field is populated with 'KHarris@example.com'. The 'To*' field contains 'jsmith@example.com'. Below this, a note says '(Separate multiple email addresses with commas)'. The 'Subject*' field is 'Files Ready for Download'. The 'Message' field is empty. Below the message field is the 'Options' section, which includes several checkboxes and radio buttons: 'Password Protect Package' (checked), 'Generate a password automatically' (selected), 'Specify the password...' (unselected), 'Include password in email' (checked), 'Expire Package' (checked), 'Expire after 5 days' (with a dropdown), 'Limit Downloads' (checked), 'Limit each file to 3 downloads per recipient' (with a dropdown), 'Send Me A Copy' (unchecked), and 'Read Receipt' (unchecked). Below the options is the 'Attachments' section, which lists three files: 'OrdersQ1.csv' (143.09 KB), 'OrdersQ2.csv' (10.04 KB), and 'PriceList.xml' (0.41 KB). At the bottom, there are two links: 'Attach a file stored locally on my computer' and 'Attach a file from my workspace'. At the very bottom are three buttons: 'Send', 'Save', and 'Cancel'.

The following options on the Compose screen 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.

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 Secure Mail Package. The message is optional.

Options

Password Protect Package

All files in a Package are protected by a unique URL, however the package can be further protected using a password. Passwords that are generated automatically are a lower-case 10-byte alpha-numeric code. If you do not send the password to the recipient in the email, you will need to communicate the password to them.

Expire Package

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

Limit Downloads

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

Send Me A Copy


If selected, you will also receive the same Package that was sent to the recipient(s).

Read Receipt

If selected, an email will be sent to you the first time each recipient opens the Package.

Attachments

Click the appropriate link to open a file browser that will allow you to attach files or folders to the Package. 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 Services* Product Administrator.

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





Drafts

Any messages that were saved can be edited before sending.

DRAFTS



Results Per Page ▼

Showing results 1 through 2

<input type="checkbox"/>	Actions	Subject	To	Last Modified Date <input type="checkbox"/>	Size
<input type="checkbox"/>	 	Files Ready for Download	athomas@example.com	1/23/12 11:23:29 PM	153.54 KB
<input type="checkbox"/>	 	Files Ready for Download	mbarnes@example.com	1/23/12 10:03:11 AM	0.41 KB

2 Items





Available Options

- Edit the saved message by clicking the  icon.
- Delete the message without sending by clicking the  icon.
- Sort a column by clicking the column heading.




Outbox

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


OUTBOX

Results Per Page <input type="text" value="20"/>					
Previous Next Showing results 1 through 2					
Actions	Subject	To	Send Status	Modified On	Size
	Files Ready for Download	drobinson@example.com	Sending	1/24/12 10:41:03 AM	0.62 KB
  	Files Ready for Download	drobinson@example.com	Failed	1/23/12 4:15:07 PM	8.72 MB
2 Items					
Previous Next					

Available Options

- Sort a column by clicking the column heading.
- [View](#) the Package Details by clicking the  icon.
- Resend the Package by clicking the  icon.
- Delete the Package without sending it by clicking the  icon










Sent Items

Sent Packages are visible on the Sent Items screen. 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.

SENT ITEMS

Results Per Page



[Previous](#) [Next](#) Showing results 1 through 4

<input type="checkbox"/>	Actions	Subject	To	Sent On <input checked="" type="checkbox"/>	Expires On	Size
<input type="checkbox"/>	 	Files Ready for Download	athomas@example.com	1/23/12 10:20:43 AM	1/28/12 10:20:43 AM	10.04 KB
<input type="checkbox"/>	 	Files Ready for Download	drobinson@example.com	1/23/12 10:12:23 AM	1/28/12 10:12:22 AM	8.73 MB
<input type="checkbox"/>	 	Files Ready for Download	athomas@example.com	1/23/12 10:05:15 AM	1/28/12 10:05:15 AM	143.09 KB
<input type="checkbox"/>	  	Files Ready for Download	drobinson@example.com	1/23/12 10:01:19 AM	1/28/12 10:00:45 AM	10.04 KB





4 Items

[Previous](#) [Next](#) [Revoke](#) [Delete](#)



Available Options

- Sort a column by clicking the column heading.
- [View](#) the Package Details by clicking the  icon.
- View more Sent Items actions by clicking the  icon. A drop-down menu provides available options.

More Actions

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

View Package Details

The Package Details screen displays the logged data for the selected Package. The details for a Secure Mail Package can be viewed by clicking the  icon on the [Sent Items](#) page or from the [Secure Mail](#) screen by clicking the  **View Details** link from the More Actions drop-down.

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.

VIEW PACKAGE DETAILS [?](#)

General [Activity](#)

Package ID cf8dec6d-27a1-456e-8ea9-e218a66e243d
Status Active
Web User kharris
Created On 1/23/12 10:11:55 AM
Modified On 1/29/12 7:40:52 PM
Sent On 1/23/12 10:12:23 AM
Inactivated On Never
Package Size 8.73 MB
From kharris@example.com
To drobinson@example.com
Subject Files Ready for Download
Message These are the files for the meeting today.

Options

Expires On 1/28/12 10:12:22 AM
Maximum Downloads 1
Protection Level URL Protected
Send Copy To Sender no
Notify Sender When Package Read no

Attachments

AccountsEDI.txt 0.62 KB
OrdersQ2.csv 10.04 KB
TimeSheets.xlsx 8.72 MB

[Done](#)

Activity

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

VIEW PACKAGE DETAILS

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

» Recipients	
File(s)	
AccountsEDI.txt	
OrdersQ2.csv	
TimeSheets.xlsx	

Logs				
Status	Date	Event	Recipient	File Name
✓	1/23/12 10:12	Recipient Email Success	drobinson@exam	
✓	1/23/12 10:12	Attachment Add Success		TimeSheets.xlsx
✓	1/23/12 10:12	Attachment Add Success		OrdersQ2.csv
✓	1/23/12 10:12	Attachment Add Success		AccountsEDI.txt
✓	1/23/12 10:11	Package Create Success		

File Download Information		
Downloads	Remaining	File
0	1	AccountsEDI.txt
0	1	OrdersQ2.csv
0	1	TimeSheets.xlsx

Done

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 screen 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.

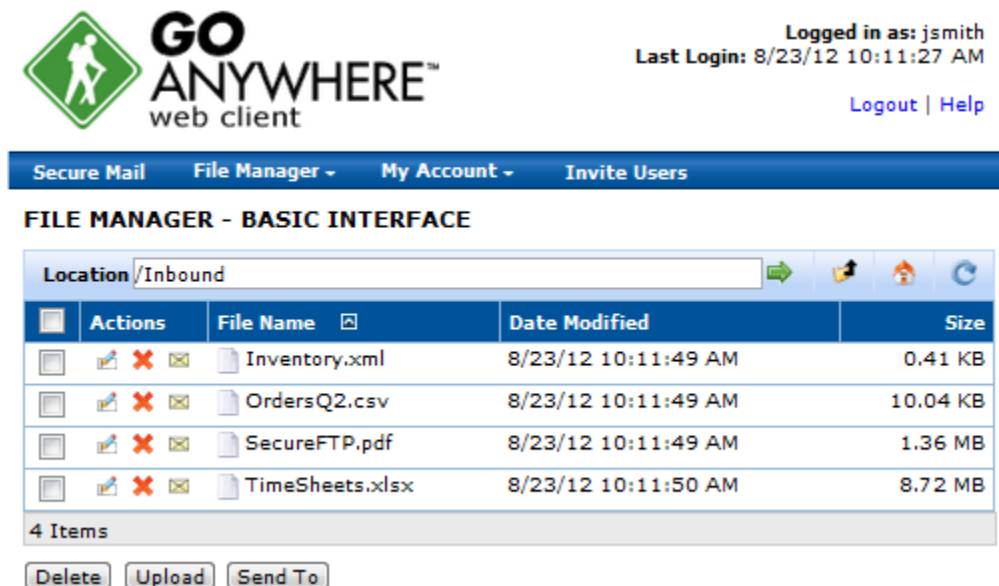
HTTPS Web Client File Manager

The Basic file manager uses an HTML interface, which is useful for simple transfers of one file at a time. The Enhanced file manager uses a Java applet with drag-and-drop support for transferring multiples files at a time.

Basic Interface

Basic Interface

The basic interface provides options to quickly access and exchange files between your computer and the server. The menu bar at the top of the page allows you to access other functions like the [Enhanced Interface](#), change your password, send a [Secure Mail](#) or [Invite Users](#). Some options may not be available based on your permissions.



The screenshot shows the 'GO ANYWHERE™ web client' interface. At the top right, it indicates the user is logged in as 'jsmith' with a last login of '8/23/12 10:11:27 AM'. There are links for 'Logout' and 'Help'. A navigation bar contains 'Secure Mail', 'File Manager', 'My Account', and 'Invite Users'. The main area is titled 'FILE MANAGER - BASIC INTERFACE' and shows the 'Inbound' location. A table lists four files: 'Inventory.xml' (0.41 KB), 'OrdersQ2.csv' (10.04 KB), 'SecureFTP.pdf' (1.36 MB), and 'TimeSheets.xlsx' (8.72 MB). Below the table are 'Delete', 'Upload', and 'Send To' buttons.




Actions	File Name	Date Modified	Size
<input type="checkbox"/>	Inventory.xml	8/23/12 10:11:49 AM	0.41 KB
<input type="checkbox"/>	OrdersQ2.csv	8/23/12 10:11:49 AM	10.04 KB
<input type="checkbox"/>	SecureFTP.pdf	8/23/12 10:11:49 AM	1.36 MB
<input type="checkbox"/>	TimeSheets.xlsx	8/23/12 10:11:50 AM	8.72 MB

File Actions

- **Download** a file by clicking the file name.
- **Upload** files by clicking the **Upload** button and following the [upload](#) instructions.
- **Rename** a file by clicking the icon next to the file name. Type the new name in the dialog box and click the **Rename** button.
- **Delete** a file by clicking the icon next to the file name. You can optionally delete one or more files by selecting the file checkboxes and clicking the **Delete** button.
- **Send** a file in a new Secure Mail [message](#) by clicking the icon.
- **Sort** the files within the current folder by name, last modified date or size by clicking the column headings.






Folder Actions

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

- **Rename** a folder by clicking the  icon next to the folder name. Type the new folder name in the dialog box and click the **Rename** button.
- **Delete** a folder by clicking the  icon next to the folder name. You can optionally delete one or more folders by selecting the folder checkboxes and clicking the **Delete** button.
- **Send** a folder in a new Secure Mail [message](#) by clicking the  icon.

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

Toolbar Actions

- **Navigate** directly to a folder by specifying its path next to the Location field and then clicking the  icon in the toolbar.
- **Move up** a folder by clicking the  icon in the toolbar. If the icon is unavailable, you are in your home folder.
- **Return** to your home directory by clicking the  icon in the toolbar.
- **Create** a new folder (under the current folder) by clicking the  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  icon in the toolbar.

Upload Files

Upload Files

If authorized, you can upload files from your local computer to the server using the Upload File(s) screen. Up to 5 files can be uploaded at a time through this screen.

UPLOAD FILE(S)

Current Directory /	
When File Exists	Rename <input type="button" value="v"/>
File(s) to Upload	C:\Travel.xls <input type="button" value="Browse..."/>
	<input type="text"/> <input type="button" value="Browse..."/>
	<input type="text"/> <input type="button" value="Browse..."/>
	<input type="text"/> <input type="button" value="Browse..."/>
	<input type="text"/> <input type="button" value="Browse..."/>

Messages

Follow the instructions below to upload files:

1. In the **Upload File(s)** screen, click the **Browse** button and select the file to upload.
2. If needed, add additional files by clicking the additional Browse buttons.
3. 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 without processing the remaining files.
4. Click the **Upload** button to start the file transfer. The status of each file upload is displayed in the Messages section.
5. Click the **Close** button when finished.

Enhanced Interface

Enhanced Interface

The enhanced interface provides the ability to exchange files between your computer (Local Files) and the server (Remote Files) with drag-and-drop support, file transfer monitoring, queued processing and more.

The screen layout in the enhanced interface allows you to easily select options from the top of the page like switching to the [Basic Interface](#), change your password, send a [Secure Mail](#) or [Invite Users](#). The width of any column on the screen 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.

FILE MANAGER - ENHANCED INTERFACE

Local Files C:\Outbound

Name	Date Modified	Type	Size
BenefitsEDI.txt	Jan 26, 2...	Text...	636
cleanup.bat	Feb 17, 2...	Wind...	81
Inventory.xml	Jul 14, 20...	XML ...	418
SecureFTP.pdf	Jul 15, 20...	Ado...	1.36...
ShipmentsQ1.csv	Aug 20, 2...	Micr...	143....
ShipmentsQ2.csv	Jun 27, 2...	Micr...	10.0...

Remote Files /

Name	Date Modified	Type	Size
HumanResources	Jan 24, 2012 ...	Folder	
AccountsEDI.txt	Jul 18, 2011 2...	TXT File	636
OrdersQ1.csv	Jan 13, 2012 ...	CSV File	143.09 KB
OrdersQ2.csv	Jan 13, 2012 ...	CSV File	10.04 KB
PriceList.xml	Jul 18, 2011 2...	XML File	418
TimeSheets.xlsx	Jan 13, 2012 ...	XLSX File	8.72 MB



Transfers

Local File	Local Folder	Direction	Remote File	Remote Folder	ASCII	Progress	Size	Status

● Active/Queued
 ● Successful
 ● Failed


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Local Files Actions

- **Select** a recently opened folder from the drop-down list located at the top of the Local Files panel.
- **Browse** to a folder on the local computer by clicking the  icon. A window opens where a new location can be selected.
- **Move up** a folder level by clicking the  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 Local Files panel to the Remote Files panel. Alternately, right-click the file name in the Local Files Panel and then click **Upload**. The file uploads to the open or current Remote Files folder on the *GoAnywhere Services* server. Select multiple files or folders to upload by clicking the files or folders while holding the **Shift** or **Ctrl** keys.
- **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**.

Remote Files Actions

- **Select** a recently opened folder from the folder drop-down list.
- **Move up** a folder level by clicking the  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 Files panel to the Local Files panel. Alternately, right-click the file name in the Remote Files Panel and then click **Download**. The file downloads to the open or current Local Files folder on your computer. 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**.
- **Send** a file or folder in a Secure Mail message by right-clicking it and then clicking **Send To....** The files appear attached to a Secure 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**.

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.

My Account

The options on the My Account menu allow you to make changes to your account profile or change your password.

[Change Password](#)

Change Password

If enabled, the Change Password screen allows you to update your password for your account. To change your password, point to **My Account** in the menu-bar and then click **Change Password**. Type your current password and a new password, and then click the **Change Password** button.

CHANGE PASSWORD

Current Password *	<input type="text"/>
New Password *	<input type="text"/>
Confirm New Password *	<input type="text"/>
<input type="button" value="Change Password"/>	

[Update Profile](#)

Update Profile

If enabled, the Update Profile screen allows you to change your name, organization, and phone number. After logging in, open the Update Profile screen by pointing to **My Account** in the menu-bar and then clicking **Update Profile**. Change the information as needed and then click the **Update** button.

UPDATE PROFILE

First Name	<input type="text" value="Karen"/>
Last Name	<input type="text" value="Harris"/>
Organization	<input type="text" value="Blue Sky"/>
Phone	<input type="text" value="402.944.4242"/>
<input type="button" value="Update"/>	

Invite Users

If you have permission, you can invite other individuals to also use the *GoAnywhere Services* secure file server. To invite a new user, click the **Invite User** link in the menu bar.

On the Invite Users screen, 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.

INVITE USERS

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.

Email Addresses *	<input type="text"/>
	<i>(Separate multiple email addresses with commas)</i>
<input type="button" value="Send Invitation"/>	

Complete Registration

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

REGISTER

Please enter the information below and click Submit.	
<u>Login Credentials</u>	
User Name *	<input type="text" value="jsmith"/>
Password *	<input type="password" value="....."/>
Confirm Password *	<input type="password" value="....."/>
<u>Contact Information</u>	
Email Address	<input type="text" value="jsmith@example.com"/>
First Name	<input type="text" value="John"/>
Last Name	<input type="text" value="Smith"/>
Organization	<input type="text"/>
Phone	<input type="text" value="(402) 944-4242"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

New users accounts may need to be approved by an administrator before they use *GoAnywhere Services*
