



MOVEit

SECURE TRANSFER SERVICE
USER GUIDE

INTRODUCTION

This user guide has been created to help you navigate MOVEit, our secure file transfer service. Before you can use the service, you will need to be set up with a personal login and password.

UCAS sets up logins for all Primary Correspondents. If you require other users in your college or university to have access, your Primary Correspondent can request this via SNOW. You can have a maximum of 5 logins per provider.

We expect you to keep your login confidential and for individuals to have their own log-ins.

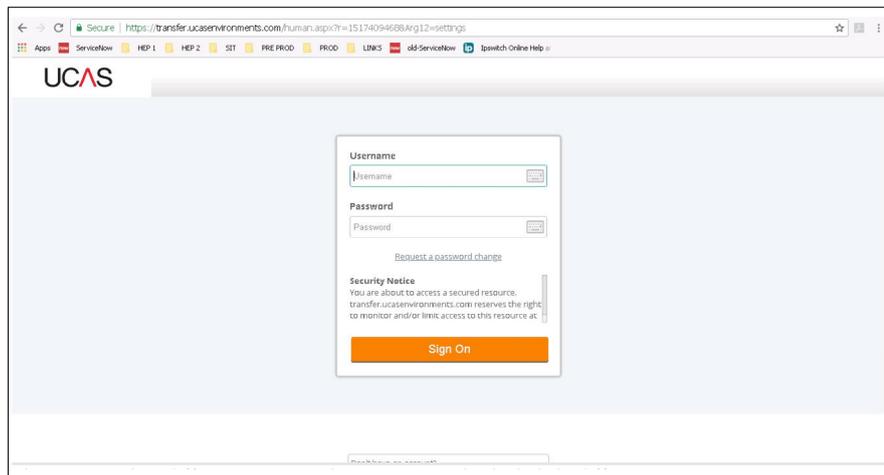
First notification

The Primary Correspondent for each provider is set up with an account on the file transfer service. A notification email will be sent out requesting that the Primary Correspondent logs into the service and changes their password.

Logging in

The service can be accessed via the providers' area of [ucas.com](https://transfer.ucas.com/) or directly from this link: <https://transfer.ucas.com/>

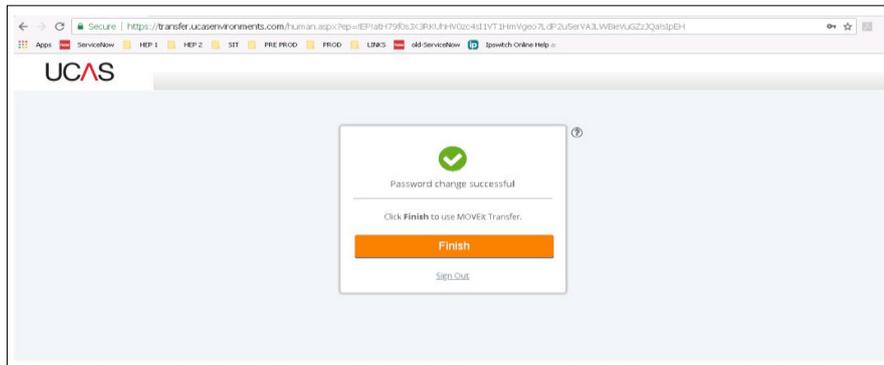
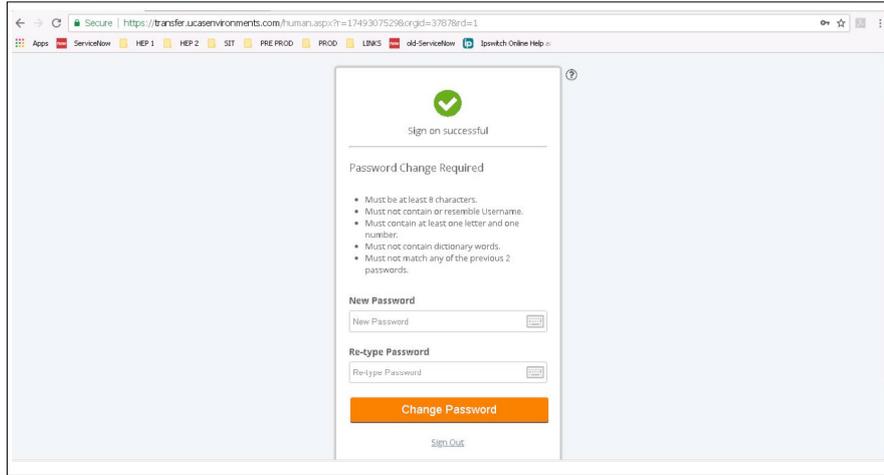
You will see a sign-on screen like this:



Please note that different internet browsers may look slightly different.

Your username will be your email address

The first time you log in, you will be asked to change your password. You will see a screen like this:



Password updates

Please be aware that, for security purposes, **passwords expire every 90 days**. You can update your password at any time, by clicking on My Account and following the instructions on screen. If you haven't signed in recently, make sure you have access well in advance of needing it.

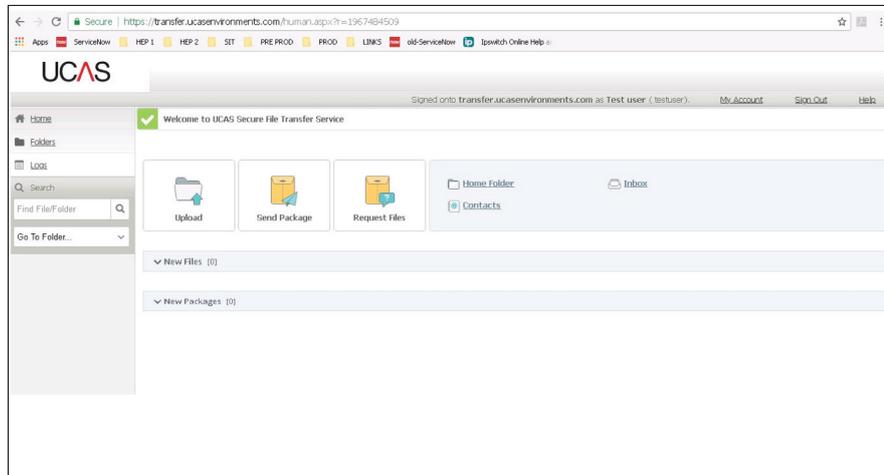
You will receive an email notification reminding you to set a new password **15 days and 48hrs** before the 90-day expiry period. If you do not update your password within the 90 days, then your password will expire and account suspended meaning you will not be able to access your MOVEit account.

If your password has expired, please contact the Customer Success Team on 0344 984 1111, or contact us via the self-service [ServiceNow portal](#).

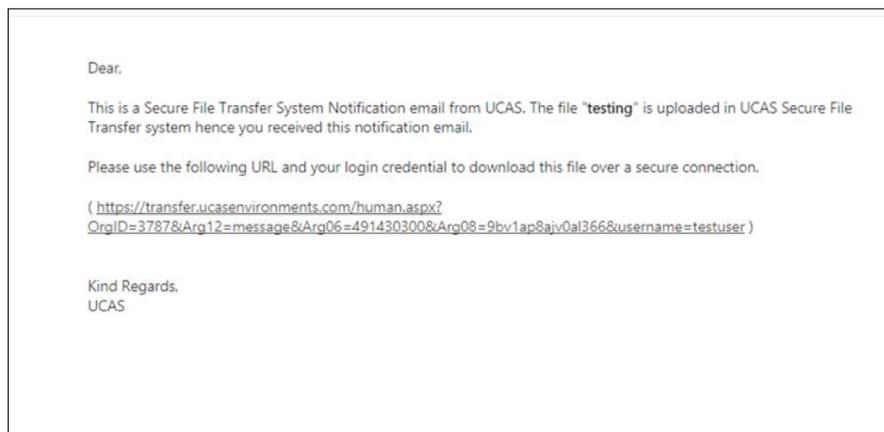
If you don't have a user account and would like one to set up, please raise a ticket through the [ServiceNow portal](#).

Your folder

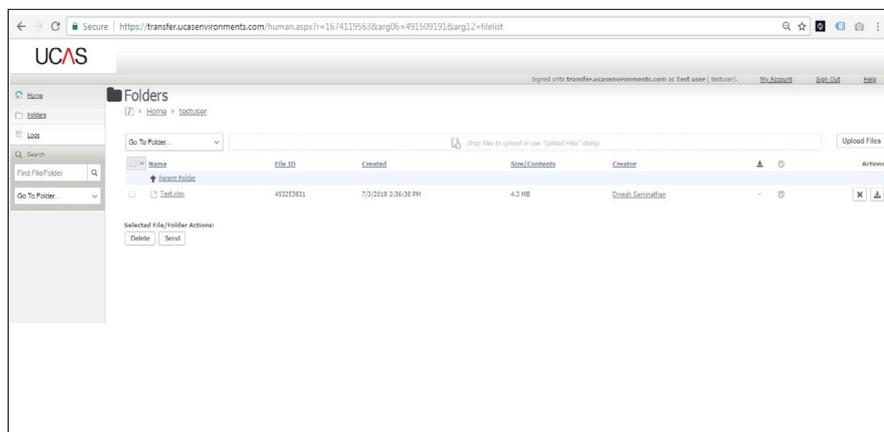
Once you have successfully logged in, you will see the home folder for your provider. This is shared by any members of staff your UCAS Primary Correspondent has requested.



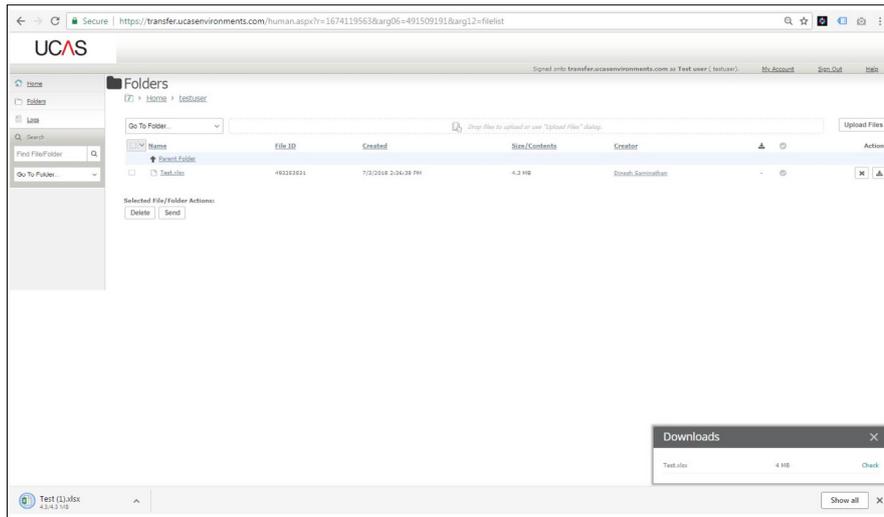
You will be sent an email when there is a new file to download from your folder.



To access these files, log into the service and your home screen will list the files available to download.



Select the files to be downloaded and press Download.



Notes on file retention

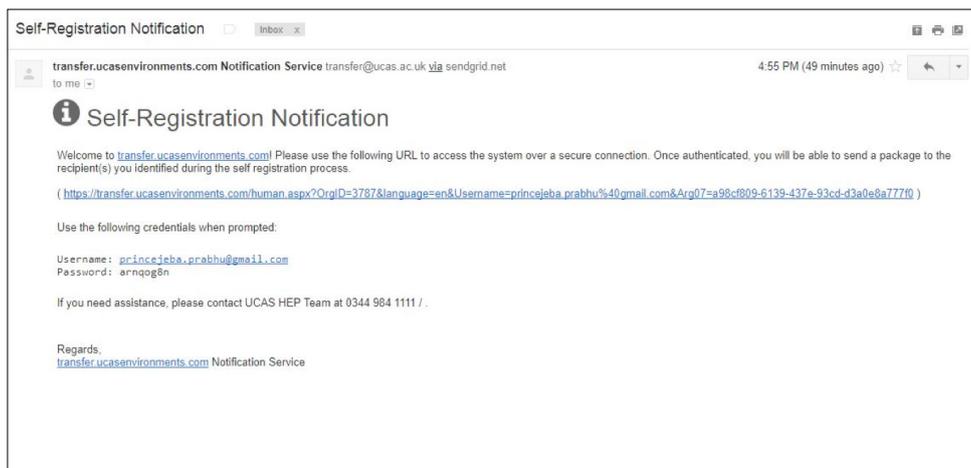
The purpose of this service is file transfer; it is not a storage system. When files are made available through the service, they will remain accessible to download for 90 days. After 90 days files will be removed from the service.

You may notice there is a File Actions function allowing you to delete files from system, any files that are removed by you will be retransferred automatically again after a short time and will result in you receiving an additional email notification of transfer. We suggest you do not use this function.

We are not currently allowing the uploading of files. Anything you upload into the folders will be automatically deleted.

Uploading a file to UCAS using the secure file transfer service as a GUEST user

Once your account has been created on our secure file transfer service, you will receive an email from **transfer.ucas.com**, which will contain your username and temporary password:



Click on the link in the email you receive. This will open the sign in page in your internet browser.

The page will pre-populate your username automatically – you just need to enter the **password** received in your email, then click 'Sign On'.

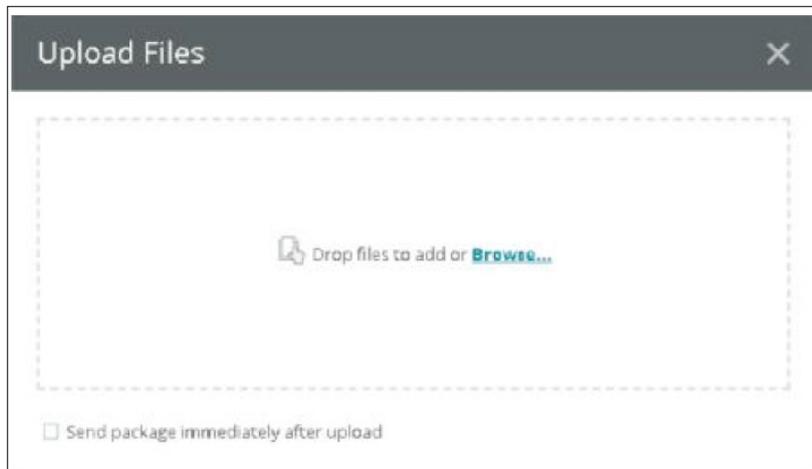
Once the Password entered it will be directed to '**Send a Package**' as below:

The '**To**' field will be pre-populated with the correct UCAS email address – **please do not change this**.

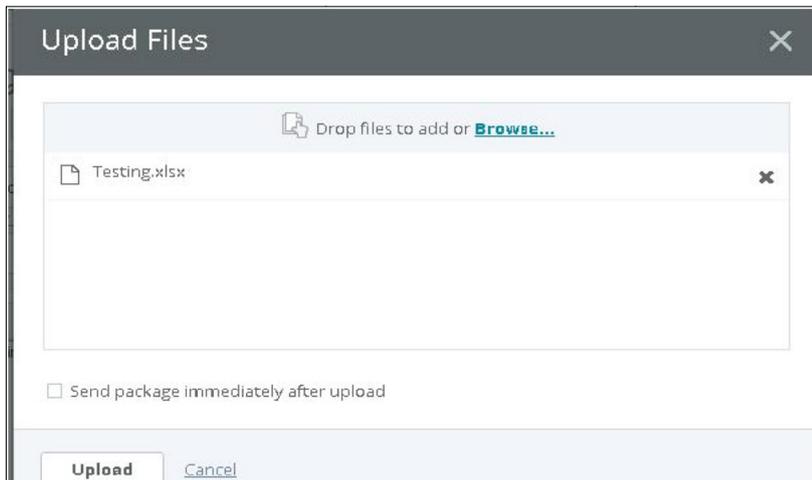
The '**Subject**' field is a **mandatory field**, so please ensure you enter something, e.g. 'File Upload'.

The '**Note**' field is a **mandatory field**, so please ensure you enter some text, e.g. 'Please find attached file'.

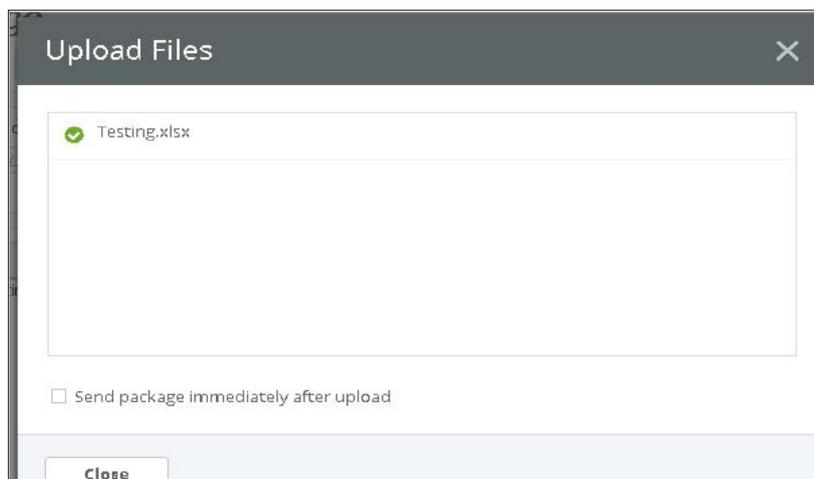
You can now attach the file you want to upload – to do this, click on the **'Launch the Upload Wizard'** button. The following dialogue box displays:



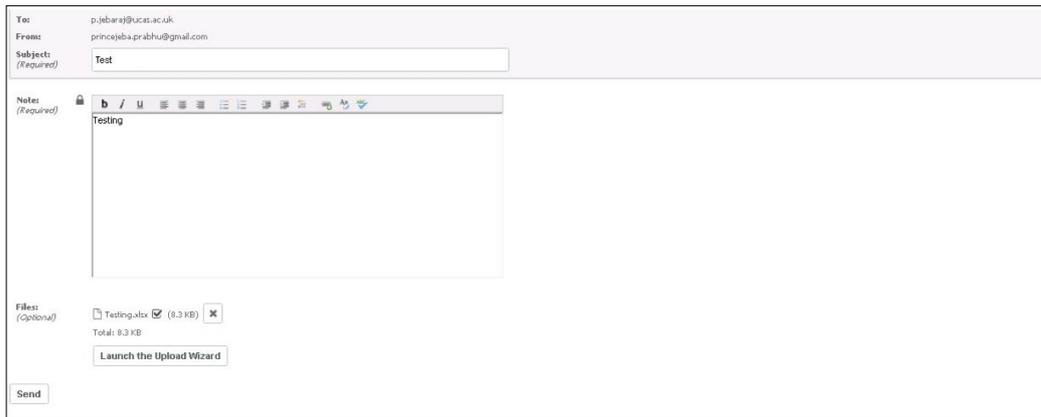
Locate and select the file you wish to upload, and click on the **'Upload'** button.



Once you have successfully uploaded the file, click **'Close'**.



You will see that the file has been attached. There is no need to tick any of the additional 'Options' – once you are happy, click **'Send'**.



The file will then be securely transferred to UCAS. You can now click **'Sign out'** and close the browser window.