

GoAnywhere End User Documentation

1. Introduction

GoAnywhere provides MAC (Mitutoyo America Corporation) employees with the capability to share files with MAC's distributors, customers, and fellow employees. This document will assist you in utilizing GoAnywhere to share files and folders to MAC's distributors, customers, and fellow employees. This document is separated in the following sections:

1. Introduction
 - a. Foundational Information about GoAnywhere
2. How to use GoAnywhere
 - a. How to Log into GoAnywhere
 - b. A Look Around a GoAnywhere Account Page
 - c. How to Share a file or folder
 - d. How to Manage File Share Permissions
 - e. How to Accept a file shared to you
 - f. Customer Self-Registration
3. When to put in a TrackIT ticket

Please take the time to read through this document and if you have any questions about GoAnywhere or anything explained in this document please do not hesitate to voice your question or feedback in a form of a TrackIT ticket. You can always submit a TrackIT ticket by emailing trackit@mitutoyo.com.

A. Foundational Information about GoAnywhere

If you are a MAC employee, you may have been provided access to GoAnywhere. Talk to your manager for more information about whether you have been provided access to GoAnywhere. If you require access to GoAnywhere and do not have it, confer with your manager, and if they agree, request that your manager put in a ticket to TrackIT requesting you to have access to GoAnywhere.

If you have access to GoAnywhere, you can access it using this link on either Google Chrome or Microsoft Edge, <https://mft.mitutoyo.com/webclient/Login.xhtml>, feel free to save that in your web browser's bookmarks for later use. As of 12/28/2021, the login page of GoAnywhere looks like this:

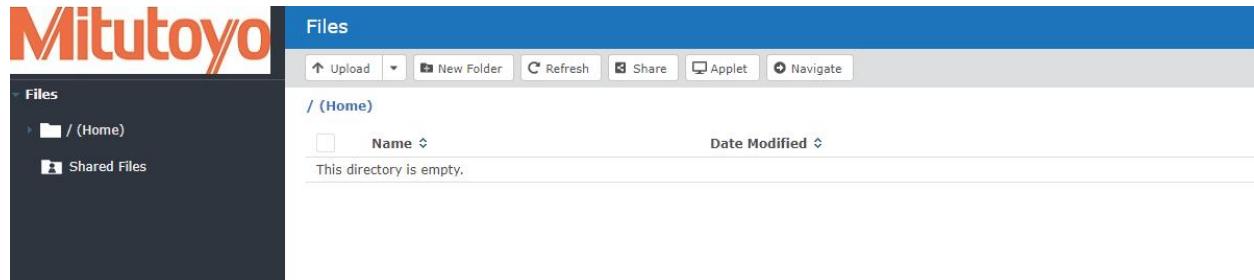


The image is a composite of two screenshots. On the left, a photograph of a white building with a red 'Mitutoyo' sign on its side. On the right, a screenshot of a web browser showing the GoAnywhere login page. The page has a red 'Mitutoyo' logo at the top. Below it are two input fields: 'User Name' and 'Password', followed by a blue 'Login' button. Underneath the button are links for 'Forgot Password?' and 'Create Account'. At the bottom of the page, there is a small note: 'By using this system you have read and agreed to this disclaimer. [Click here to read the disclaimer](#)'.

2. How to Use GoAnywhere

A. How to log Into GoAnywhere

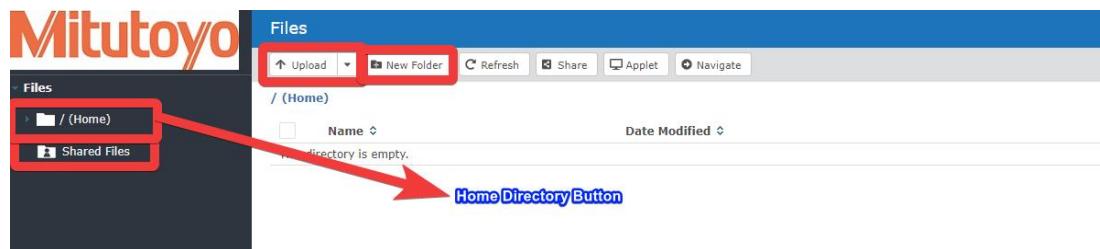
Your username and password for GoAnywhere is your windows credentials. For example, an employee named “Joe Smith” would enter in the “username” field “smithj” and in the “password” field, his windows password. This would allow him into his GoAnywhere account page which would look like this:



If you are unable to sign into GoAnywhere please submit a ticket into TrackIT, please provide a screen capture of any error message, and a brief description of what you were attempting to do.

B. A Look Around a GoAnywhere Account Page

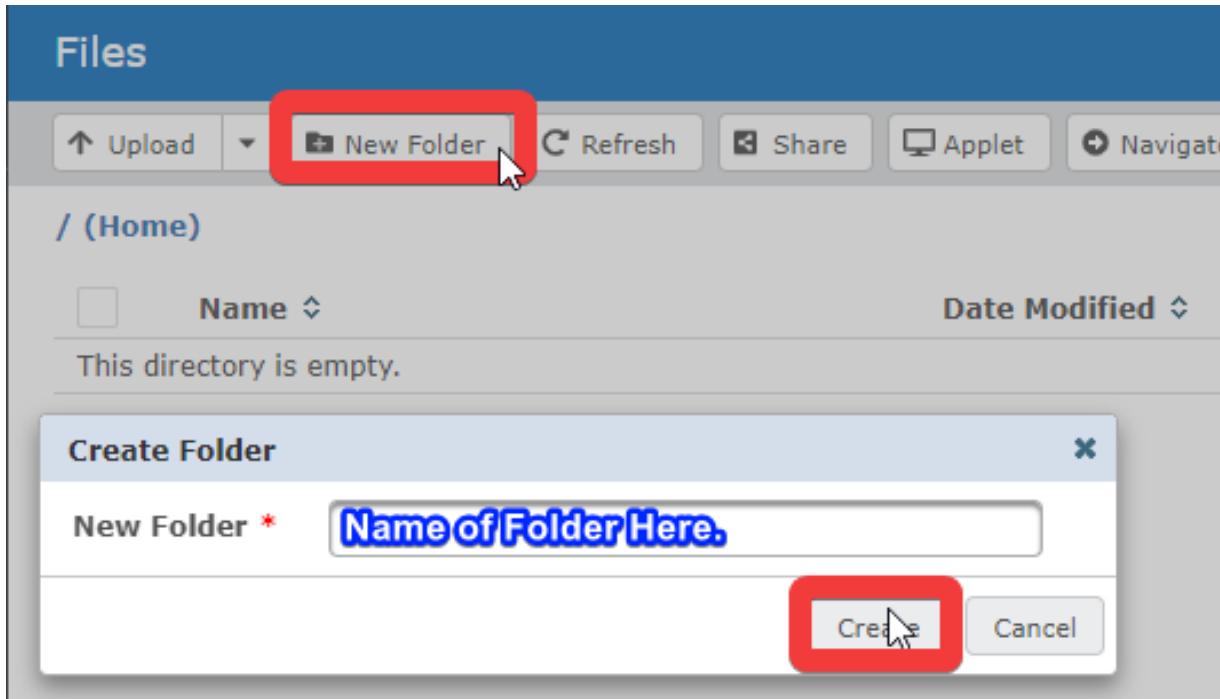
Let’s take a moment to talk about some of the buttons and tiles you will need to interact with while using GoAnywhere. The notable ones are the “home directory”, “upload”, “new folder” and “shared files.” They are located here on your GoAnywhere Account Page:



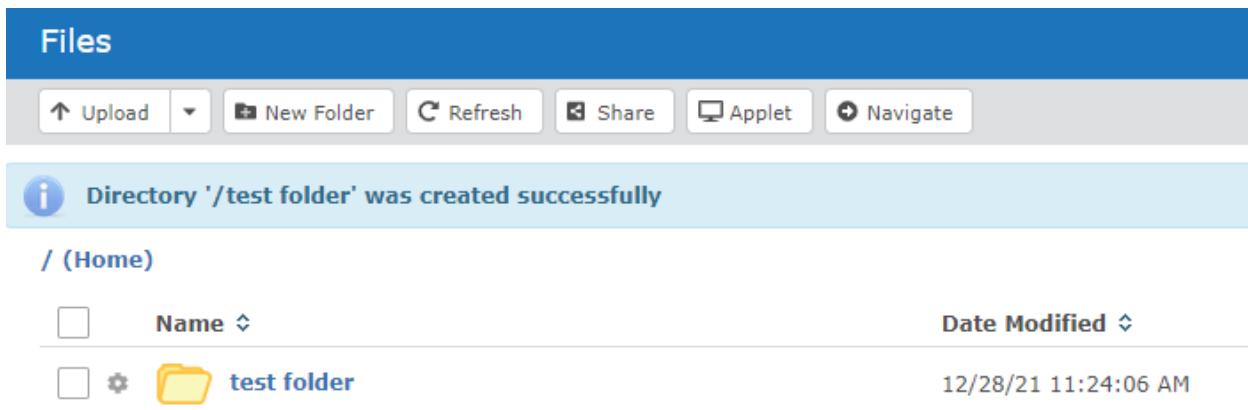
The “home directory” button takes you back to the page you see. The “upload” button will take you to a screen that will allow you to upload a file. The “new folder” button will create a new folder, and the “shared files” will take you to the location of the files and folders that have been shared with you. Any file or folder shared to you needs to be accepted. More information about this will be provided in section E, “How to Accept a file shared to you.”

C. How to Share a file or folder

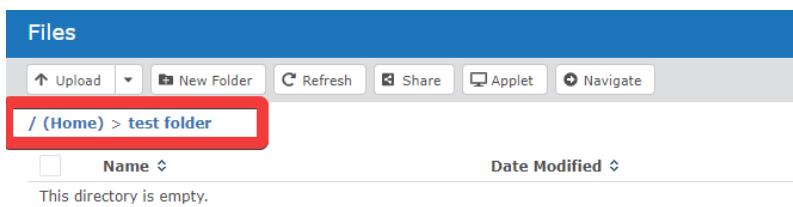
First, before you share a file or folder you need to upload the files to GoAnywhere. Most individuals that use GoAnywhere create a new folder per company or customer that they need to share files with. If you want to upload a set of files under a folder, use the “new folder” button to create the folder then click the “upload” button to upload files to that folder. Take a glance at these pictures:



After clicking “create” you will see this:



Now you can click on the folder name “test folder” to hop into it.



Now any files you upload will be stored in the “test folder.” Click on the “upload” button to upload files. You will see the file explorer pop up, and from here, navigate to the file you want to upload. If you need to upload multiple files you can hold down the CTRL key while clicking individual files. If you need to upload all files in a folder, click CTRL + A. Take a moment and consider the number of files you are trying

to upload as you can only use up a certain amount of space. Also consider zipping up large folders of files.

CTRL + A

<input checked="" type="checkbox"/> Name	Status	Date modified	Type	Size
<input checked="" type="checkbox"/> CDS-196408 Final Invoice - Copy.pdf	✓	6/21/2019 11:02 AM	Chrome HTML Do...	69 KB
<input checked="" type="checkbox"/> CDS-196408 Final Invoice.pdf	✓	6/21/2019 11:02 AM	Chrome HTML Do...	69 KB
<input checked="" type="checkbox"/> DataRecoveryServices - Copy.pdf	✓	6/25/2019 2:37 PM	Chrome HTML Do...	63 KB
<input checked="" type="checkbox"/> DataRecoveryServices.pdf	✓	6/25/2019 2:37 PM	Chrome HTML Do...	63 KB
<input checked="" type="checkbox"/> DataRecoveryServicesPOBrown - Cop...	✓	7/2/2019 12:01 PM	Chrome HTML Do...	64 KB
<input checked="" type="checkbox"/> DataRecoveryServicesPOBrown.pdf	✓	7/2/2019 12:01 PM	Chrome HTML Do...	64 KB
<input checked="" type="checkbox"/> DellTryandBuy7400 - Copy.pdf	✓	8/5/2019 2:16 PM	Chrome HTML Do...	59 KB
<input checked="" type="checkbox"/> DellTryandBuy7400.pdf	✓	8/5/2019 2:16 PM	Chrome HTML Do...	59 KB
<input checked="" type="checkbox"/> HotelReceipt - Copy.pdf	✓	7/1/2019 3:08 PM	Chrome HTML Do...	119 KB
<input checked="" type="checkbox"/> HotelReceipt.pdf	✓	7/1/2019 3:08 PM	Chrome HTML Do...	119 KB
<input checked="" type="checkbox"/> US_QUOTE_3000044714581.1 (002) - C...	✓	8/21/2019 10:22 AM	Chrome HTML Do...	58 KB
<input checked="" type="checkbox"/> US_QUOTE_3000044714581.1 (002).pdf	✓	8/21/2019 10:22 AM	Chrome HTML Do...	58 KB

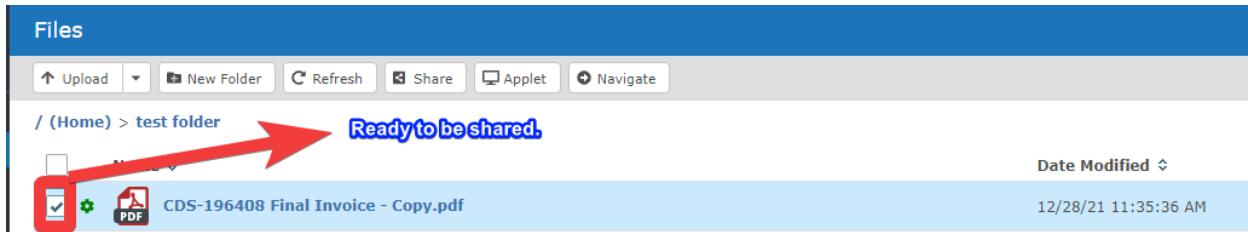
CTRL + Click

<input type="checkbox"/> Name	Status	Date modified	Type	Size
<input checked="" type="checkbox"/> CDS-196408 Final Invoice - Copy.pdf	✓	6/21/2019 11:02 AM	Chrome HTML Do...	69 KB
<input type="checkbox"/> CDS-196408 Final Invoice.pdf	✓	6/21/2019 11:02 AM	Chrome HTML Do...	69 KB
<input type="checkbox"/> DataRecoveryServices - Copy.pdf	✓	6/25/2019 2:37 PM	Chrome HTML Do...	63 KB
<input type="checkbox"/> DataRecoveryServices.pdf	✓	6/25/2019 2:37 PM	Chrome HTML Do...	63 KB
<input checked="" type="checkbox"/> DataRecoveryServicesPOBrown - Cop...	✓	7/2/2019 12:01 PM	Chrome HTML Do...	64 KB
<input type="checkbox"/> DataRecoveryServicesPOBrown.pdf	✓	7/2/2019 12:01 PM	Chrome HTML Do...	64 KB
<input type="checkbox"/> DellTryandBuy7400 - Copy.pdf	✓	8/5/2019 2:16 PM	Chrome HTML Do...	59 KB
<input checked="" type="checkbox"/> DellTryandBuy7400.pdf	✓	8/5/2019 2:16 PM	Chrome HTML Do...	59 KB
<input type="checkbox"/> HotelReceipt - Copy.pdf	✓	7/1/2019 3:08 PM	Chrome HTML Do...	119 KB
<input checked="" type="checkbox"/> HotelReceipt.pdf	✓	7/1/2019 3:08 PM	Chrome HTML Do...	119 KB
<input type="checkbox"/> US_QUOTE_3000044714581.1 (002) - C...	✓	8/21/2019 10:22 AM	Chrome HTML Do...	58 KB
<input type="checkbox"/> US_QUOTE_3000044714581.1 (002).pdf	✓	8/21/2019 10:22 AM	Chrome HTML Do...	58 KB

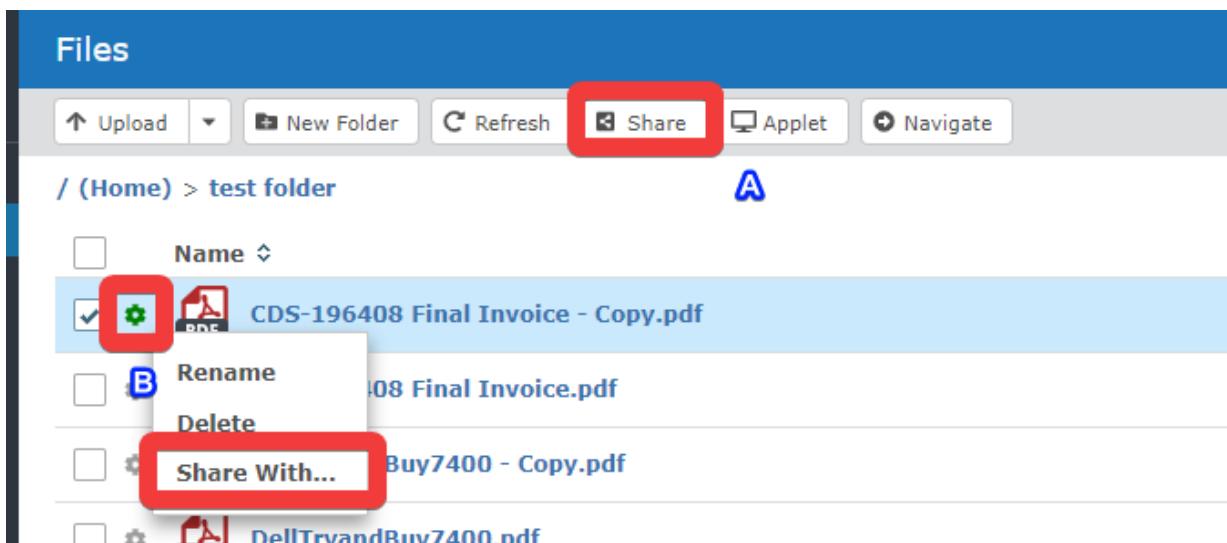
Once you have uploaded the files you want to share, you should see this:

Files		
	Name	Date Modified
		Size
<input type="checkbox"/>	CDS-196408 Final Invoice - Copy.pdf	12/28/21 11:35:36 AM
<input type="checkbox"/>	CDS-196408 Final Invoice.pdf	12/28/21 11:35:36 AM
<input type="checkbox"/>	DellTryandBuy7400 - Copy.pdf	12/28/21 11:35:36 AM
<input type="checkbox"/>	DellTryandBuy7400.pdf	12/28/21 11:35:36 AM
<input type="checkbox"/>	US_QUOTE_3000044714581.1 (002) - Copy.pdf	12/28/21 11:35:36 AM

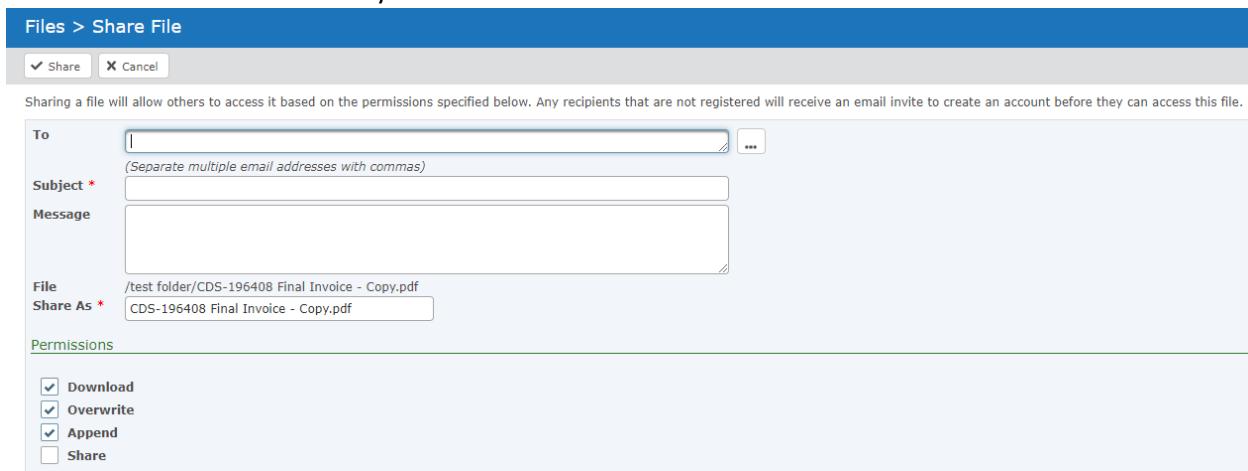
So now you can share either one of these files or the entire folder. There are multiple ways to share a file, first thing you need to do is select the file you want to share by checking the box next to the file:



If you wanted to share multiple files, you can select multiple, or all files. Now you can either click on “share” or the little gear icon then “share with” either option will take you to the “share invitation” screen.



Either A or B works here. Then you will see this:



Here you need to enter in the person's email address that you would like to share your file(s) with. Then after the email address, enter in a subject line, and a message if you would like. You also have the chance to modify permissions that the recipient will have on the shared data. It is highly recommended that you do not enable the “share” option as that will allow someone to share your data with another user through GoAnywhere.

Once you have filled out all the required information, hit “share” at the top left. Now the email that you entered in the “to” field will get an email notification from GoAnywhere along with instructions on how to create an account to access the shared data.

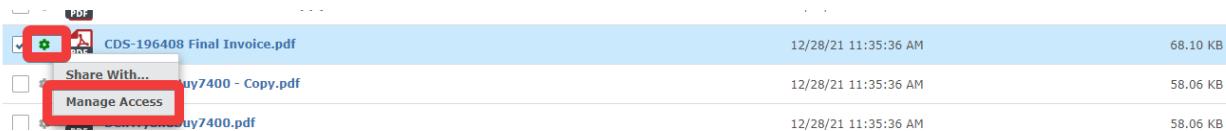
If you share a folder, you will see this icon:



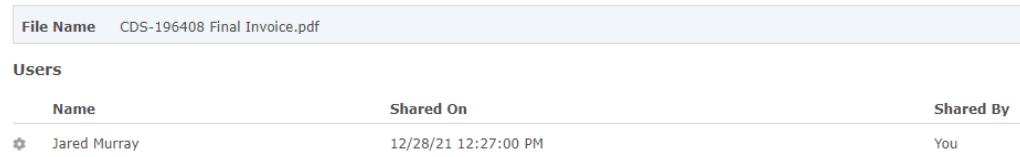
For files, there is no icon change. Now let's take some time to talk about managing file permissions.

D. How to Manage File Share Permissions

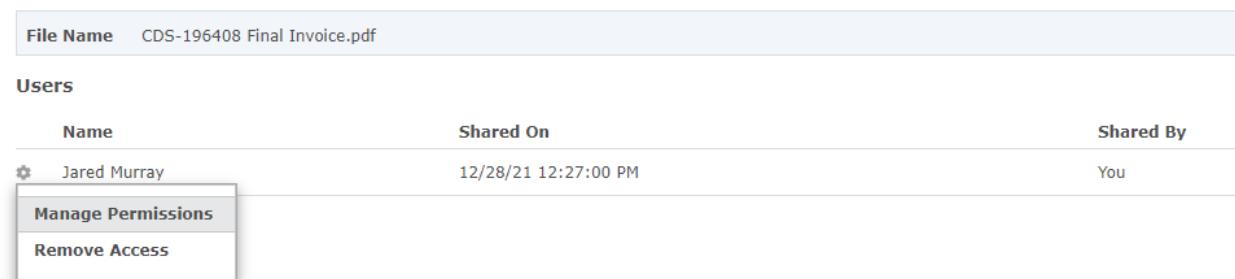
After sharing a folder or file you can remove that access. To do that click on the gear adjacent to the shared file or folder. See here:



Clicking on “manage access” allows you to see who currently has access:

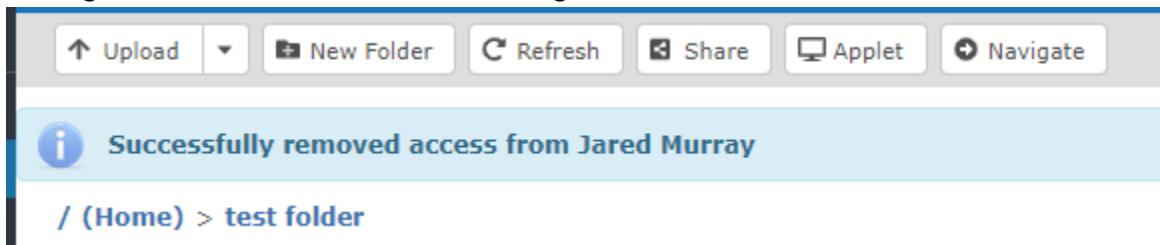


Click on the gear icon next to the user's name that you want to modify access then click on either “remove access” to stop sharing that data, or “manage permissions” to edit what they can do with the data:





Clicking on “remove access” does the following:

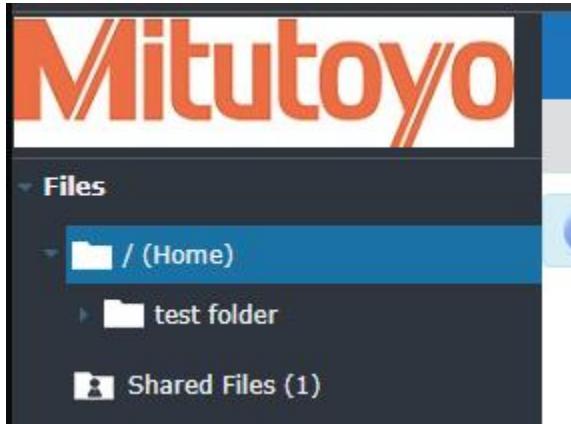


E. How to Accept a file shared to you

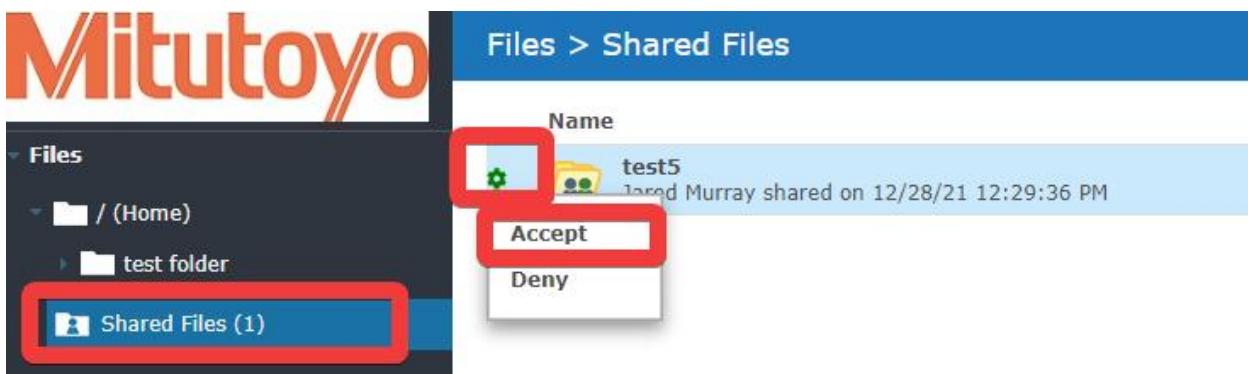
When someone shares a file or folder with you, you will need to manually accept that file or folder. You can do that by either hitting “accept” on the email from GoAnywhere that notifies you that a file has been shared with you, or through the GoAnywhere portal. Here is an example email:



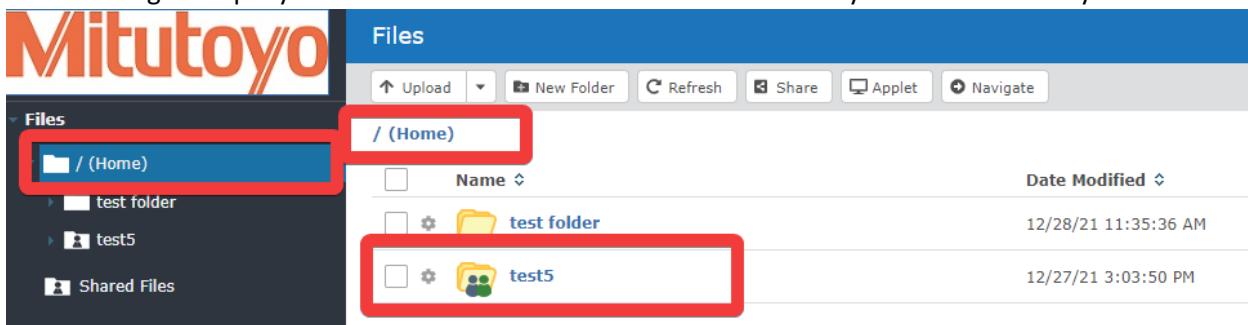
The other option is through your GoAnywhere Account Portal page. Click on “Shared Files”



Now click on the gear icon next to the file or folder you want to accept and hit "accept" as seen here:



After clicking "accept" you should see the folder or file located here in your home directory:

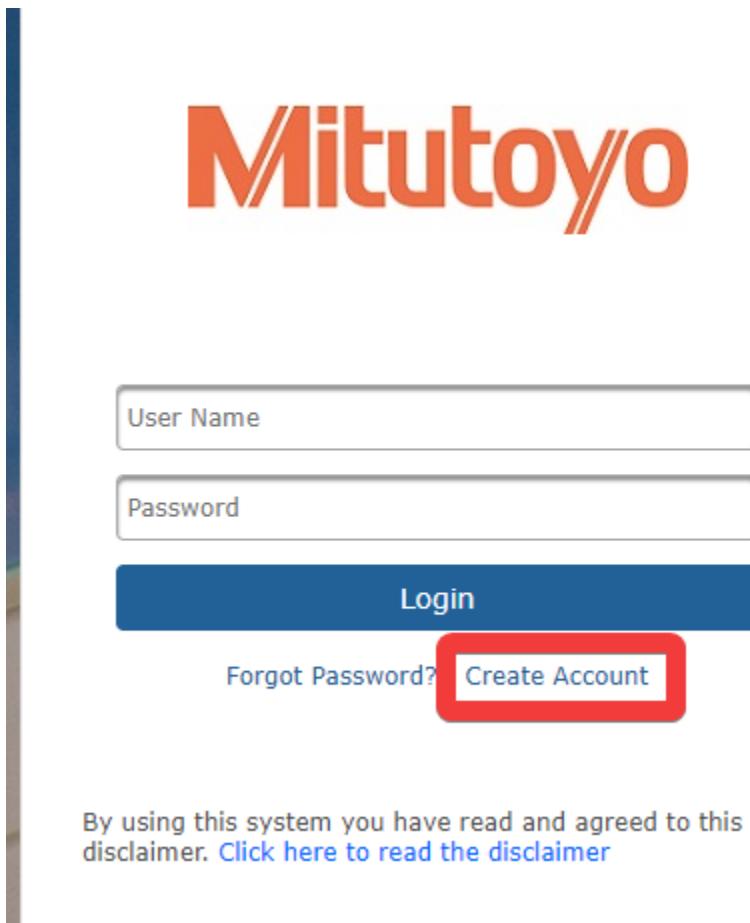


Now you should have access to the shared files and/or folders.

F. Customer Self Registration

Occasionally a customer or otherwise outside entity needs to share a file or piece of data with you, and they do not already have a GoAnywhere account, or a file sharing service that they themselves can use. In that case the customer can create their own GoAnywhere account. To do that they will need to navigate to here: <https://mft.mitutoyo.com/webclient/Login.xhtml> and click on "create an account."

As seen here:



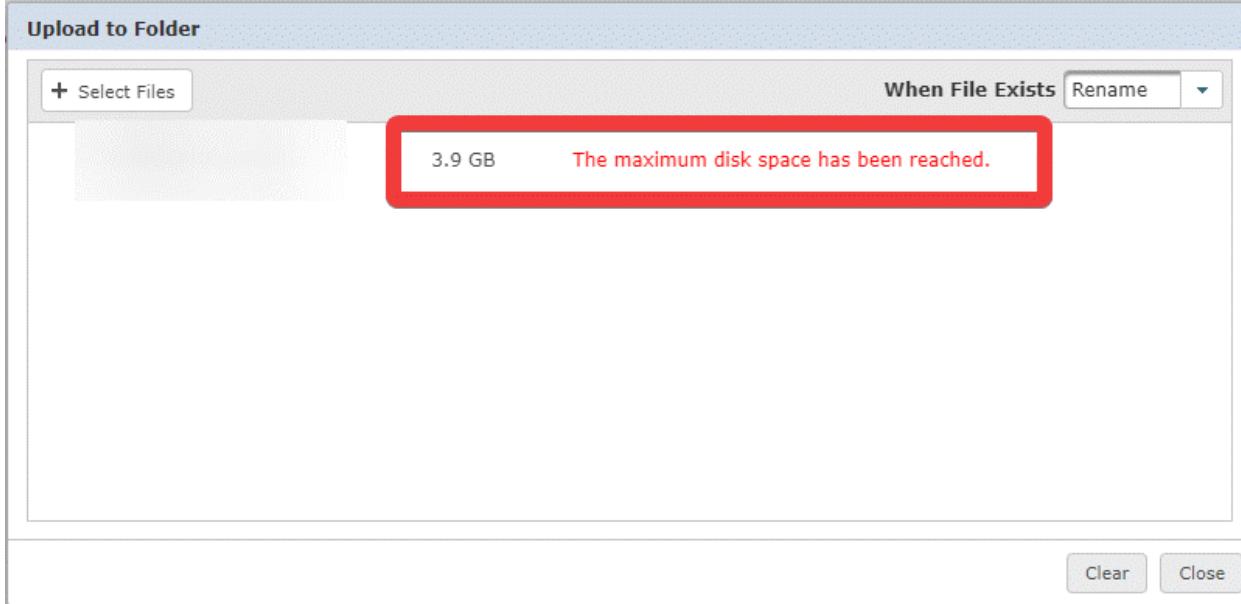
Once they create an account they will be able to share files with you.

3. When to put in a TrackIT ticket

There are two primary reasons why you would need to put in a TrackIT ticket. The first being that your account has been marked inactive, this will happen if you or a customer hasn't logged into GoAnywhere for 180 days (subject to change at IT's discretion). Also, multiple failed attempts at logging into GoAnywhere can cause your account to get marked as "inactive." Put in a TrackIT ticket if you are sure you are using the correct username and password but keep seeing this error on login:



The second reason you would need to put in a TrackIT ticket is if you are attempting to upload a file or folder but get this error:



First see if there is anything you can delete off your GoAnywhere Account, but if that is not an option please put in a ticket and IT will get back to you with a resolution.

Recall the ways you can put in a TrackIT ticket:

Call 630-723-3500.

Email TrackIT at trackit@mitutoyo.com.

Use the Self-Service portal, click on "use your windows credentials" at sign in.