

FTP(FileTransferProtocol)UserGuide

Introduction

FTP is a method to upload and download files into a temporary location through a valid login name and password. It can save time to transfer the files and documents to another trusted identity. Only with a web browser and an internet connection, any valid user can access the folder and download the files desired. Moreover, with privilege classification, some of the users (such as the public account) have limited access to the files.

FTP Information

IP address: [FTP://fscftp.com](ftp://fscftp.com)

Port: 21 Anonymous access: No

Please contact us for the account name and password.

Step by Step Guide

Open Internet Explorer, type the address [FTP://fscftp.com](ftp://fscftp.com) and press Enter

1. **Remember to go to Page -Open FTP Site in Windows Explorer if you're using Internet Explorer 7.**





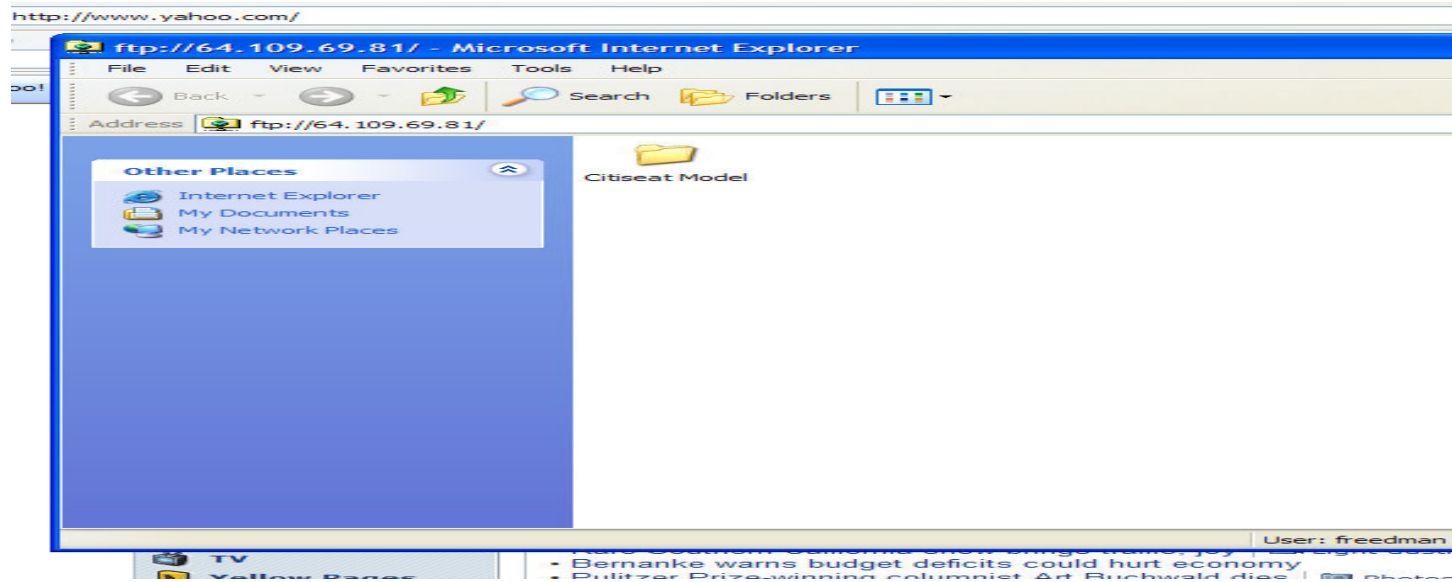
To view this FTP site in Windows Explorer, click **Page**, and then click **Open FTP Site in Windows Explorer**.

2.& The Internet Explorer will prompt to enter the login name and password. For public account, type the information we have provided for you..



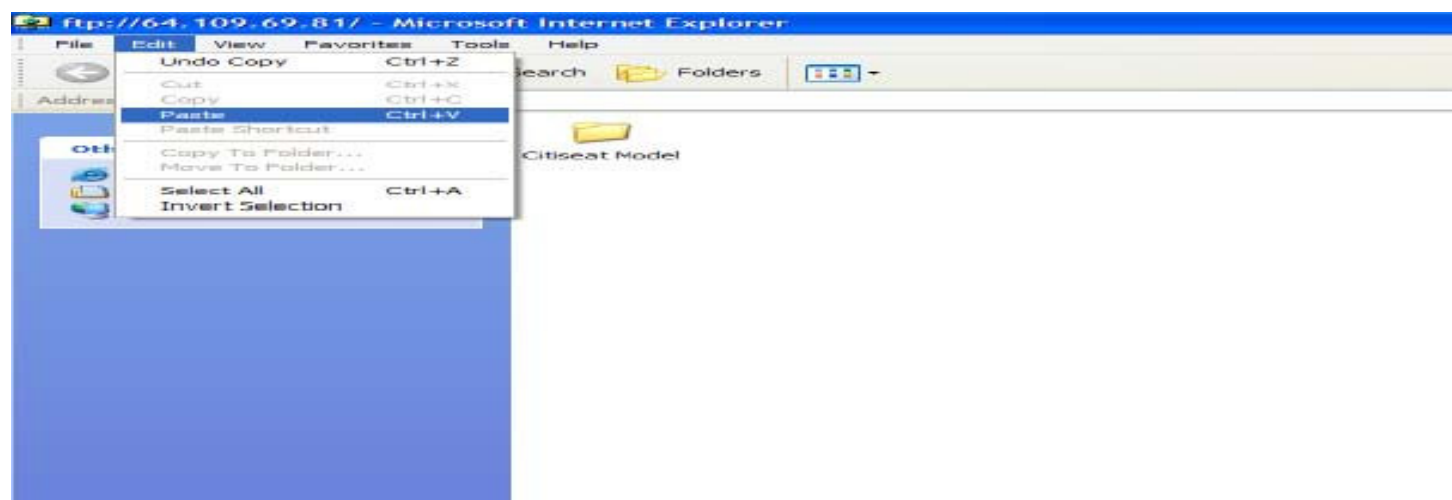
The System would not allow you to login until you have inputted the valid information.

3. After successful login, you should be able to view the files inside.

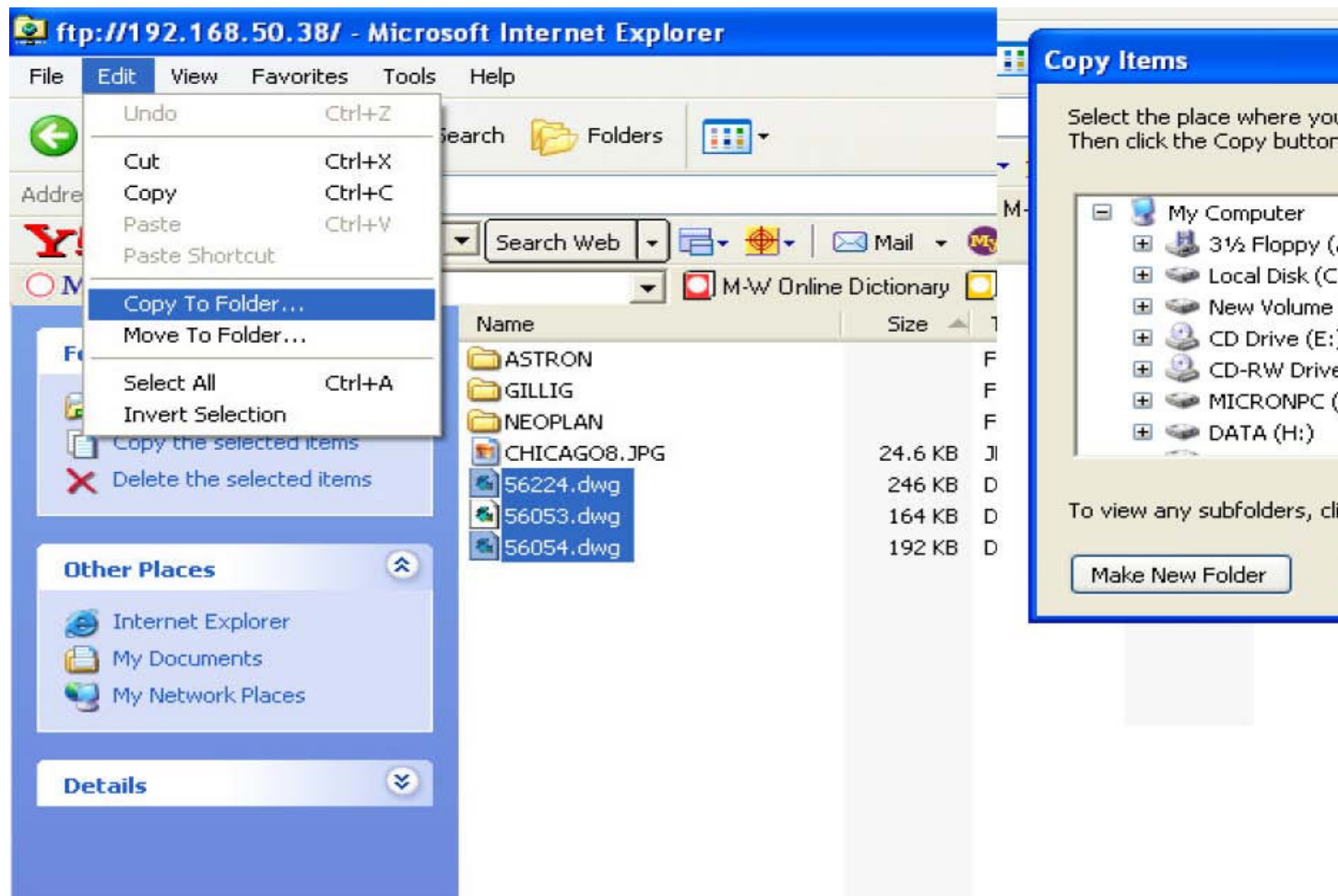


Note: Public Account can upload and download files, but is unable to delete files or access the Internal folder. Public account cannot create folders. So please do not upload a whole folder, otherwise it would not be successful.

>4. To put files there, right click the files you want to copy. Inside the white area of Internet Explorer, right click and choose paste.



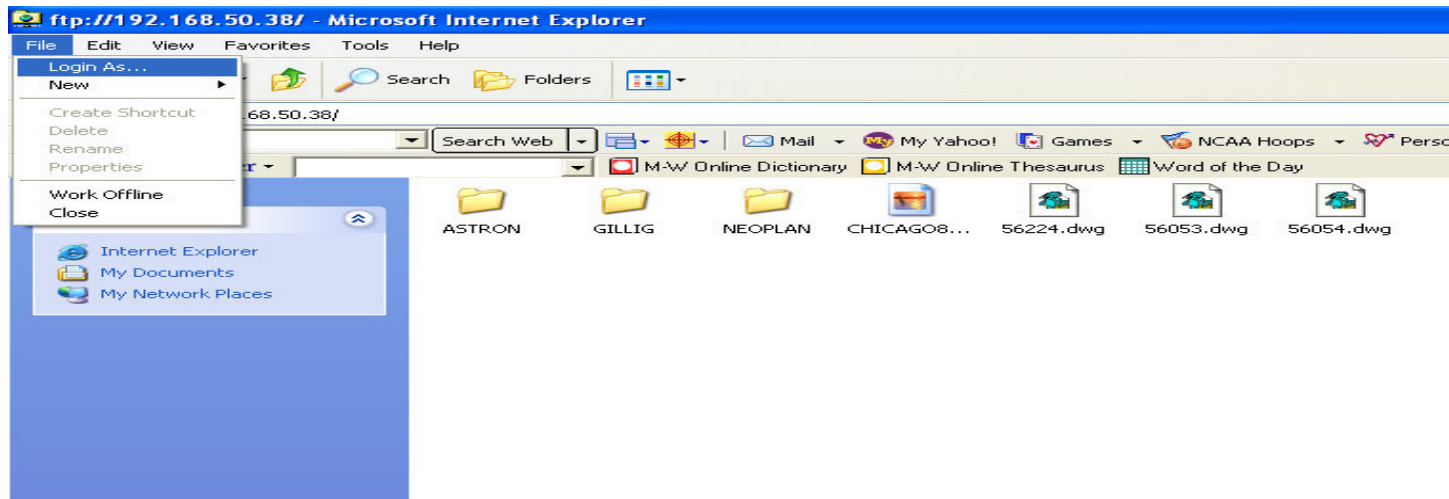
5. To download files, click the files you want to copy. Choose copy to folder and choose the destination you want the files to save. Then click OK.



Troubleshooting

1. Internet Explorer does not prompt me to enter the login name and password / I want to login as another user. How?

Inside the Internet Explorer, after typing the address, choose File, Login As. Then the user account input box will be prompted as usual.



2. When I am logging as the public account, I cannot upload a folder. Why?

Public account cannot create folders. So please do not upload a whole folder, otherwise it would not be successful. Try upload individual files instead.

3. Who can I contact for any other troubleshooting issue?

Please [call the helpdesk](#) for help and support.

Your FTP Account Information & Terms of use.

Your username: Your password:

Click here to login: [FTP://fscftp.com](ftp://fscftp.com)

Freedman Seating Co. provides FTP Access (File Transport Protocol) to it's Associates, Vendors, and Valued Customers. The site is for Freedman Seating Co. business related transactions only. To acquire access please [call the helpdesk](#)

Usernames & Passwords

One Username and Password has been assigned to your company. The username and password may be shared with the employees of your company only. If you require additional access for individuals other than your employees, [call the helpdesk](#)

Who to call for help?

1. 1. If you require any assistance with usernames and or passwords,... or if you receive errors while uploading or downloading files please [call the helpdesk](#) or by phone 773-524-2440 ext. 333
2. 2. If you have issues with any file(s) after downloading,.... Such as Opening, or Viewing file(s) correctly, or other File Format Related Problems; Please contact the other party who you are exchanging file(s).

Thank You, FSCITDEPT IT SUPPORT

FREEDMAN SEATING CO.

773-524-2440 X333