FTP

FTP

PROCESS GUIDE

CONTINENTAL HEALTH ALLIANCE
HELPING YOU PLAN FOR TOMORROW... TODAY.

MHB
MEDICARE HEALTH BENEFITS
INSURANCE SERVICES

How to Request FTP Account Set Up

To request FTP access to ourdatacenter.com, please email [Courtney McKay, Director of Call Center Operations](#) or [Natalie Brown, Senior Vice President of Marketing](#). Our team will create a dedicated FTP login for your organization.

Dowloading an FTP Client

Once your dedicated FTP account is created, you'll need to make sure you have an FTP client downloaded to your computer. For windows, I recommend using a free FTP client like **[FileZilla](#)**. If you are working on a Mac, you can download **Yummy FTP Lite** in the app store for free.
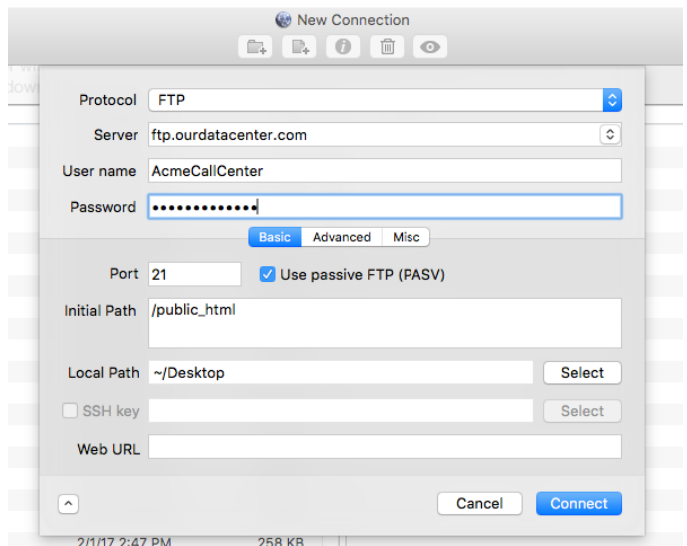
Accessing Your FTP Account

Accessing your FTP account from your FTP client is really pretty simple. When we create your dedicated FTP login, you'll receive information that looks something like this:
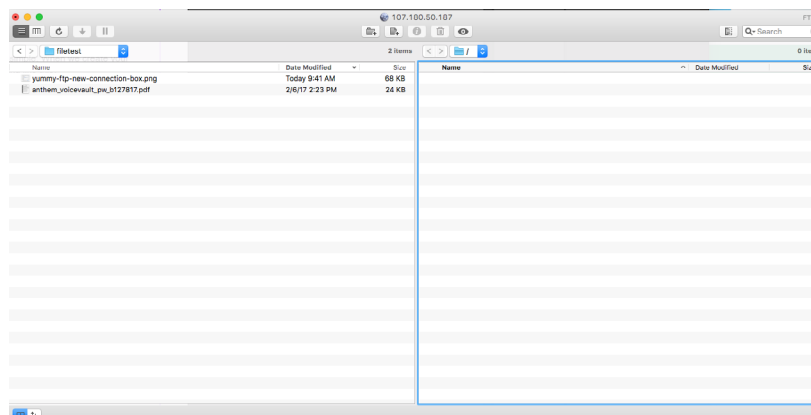
Server: ftp.ourdatacenter.com
Username: AcmeCallCenter
Password: wildEcoyote50

Let's open up our FTP client, such as **FileZilla** or **Yummy FTP Lite**, and enter our FTP login information. In this example, I'm using **Yummy FTP Lite** on my Mac.

Once you have entered your information into the **"New Connection"** window, you'll hit **"Connect"**.

Once you're connected to the FTP server, your window should look similar to the one below. You should have local/desktop files to the left and your server directory to the right.
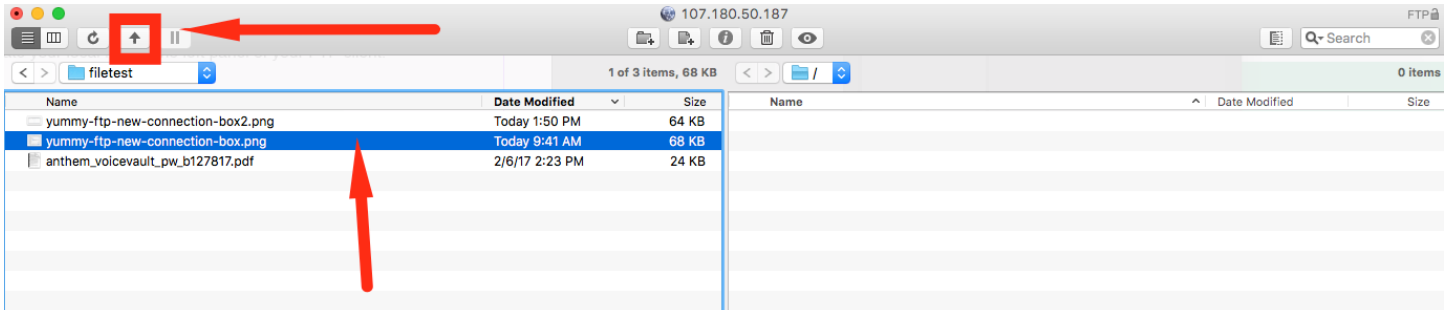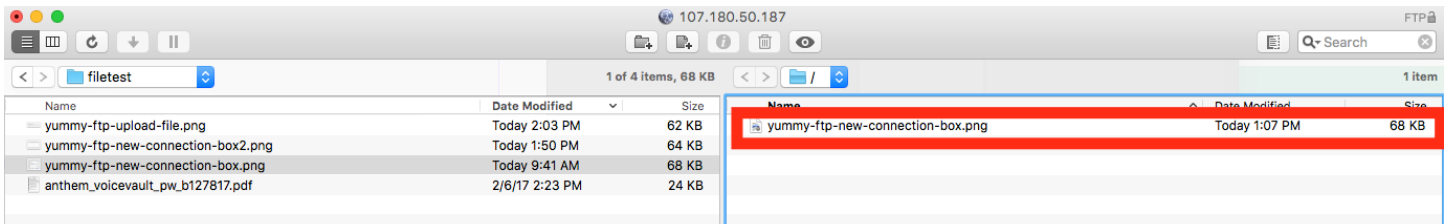
How to Upload/Download Files

Your FTP client gives you access to upload files from your computer to the FTP server, or download files from the FTP server to your computer.

Upload Files

To upload files to the FTP server, first locate the file you'd like to upload, to the server, on your computer. Remember, you can navigate your local files in the left panel of your FTP client.
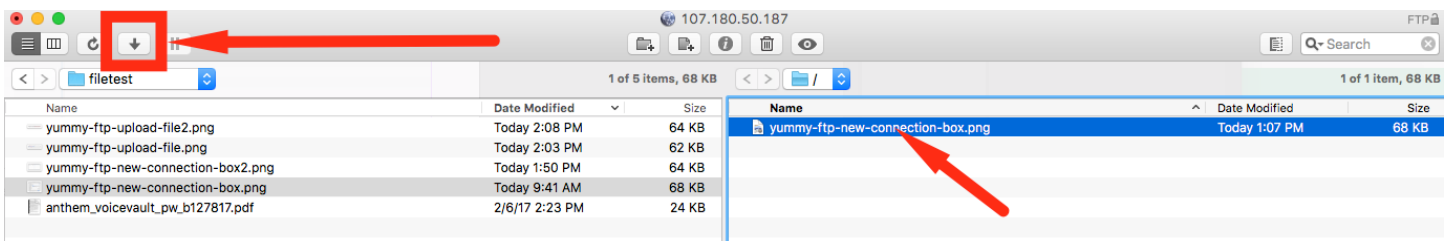

You'll notice, the blue highlighted document is the file I've selected for upload. You may upload a single file or multiple files per upload. Once you're ready to upload your selected files, simply hit the up arrow at the top of the left panel.

Your file has now been uploaded to the FTP server & will appear on the right side panel.

Download Files

Dowloading files from the FTP server to your computer, is exactly the same, just in reverse. First, find the server file you'd like to download locally. Got it? Awesome! Hit the down arrow at the top of the left side panel to download the file locally.

Congratulations, you can successfully upload and download files via FTP!