

INSTRUCTIONS FOR NCW SFTP ASSESS USING FILEZILLA

1. Download FileZilla Client <http://filezilla-project.org/> Follow the installation wizard and use FileZilla's recommendations when it comes to where to download etc.
2. Once downloaded and FileZilla is open and running, click 'File'
3. Click 'File' then select 'Site Manager'
4. Click 'New Site' (call this TTA SFTP)
5. Enter the following details:

Host: ncw.thetranscriptionagency.com

Port: 5522

Protocol select: SFTP - SSH File Transfer Protocol

Logon type select: Normal

Username: type the username supplied to you

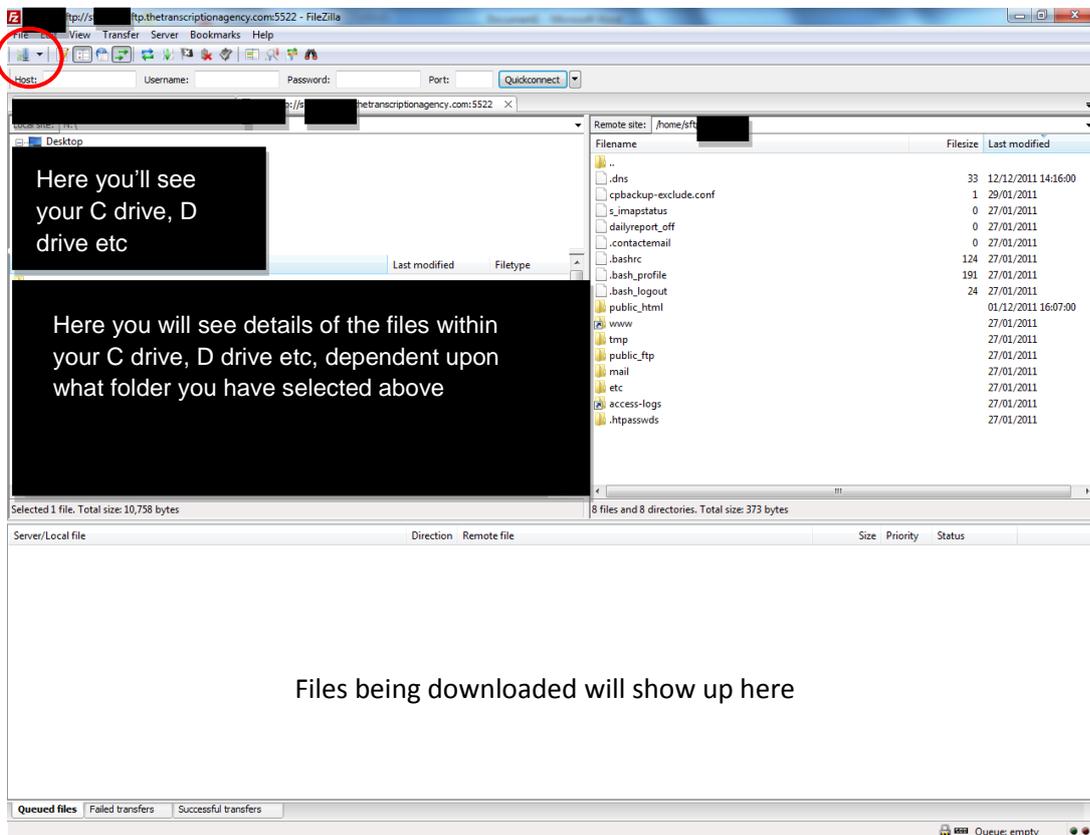
Password: type the password supplied to you

6. Click 'Connect'. After connecting, you may get asked if you trust the host key ncw.thetranscriptionagency.com:5522, to which you should selected yes, and tick the box to remember this choice for the future.
7. You should receive the following pop up box:



Select the box 'Always trust this host, add this key to the cache' and then click 'OK'.

8. Under 'View', unless you require the others, only have Filelist Status Bar, Toolbar, Quick Connect Bar, Local Directory Tree and Transfer Queue selected. You screen should then look something like this:



9. The folder on the left hand side that you select should be the folder where you usually save your soundfiles and where you want to download files to/upload files to the SFTP from.
10. In the folders on the right, you need to click on 'public_html'. Any soundfiles to be transcribed will be shown here when uploaded. They are other folders other than the 'public_html' folder, but you can ignore these.
11. 'Drag' the soundfile that is to be transcribed from the relevant folder and 'drop' it into the 'public_html' folder if you are uploading the file to us, or within your specified folder on your computer if you are downloading a file/document. You will see the file that you are downloading/uploading and its progress on the screen in the section indicated above.
12. Any failed transfers or successful transfers will be indicated on the relevant tabs at the bottom of FileZilla.
13. Next time you need to log onto the SFTP site, click on the button on the toolbar that is circled in red in the above picture. You should see 'TTA SFTP' here, select this and your folder will open.

TROUBLESHOOTING

If you are unable to gain access please double-check the following:

- 1) You are following Step 3 listed above rather than using the Quickconnect bar
- 2) Your username has the correct number of digits assigned to you. The most common error with entering usernames is where, when copying the username rather than manually entering it, spaces either side have also been copied.
- 3) Your password has the correct number of digits assigned to you. The most common error with entering passwords is where, when copying the password rather than manually entering it, spaces either side have also been copied.
- 4) The host has been entered into the box correctly, with no additional spaces in it.
- 5) You have downloaded FileZilla Client rather than FileZilla Server.

If you are unable to connect after re-checking the above points and that the guide has been followed accurately, please take a screen shot of both the Site Manager box where the details you are entering can be seen and also of the Message Log (listed under View) information. Please then email both of these to office@thetranscriptionagency.com where a member of staff will assist you as soon as possible.