

HOW-TO

A. NEW ACCOUNT SETUP

To request a new account on the Suttle-Straus FTP server, please follow these steps:

1. Go to <https://sftp.suttle-straus.com> and click “Request an Account”
2. Enter your email for username.
3. Enter your first name, last name and email address.
4. In the “Justification” field, enter your company name.
5. Enter a password that meets the complexity requirements (shown on screen).
6. Click “Submit Request”.
7. After we receive and approve your request, you will receive an email letting you know your request has been approved.
8. Log into the FTP and answer the security questions to finish your account setup.

Note:

- Account requests are typically approved within 2 hours. If you have not heard back from Suttle-Straus within 24 hours, please contact your customer service representative.
- Answering the security questions is required in order to use the password recovery feature if you forget your password.
- Passwords expire and will require resetting every 6 months.
- **If an account is no longer needed due to a change in responsibilities/roles or employment, please let Suttle-Straus know ASAP so the account can be disabled.**

B. PASSWORD RECOVERY

If you forget your password, follow these steps to recover it:

1. Go to <https://sftp.suttle-straus.com> and click “Forgot your password?”
2. Enter your username, first name, last name, and click “Submit”.
3. You will receive an email with the subject line “Password Reset Request”.
Click the “Reset Password” button in the email.
4. Answer the security questions and click “Submit”.
5. Enter a new password that meets the complexity requirements and click “Change Password”.
6. You will receive an email confirming that your password has been changed.

Note:

- Password recovery is entirely self-service. Suttle-Straus does not store user passwords, but we are able to manually reset it for you.
- You can change your password anytime once you are logged into the FTP website by clicking Account > Change Password.