

HOW-TO

FTP – CUSTOMER FILE DELIVERY

A. OVERVIEW:

Instructions for requesting an FTP account from Suttle-Straus, recovering or resetting your password and uploading or downloading files.

B. 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 a desired username. We reserve the right to change the requested 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.**

C. 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.

D. TRANSFERRING FILES

For all users, once you are logged into the FTP website you will see two folders at the root directory: “To Customer”, and “To SSI”. For users who have partnered with our Creative department for design services you will also see a third folder named “To Creative”.

TO UPLOAD FILES:

1. Open the “To SSI” folder for production ready files, open the “To Creative” folder for files that require design services.
2. Adding files
 - **To add files:** Click “Add Files...”. Browse to the file(s) you wish to upload. Select one or more files and click “Open”. Alternatively, you can click and drag files into the interface from a standard file explorer (Windows) or the Finder (Mac).
 - **To add a folder of files:** Click “Add Folder...”. Browse to the folder you wish to upload, select it and click “Open”. Alternatively, you can click and drag folders into the interface from a standard file explorer (Windows) or the Finder (Mac).
3. Once the files you want to upload are queued, click “Start Upload”. You can also click “Start” or “Cancel” per file.

A green rectangular button with a white plus sign icon on the left and the text “Add Files...” in white.A green rectangular button with a white plus sign icon on the left and the text “Add Folder...” in white.A blue rectangular button with a white play icon on the left and the text “Start Upload” in white.

Note:

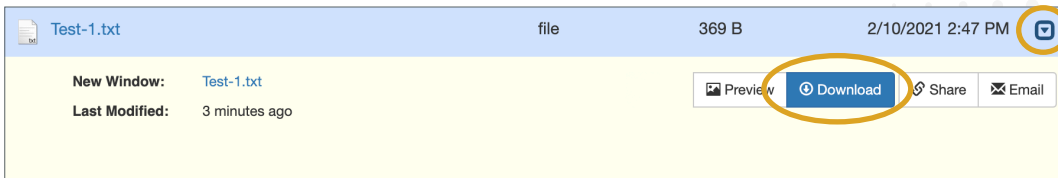
- Files are automatically downloaded and removed from the FTP every 10 minutes by Suttle-Straus. If a file disappears after you’ve uploaded it, that means we’ve received it and it’s safe.
- Folders are not removed immediately so that users can add additional files to the same folder. If there is a folder you previously added but no longer need on the ftp, you can choose to delete it.
- Creating a zip file when uploading groups of files is recommended for easier file handling.

TO DOWNLOAD FILES:

1. Suttle-Straus will send files through subfolders under the “To Customer” folder.
2. Browse to the appropriate subfolder, depending on what you are downloading.

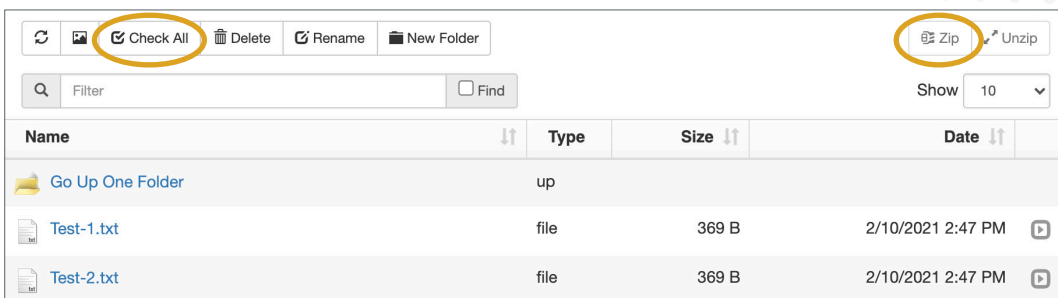
3. Downloading a single file

- Select the file you want to download, turning the background blue as shown below.
- Click the arrow at the far-right side of the window and click “Download”

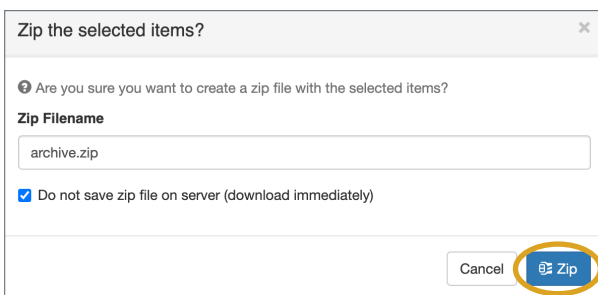


4. Downloading multiple files

- Select “Check All” if downloading all files in a single folder, or select each file individually from the list of files shown.
- Select “Zip”.



- In the pop-up window name the archive of the files. Keep the checkbox “Do not save zip file on server (download immediately)” selected and select “Zip”. The .zip file will download to your systems default download location, typically the “Downloads” folder.



- Once the zip file is downloaded open it/extract it to get access to the files within.

Note:

- The “Share” and “Email” options are disabled.
- A file retention policy removes all files from the FTP after 14 days.