**FTP Instructions**

If the client is having trouble or they need technical assistance, first make sure they are running FileZilla (FileZilla is the FTP software). There are lots of FTP programs and each one potentially has its own quirks. So if they say they are using another FTP software, explain that FileZilla has been tested with your server and it will ensure an easy connection. You do not want to try and support other FTP programs. Once they have FileZilla installed it is very easy to get them connected.

To get FileZilla they can download it from haightaccounting.com.

Now that they have FileZilla installed they need to launch it. There are four blank spots across the top. The client should fill in the blanks with:

Host: ftp.haightaccounting.com

User: the name of their folder on the server (all lower case)

Password: T@xes

Port: 5505

After entering 5505 for the port numbers have them press enter. It WILL connect.

The bottom half of the FileZilla window is split in two. The left side shows the files on the clients’ computer and the right side shows the files in their folder on the server. The client needs to navigate to their file on the left screen. If they are having a hard time finding the file, have them go back into their file and save a copy of it to their desktop.

Back to FileZilla. After the client finds the file in left side of FileZilla they should right click and select upload. In the bottom section of the screen they will see a green progress meter. When the upload is complete the file will appear on the right hand side of the screen.

When finished simply X out of the FileZilla window.