

Full-text FTP Instructions for PC Users:

In order to use the ftp, we will provide you with unique login credentials similar to the following:

Host: <ftp.epnet.com>

Username: ftpusername

Password: XXXXX

Windows Explorer Hyperlink: ftpusername:XXXXX@ftp.epnet.com

Once we have provided you with an ftp username and password, you may use the following instructions to upload content:

- 1) If you are using a PC, we suggest that you connect to the ftp using Windows Explorer. To navigate to windows explorer go to **Start → All Programs → Accessories → Microsoft Windows Explorer**.
- 2) You can either type //ftpusername:XXXX@ftp.epnet.com, or <ftp.epnet.com> into the address bar. Once you have entered the url, a box should appear prompting you to enter your username and password. If this box does not appear, you should try navigating to “file” → “login as”, which will cause the username and password box to pop up.
- 3) Once you have been prompted to enter your username and password, check the box in the bottom righthand corner that says “save password”.
- 4) Now you can simply drag and drop your files onto the blank space and they'll be transferred to EBSCO's ftp server.

Here is a link to a quick video tutorial on accessing our ftp site:

http://support.ebsco.com/training/flash_videos/ep_ftp/ep_ftp.html

Full-text FTP Instructions for Mac Users:

If you are using a Mac, the process is slightly different, and our tutorial video will not be helpful to you. The steps depend upon whether or not your Mac already has a built in ftp client or if it will be necessary to download one.

If your Mac already has a built in ftp client, the following instructions should allow you to access the ftp:

1. Go to your Finder, and select the Go menu. Choose the "Connect to Server" option. (You can also navigate here using Command + K)



2. Type in the URL of the ftp site. For example: <ftp.epnet.com>



3. A Username and Password box should appear: Enter in your login credentials.



The site now mounts on your Desktop as if it were just another hard drive on the local network.





You should now be able to drag and drop your files to the ftp.

If these Mac instructions do not allow you to access the ftp, you likely do not have an ftp client built in on your computer. In this case, you will want to download a free ftp client from the web.

After the installation of your free ftp client is complete, and the program icon appears on your desktop, double-click on the icon to begin using the program. The windows on the left-hand side of the screen represent locations on your computer, while the windows on the right-hand side will display the contents of the ftp site.

You may now drag and drop files to the ftp.

The ftp does not appear to be working:

If you are experiencing difficulty using the ftp, we suggest that you double check that you are using the correct username and password. If you continue to experience difficulty, it could be due to one of the following factors:

1. Are you using a Mac or PC?

If you are using a Mac, our PC instructions will not apply, and neither will our tutorial video. If the Mac instructions do not appear to be working, it is likely that you do not have an ftp client built in on your computer. If this is the case, we suggest that you download one from the internet.

2. Are you using Windows Explorer to navigate to the ftp?

If you are using a PC we strongly suggest that you use Windows Explorer to navigate to the ftp. You will not be able to access the ftp using Internet Explorer or another web browser. To

navigate to Windows Explorer: go to **Start → All Programs → Accessories → Microsoft Windows Explorer.**

3. Are you copy & pasting your login credentials or typing them in?

It can be difficult to make sure the correct combination of upper and lower case characters are entered, and sometimes, differentiating characters is tough. We suggest that you copy & paste your login information to ensure that no extra spaces or incorrect characters are entered.

4. Are you trying to connect from a large university or institution?

Many large institutions have very tight security settings and firewalls that will prevent you from connecting to the ftp. In this case, we recommend that you reach out to your IT department to request assistance.

5. Has the connection timed out?

How large is your file? Sometimes the connection times out before the file can be uploaded if the file is very large or the connection is not strong enough. We recommend that you zip very large files before uploading to the ftp (especially if the file is larger than 20MB).