

The main problem that most people have when downloading files from our FTP site is when they are using Internet Explorer or another internet browser to access the files. When you hit one of the drawing and specifications links on the Bid Board for the first time, you are prompted for a username and password. You log in using the information you were given and you're then presented with the files associated with that job. If you then head back to the Bid Board and click on the drawings and specs link for another job, you are not prompted to log in again. At that point, you are using "cached" (or saved) credentials and you are only going to see the files associated with the job that you logged onto first. This will happen even if you close your internet browser. This has caused some confusion because you may mistakenly believe that the same files exist for every job on the Bid Board.

So what can be done to prevent this confusion? There are two options:

- After you click on a drawing and specs link, the FTP site will open. Before proceeding any further you should always hit the "refresh" button in your browser. This will ask for credentials.
- Use an FTP client. An internet browser on its own is not a very good way to access FTP sites. If you have to download a bunch of files from the browser, it can be a hassle to launch each one and save it to your computer. The most efficient way to access FTP sites is with an FTP client program of some sort. It will enable you to set up specific credentials for individual FTP sites and also simplify the upload/download process. Although a quick Google search for "Free FTP client" will turn up many results, my favorite has always been a Firefox add-on called "FireFTP".

This is how you install it: *(This may seem like a lot of steps, but it's really not that bad)*

- a. If you don't already have it, download and install the Firefox browser from <http://www.getfirefox.com>
- b. Launch Firefox.
- c. Click on **Tools, Add-ons**.
- d. Click on **Get Add-ons**.
- e. In the "Search All Add-ons" search box, type in **FireFTP** and hit enter.
- f. Click on the **Add to Firefox** button.
- g. There will be a short pause and then the **Install Now** button will be clickable. Go ahead and click it.
- h. After another short pause, you will see a button that says, **Restart Firefox**. Click it.
- i. After Firefox opens back up, you can close the Add-ons window.

FireFTP is now installed. Next, we have to configure it to connect to an FTP site.

- a. Launch FireFTP by clicking on **Tools, FireFTP**.
- b. The first time it opens, one tab will open with the "FireFTP Charity Project" page on it. You can **close that tab**.
- c. The remaining tab is the FireFTP application itself. See the **Create an account** dropdown box in the top left? **Click** on that.
- d. This Account Manager window is where you put in all the info that's required to connect to an FTP site. To access a Harkins FTP site, type this info in the **host** field:
<ftp://files.harkinsbuilders.com>
- e. Put the username and password information into the **Login** and **Password** fields.

- f. In the **Account Name** field in the top left, use some name that will help you identify this site. It's up to you what you call it.
- g. Hit the **OK** button.

You will now see that you have the site you just created in the dropdown box in the top left. If you have multiple sites setup, this is how you choose which one you will connect to. Now we want to connect to our new site.

- a. Ensure that your new site is selected in the sites dropdown box and hit **connect**.
- b. If you did not put in the username and password in step e above, you will now be prompted for this info. Go ahead and put it in.
- c. When the successful connection is made, you will see the FTP sites contents in the right-hand pane. The contents of your computer are shown in the left pane. In the left side, you'll want to locate either the files you want to upload or the folder where you want to download to.
- d. In the right side, browse to either the files you want to download or the folder you want to upload to.
- e. Use either of the **two arrow buttons** in the middle to transfer files in either direction.
- f. When you are done, hit the **disconnect** button in the top left and close the FireFTP tab.

That's it. Thanks for reading.