



FTP User Guide

Prompt Mailers supports FTP and SFTP to safely and securely collect, store, manage, and distribute sensitive information between your organization and our servers. We recommend you transfer all your data via this method as email usually has size and firewall limitations. Our new system provides a variety of ways to connect.

Web Interface: The easiest for quick transfers. From your web browser, log in from <http://portal.promptmailers.com> and transfer your files with the easy to use interface. This option only lets you transfer 1 file at a time.

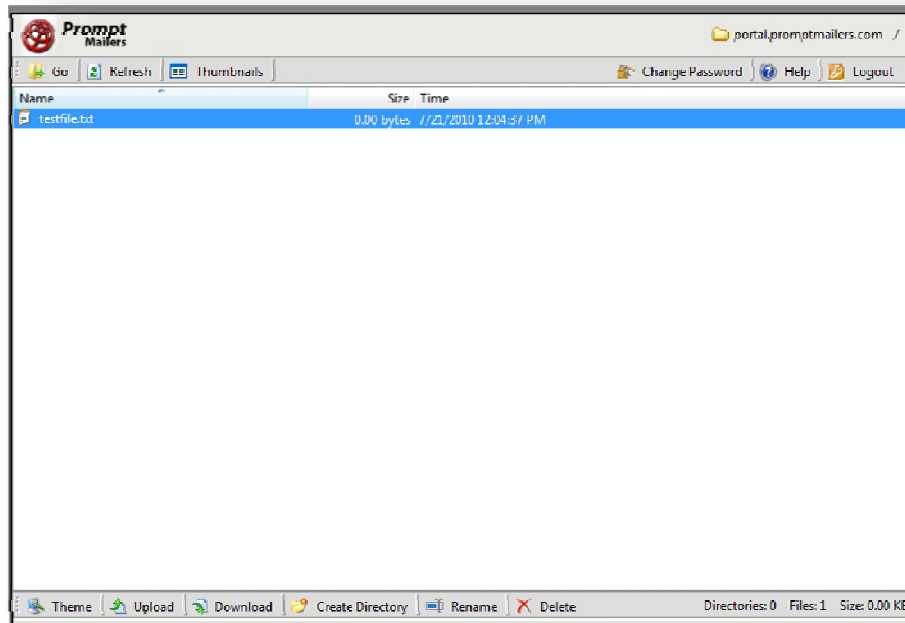
FTP Software: If you have your own client software, you can connect via <http://portal.promptmailers.com> and exchange files. Popular free clients are Filezilla and CuteFTP. This option may be better suited if you are transferring a large quantity of files and can queue or schedule them

Accessing the System via Browser

From a web browser, navigate to <http://portal.promptmailers.com>. If you have an existing account or an account on our legacy system, please enter the Username/Password. To create a new account, click the button and fill out the registration form. You should see the following screen:

A screenshot of the Prompt Mailers Client Access Portal login page. The page has a dark grey background. At the top center is the Prompt Mailers logo, which consists of a red globe icon and the text "Prompt Mailers Client Access Portal". Below the logo is a login form with the following fields: "User:" with a text input field, "Password:" with a text input field, and "Language:" with a dropdown menu currently set to "English". Below these fields are two checkboxes: "Remember me" and "Login". At the bottom of the form is a "Theme" link. Below the form is a copyright notice: "Copyright 2010 Prompt Mailers. Please contact 718-447-6206 ext 115 for assistance." At the very bottom of the page is a large, circular, metallic-looking button with the text "Create Account" in the center.

Once you have successfully logged in, your screen should look something like this. You will see a list of any files and/or folders that you have residing in your user folder.



Some options you have to choose from are

Upload- Send Files to us

Download – if you are picking up files from us, click on the file and click the download button

Create Directory – Lets you create folders inside your user folder to make management easier

Delete – Delete files or folders. (This can not be undone!)

Once you upload a file to us, your customer service representative will promptly be notified the transfer was been completed. If you have any questions or need help using the system, please do not hesitate to contact us