

How to Log into an FTP or SFTP Directory

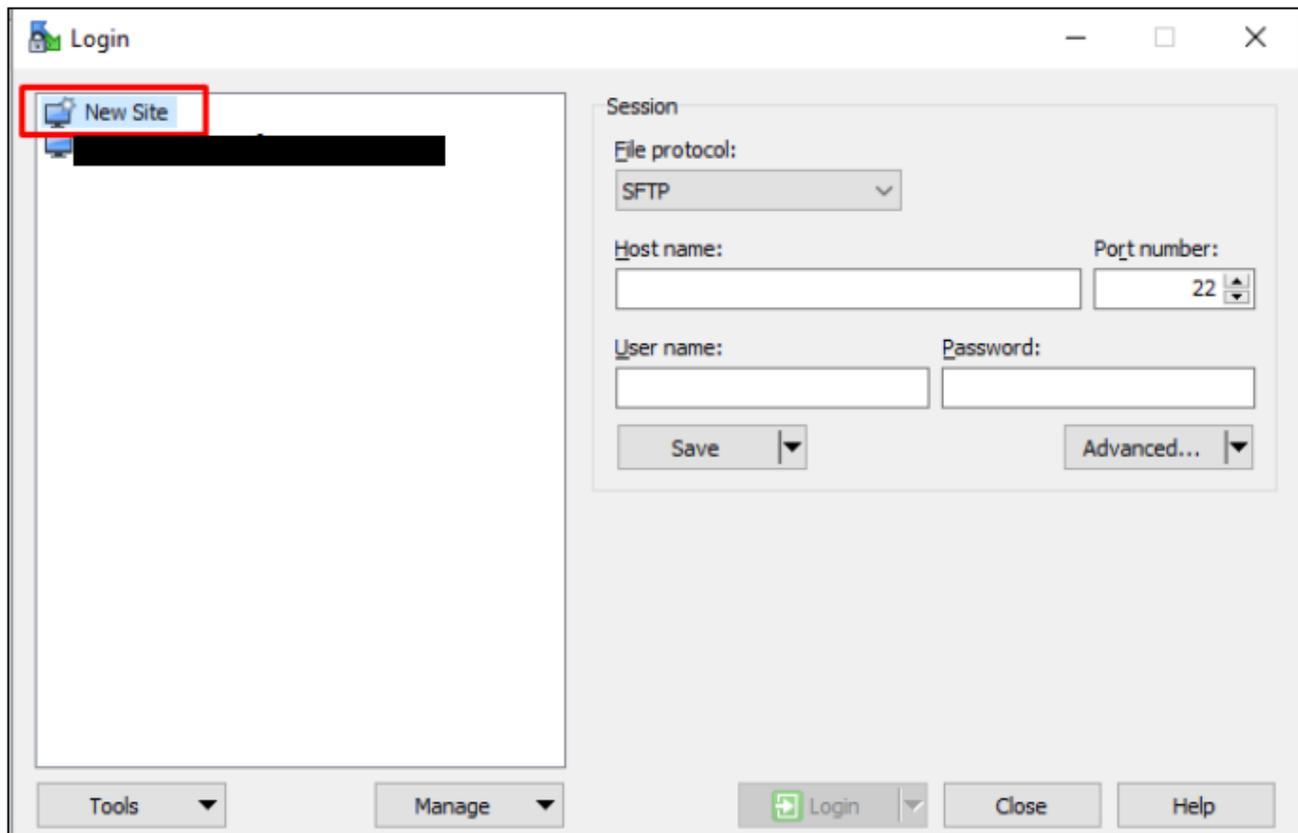
For instructions on logging into your FTP or SFTP directory, please select the FTP client you are using from the options below.

- [WinSCP Instructions \(Windows only\)](#)
- [FileZilla Instructions](#)

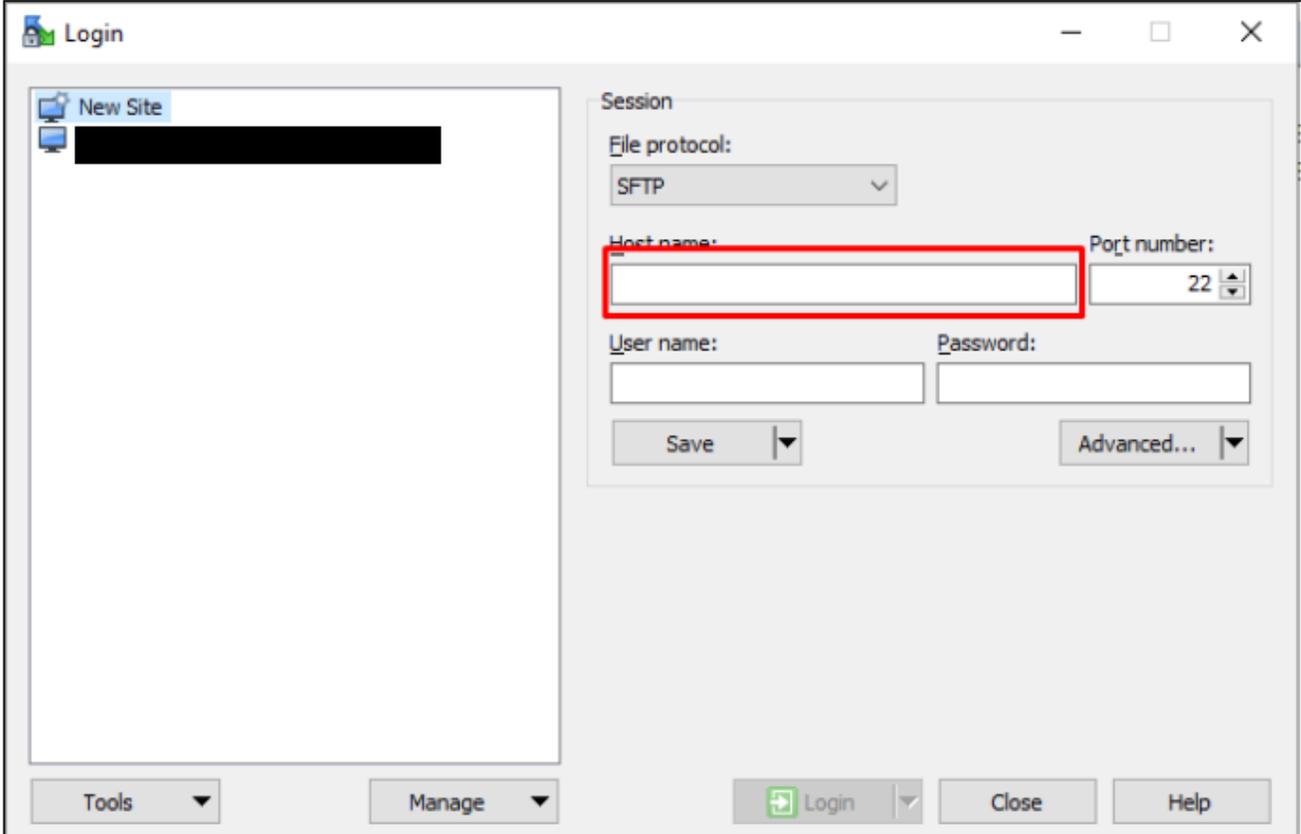
WinSCP (Windows Only)

NOTE: WinSCP is only available for Windows. Please see the FileZilla instructions if you are using a Mac.

1. Download and install WinSCP from their website: <https://winscp.net/eng/download.php>.
 - a. At the time of writing these instructions, version 5.13.3 is the current version.
2. Run WinSCP.
3. Select **New Site** from the left pane.



4. Enter "ftp.conversica.com" into the **Host Name** box.

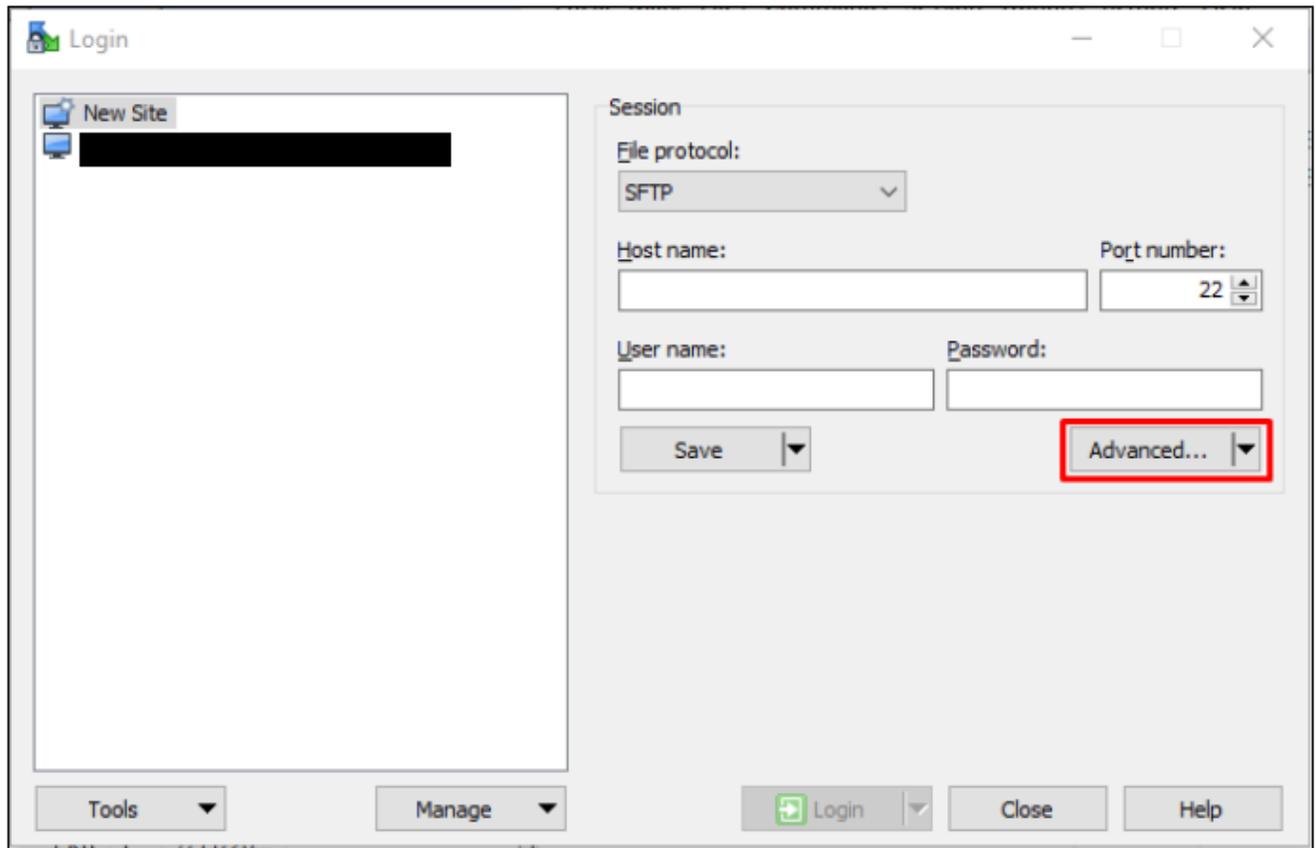


The screenshot shows a 'Login' dialog box with the following fields and controls:

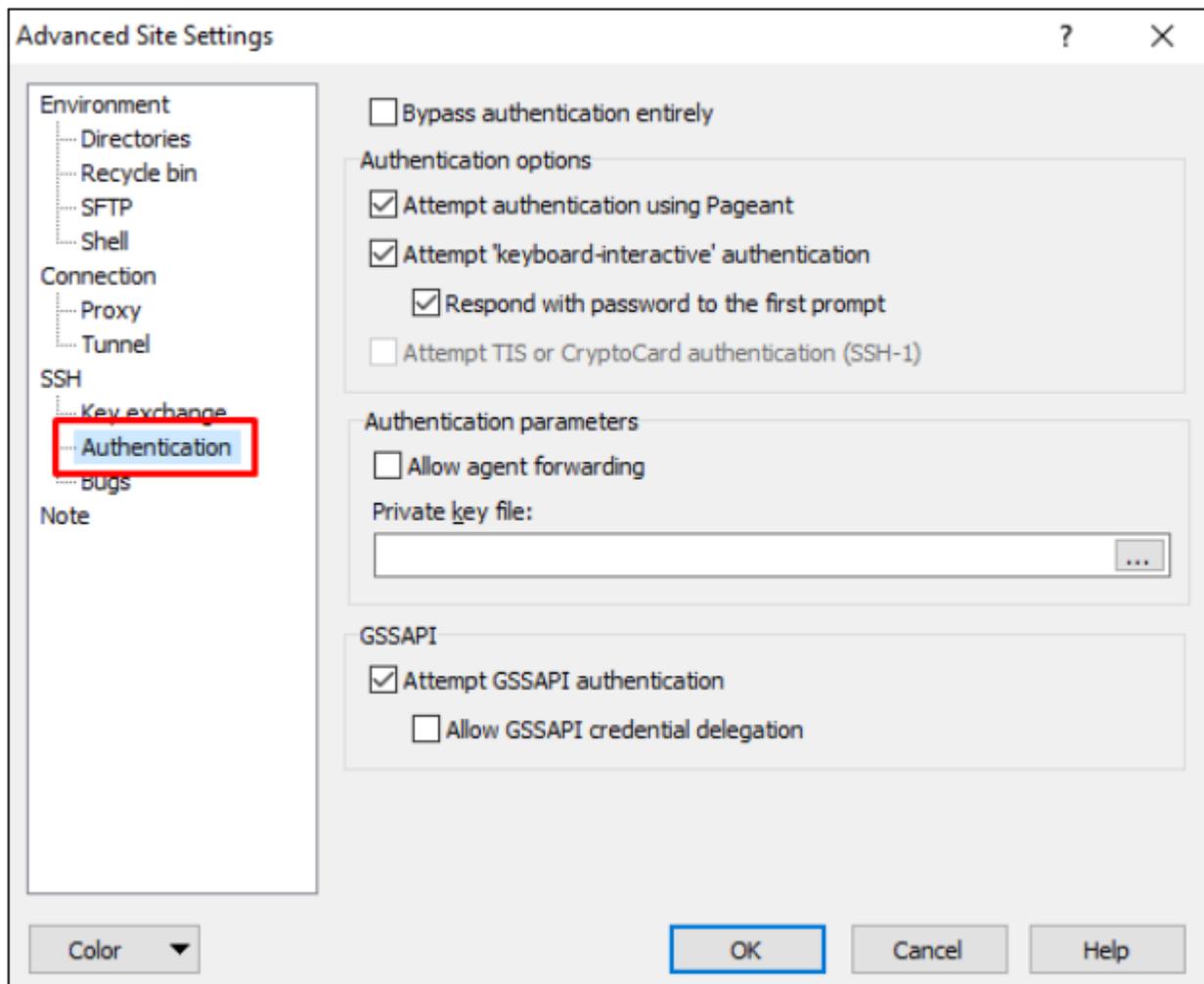
- Session** section:
 - File protocol: SFTP (dropdown)
 - Host name: [Redacted] (text input, highlighted with a red rectangle)
 - Port number: 22 (spin box)
- User name: [Redacted] (text input)
- Password: [Redacted] (text input)
- Buttons: Save (dropdown), Advanced... (dropdown)
- Bottom bar: Tools (dropdown), Manage (dropdown), Login (button with green arrow icon), Close, Help

5. Enter the username that was provided by your TAM.
 - a. If you're logging in using FTP, also enter the password provided by your TAM and skip to [step 11](#).

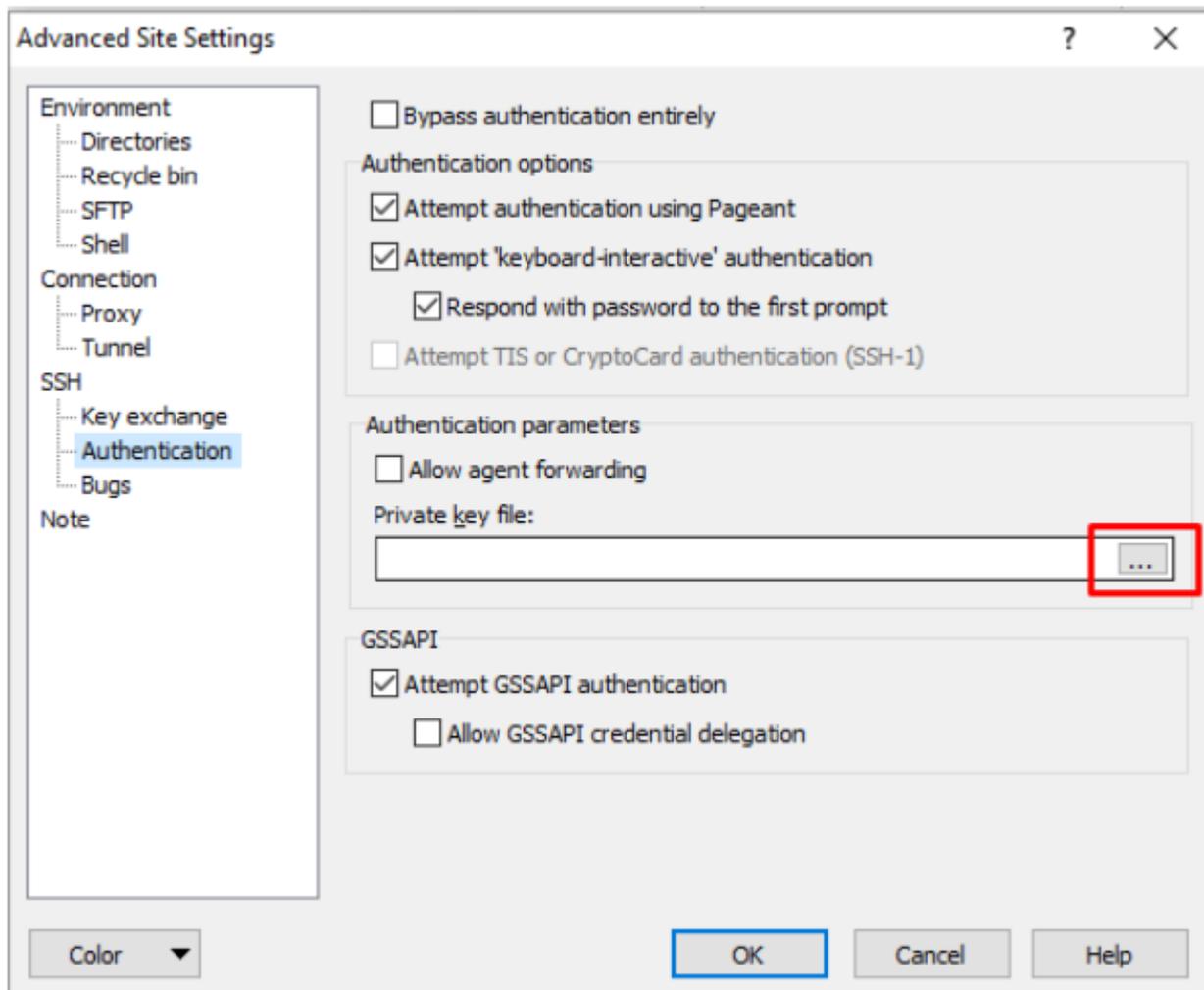
6. Click the **Advanced** button.



7. Select **Authentication**.

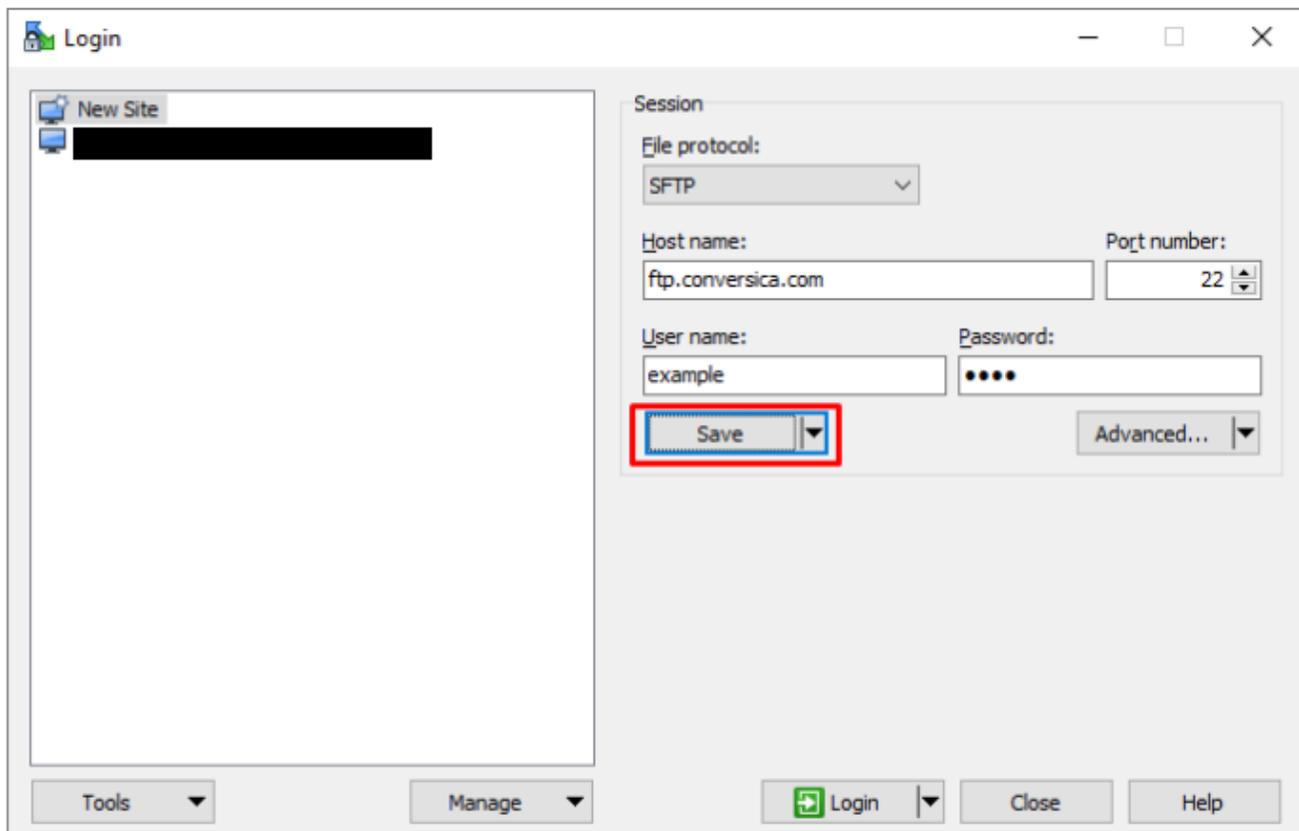


- Click the button with the three dots next to the **Private key file** field.

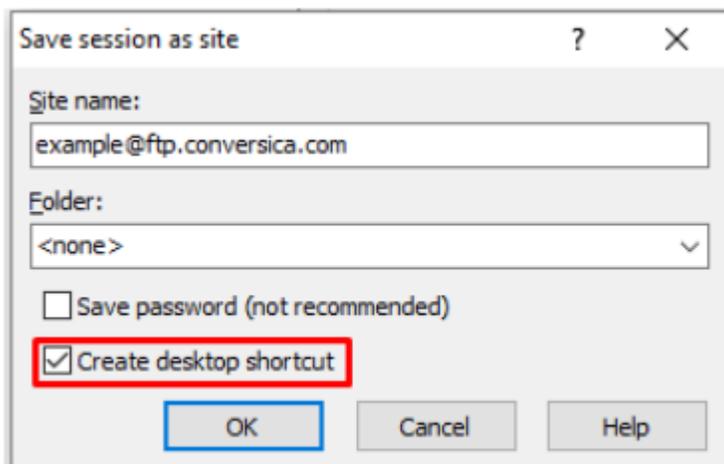


- Navigate to and select your private key.
- Click the **OK** button.

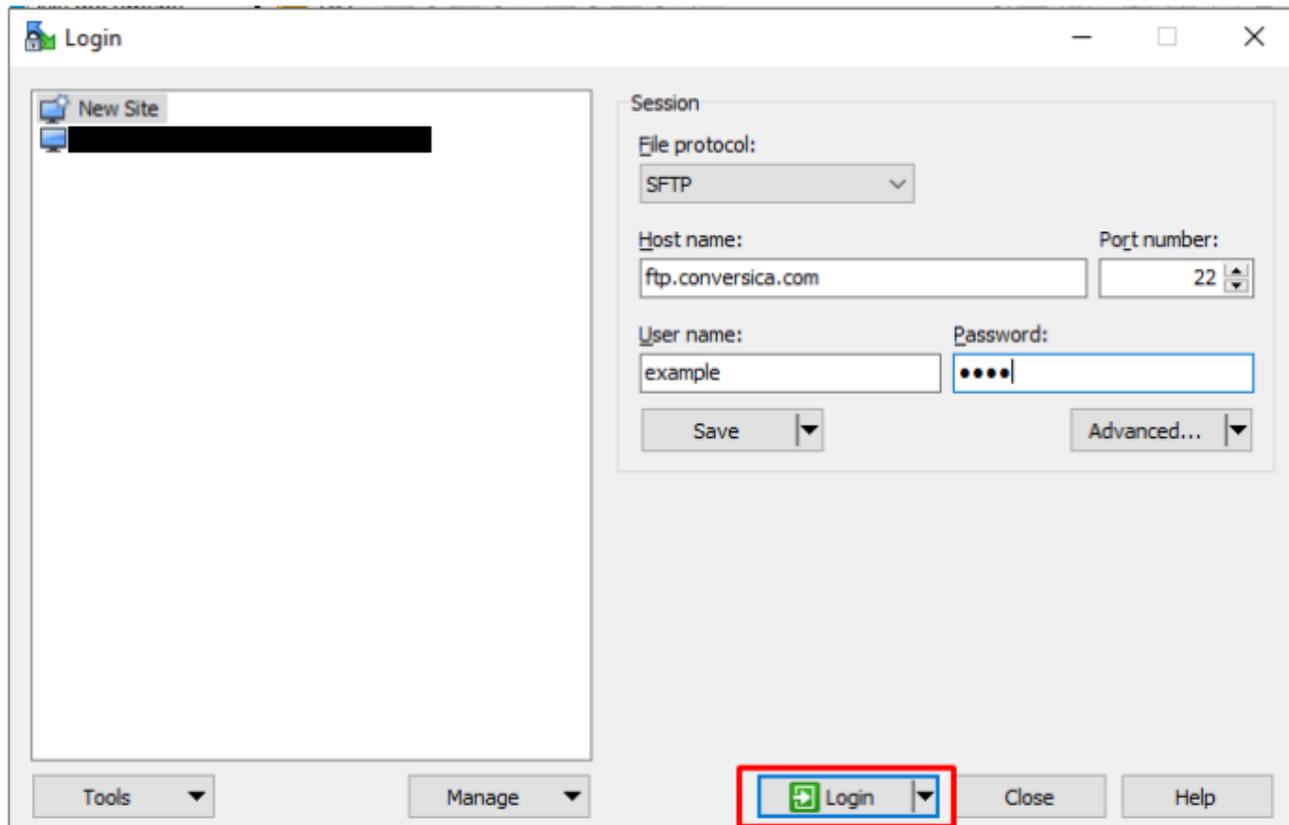
11. Click the **Save** button.



12. Check the **Create desktop shortcut** box.

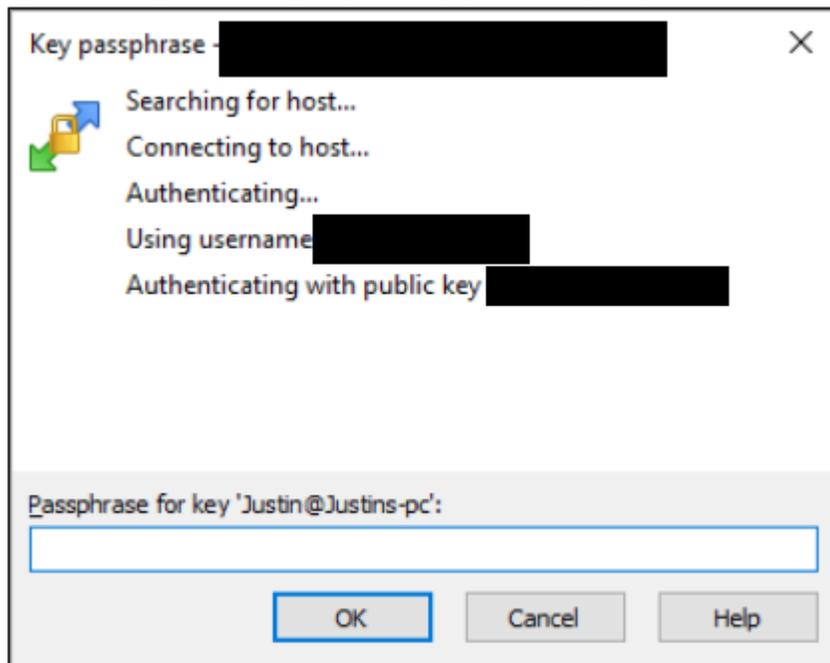


13. Click the **OK** button.



14. Click the **Login** button.

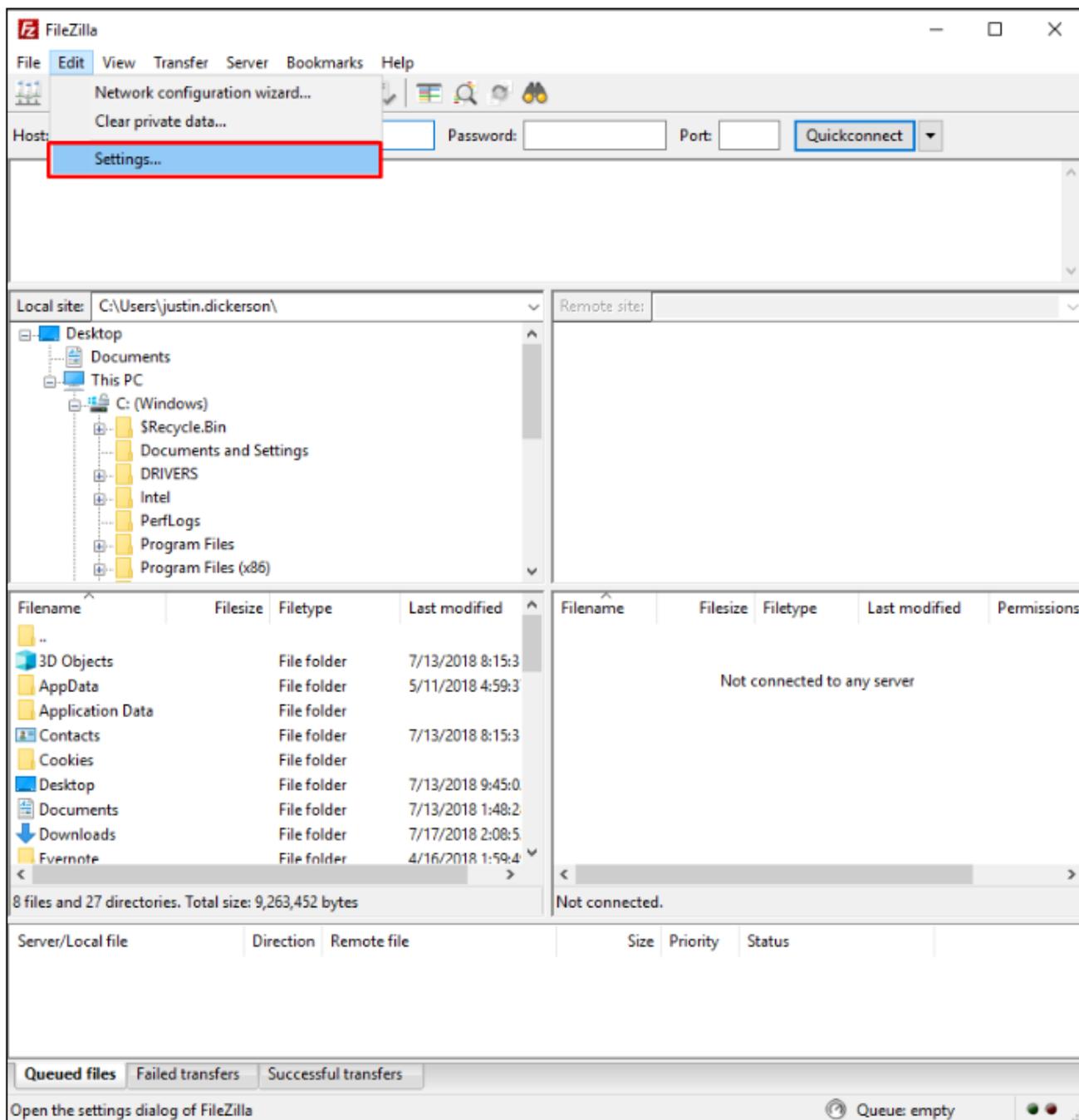
15. If you added a password to your public key, you will be prompted to enter it.



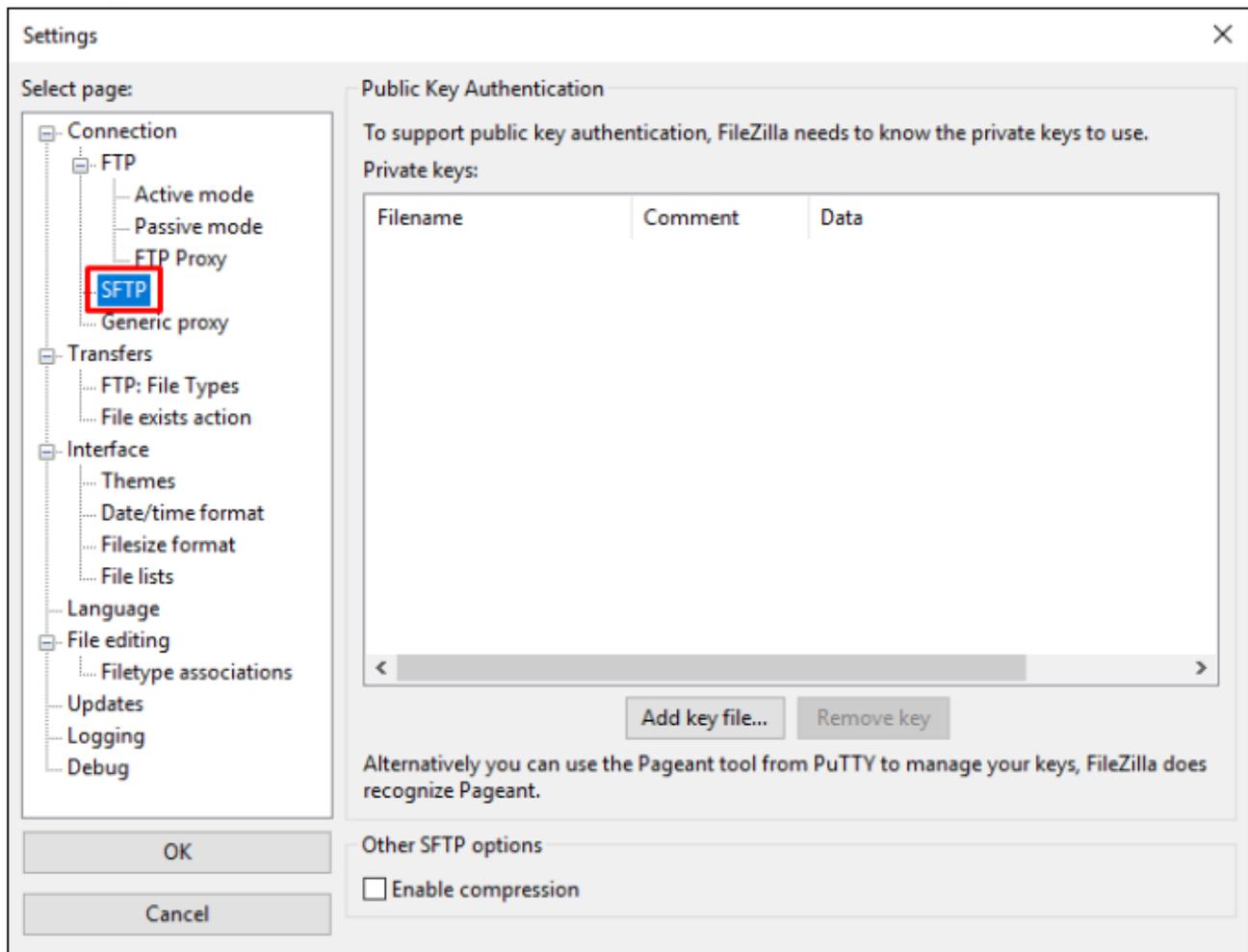
16. You should now be able to see your directory.

FileZilla

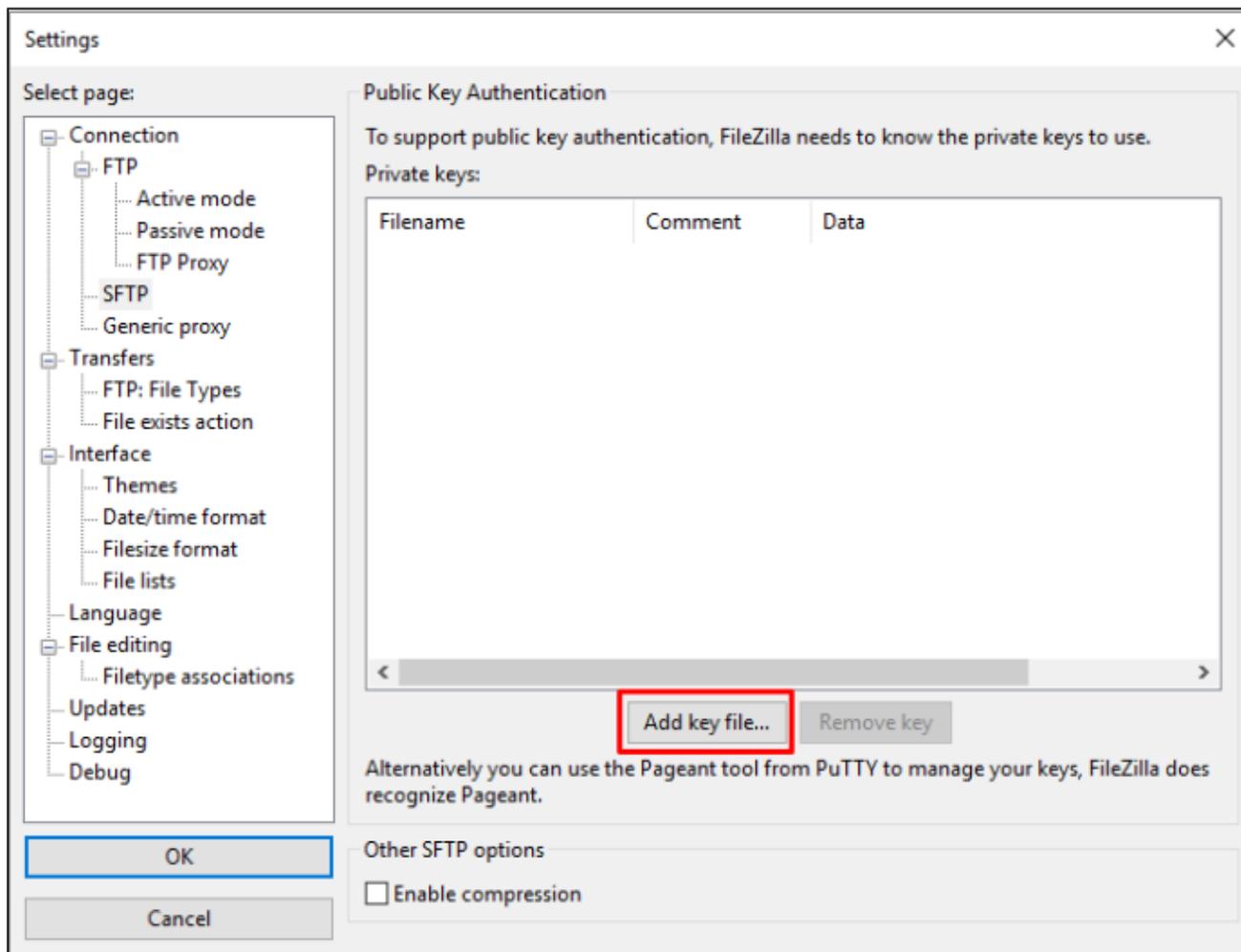
1. Download, install and run FileZilla. Here is a link to their website: <https://filezilla-project.org/>.
 - a. As of the time of writing this article, the current version is 3.35.1.
2. If you're using standard FTP instead of SFTP, skip to [step 8](#), otherwise continue on.
3. Click on **Edit > Settings**.



4. Under **Connection**, select **SFTP**.

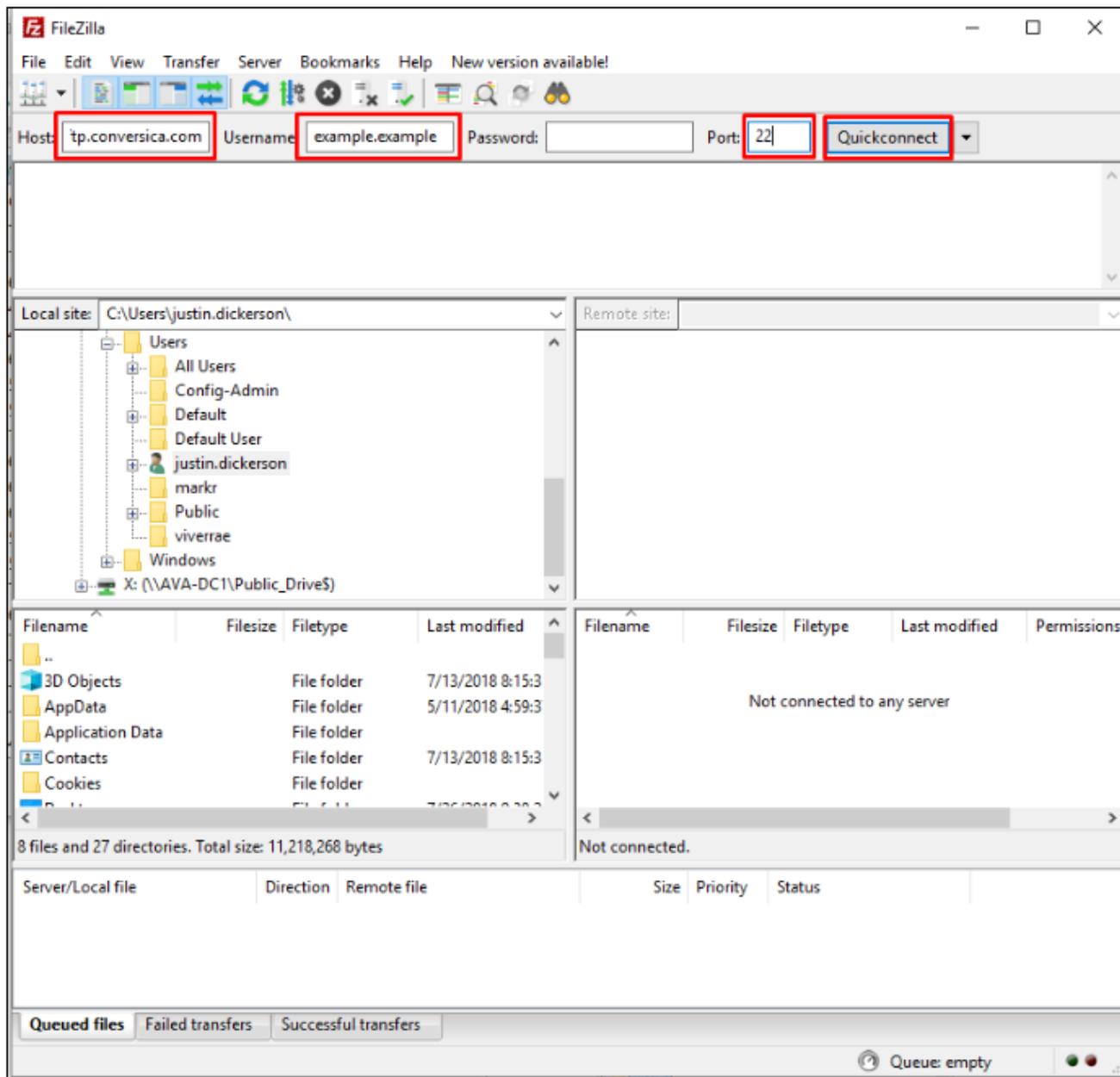


5. Click the **Add key file** button.

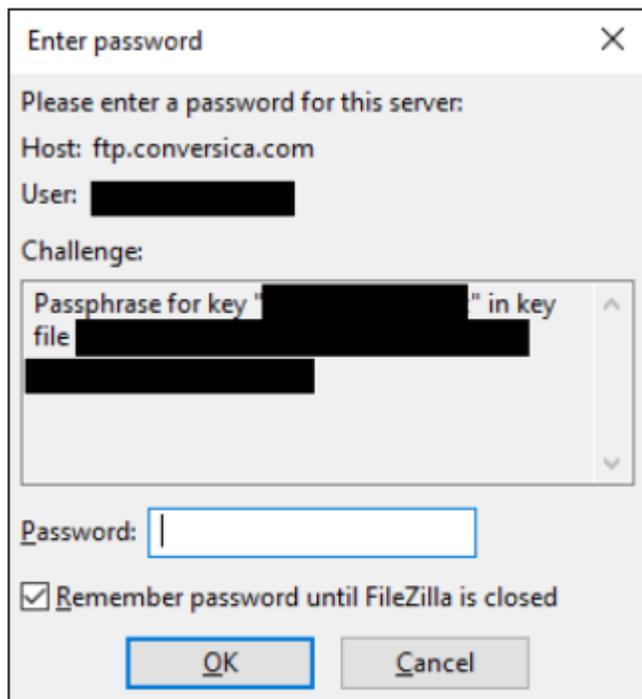


6. Navigate to the private key and select it. For Mac users, you may need to use **Command + Shift + G** to navigate to the file's location.
7. Click the **OK** button.
8. Enter the Host, username, and port provided to you by your TAM.

9. Click the **Quickconnect** button.



10. If you used a password when creating the public key, you will get a popup asking for your password.



11. Once the password is entered correctly, you will have successfully logged into the SFTP server.