

## Frequently Asked Questions

In this document, you will find information regarding some of the common questions that may arise when trying to access an FTP site through the provided URL.

1. I am having trouble logging into the FTP site. What should I do?

Please be sure to use the following login information:

URL: <https://xfer.dncsolution.com/EFTClient/Account/Login.htm>

Host: xfer.dncsolution.com

User: westwoodlead

Pass: t9auxjyd

If accessing the FTP through the web, you will only use the URL, User, and Pass.



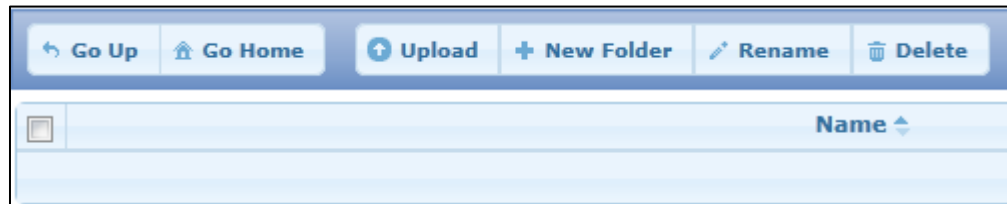
The screenshot shows a web login form with a title bar that says "Log In". Inside the form, there are two input fields: "Username:" and "Password:". To the right of the "Username:" field is a link that says "Forgot Username". To the right of the "Password:" field is a link that says "Forgot Password". Below these fields is a checkbox labeled "Use Java™ enabled version". At the bottom of the form is a button labeled "Log In".

If accessing the FTP through a program like FileZilla or WinSCP, you will only use the Host, User, and Pass.

2. I am logged into the FTP site but I am not sure how to put my documents onto the site. What should I do?

First, make sure your files are in the correct format and saved using the naming conventions specified in the Audit Instructions document.

If you are using the web interface, you simply click on the Upload button, click Browse, find your file and click the Upload button again. Please be sure that the documents are not open on your computer since this may not allow you to move the document to the site.



If using a program like FileZilla or WinSCP (instructions on how to use WinSCP are below), once logged in, you simply copy-and-paste or drag-and-drop the files to the FTP program site.

PLEASE NOTE: Due to the access rights you are given to the FTP site, your document will immediately disappear from your screen into the FTP once uploaded. Please **do not repetitively upload the document** as this will only create duplicates on our end. Please contact CJ Arthur if you have any questions or concerns regarding the transfer of documentation to the FTP site.

3. When I attempt to copy-and-paste or drag-and-drop the files to the FTP site I receive an error or permission denied message. What should I do?

Please be sure that the documents are not open on your computer since this may not allow you to move the document to the site.

If you are still unable to drop the documents onto the FTP site, you may need to contact your IT team for assistance.

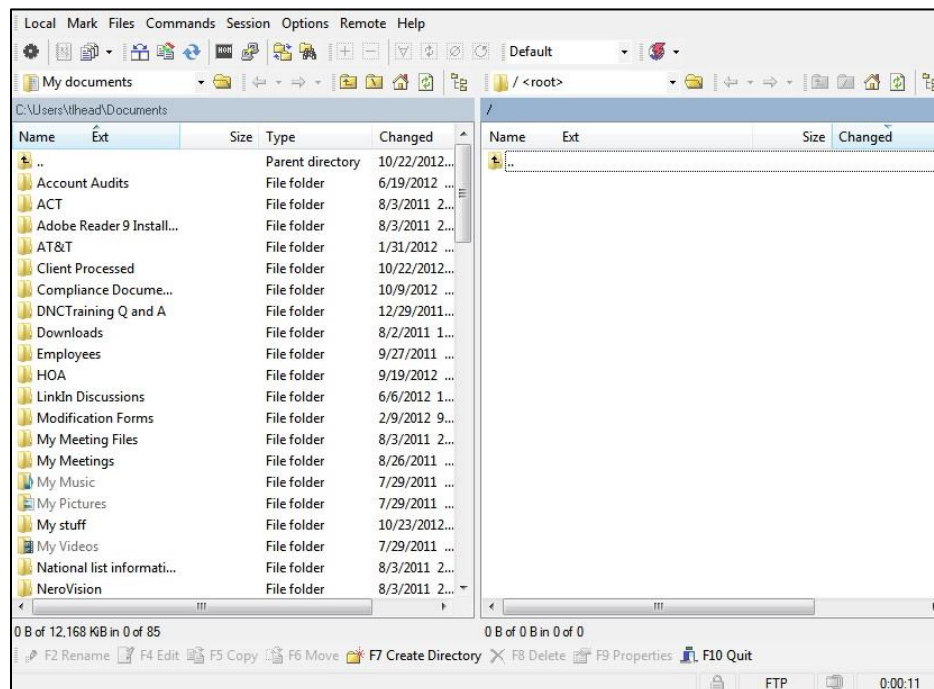
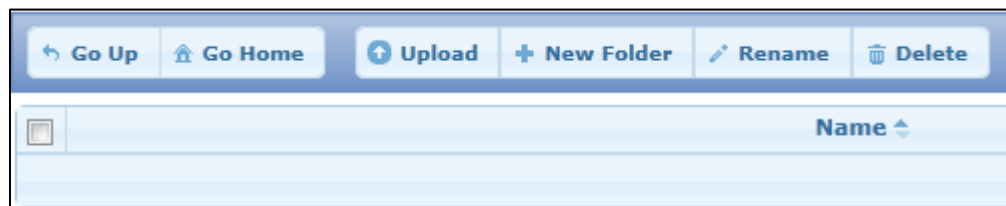
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create duplicates on our end. Please contact CJ Arthur if you have any questions or concerns regarding the transfer of documentation to the FTP site.

4. When I log onto the FTP site I do not see any documents. What should I do?

Once logged onto the FTP site, you will not be able to see any documents that have been previously uploaded to the site.

You will only see the documents you copy-and-paste or drag-and-drop into the FTP site during that session. However, once you log out and log back in, you will not be able to see any documents that have been uploaded to the site. Your session may appear in the form of one of the images below.



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