

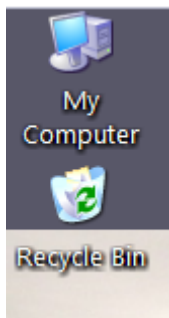
## FTP files to the Helpdesk

### Overview

Sending large files to the Helpdesk can be rather awkward – it can be slow and if the file is too large generally more than 5MB it may not get through. Meta Office makes available an FTP site with which providers can upload large file with the certainty that the can be received reliability by the helpdesk.

### Accessing the FTP site

1. Contact the Helpdesk to let them know of the file to expect.
2. **Double click** the My Computer icon on your desktop.



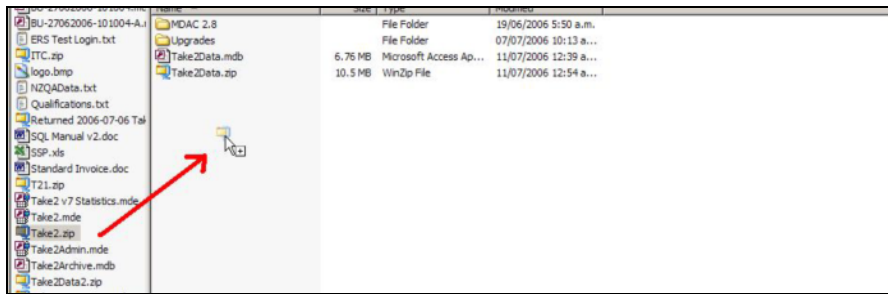
3. In the address bar type in the following address: <ftp://121.73.5.126>
4. Press **Enter** or click on the **Go** button
5. A Log On As dialogue box, similar to the one below, should appear



6. Enter in the following credentials to access the FTP site:

**User name:** take2ftp  
**Password:** support9391267

7. **Click** on the **Log On** button.
8. The FTP site should now be available.
9. Cut and paste or click and drag the required files from your local computer to the FTP site.



10. Follow the same steps above to retrieve files from the FTP site but instead cut and paste or click and drag the required files from the FTP site to your local computer.

**IMPORTANT NOTE:** The FTP site although convenient is not a particularly secure method of transferring files to the Helpdesk. Anyone with the FTP credentials would be able to copy (although not delete files) from the FTP site.

It is highly recommended that you let us know as soon as you have uploaded files to the FTP site so we can retrieve and remove them as soon as possible. Conversely when we provide amended files for you to retrieve, please let the Helpdesk know as soon as you have successfully downloaded them off the FTP site so they can be removed.

**For your own security please zip and password protect any files you upload to the FTP site.**

The Winzip software can password protect zip files and a trial version is available for [download](#) off the internet