

TSI Associates offers several methods to transfer files to and from our servers depending on your needs. Each method has pros and cons that may influence your decision of which method to use.

- **HTTP/HTTPS** – File Transfers via HTTP are the easiest to do since they can be done using the most popular web browsers on both Mac and PC machines, like Internet Explorer, Safari, FireFox and Chrome without the need to install FTP Client Software. The interface is user-friendly and it doesn't have some of the firewall issues that can occur when using FTP since it uses port 80, the same port used on the web for browsing which is almost always open through corporate firewalls. While HTTP transfers are easier than FTP transfers, they can be slightly slower than FTP and some browsers will only allow transfers up to 2GB. For security conscious customers, we also offer secure encrypted connections through HTTPS.
- **FTP/FTPS** – FTP is a transfer protocol that has been around for many years. The benefit of FTP is that many users are familiar with it and often have FTP client software on their machines that allow them to connect with all of their print providers through one common interface. Another benefit is that there is software available that will allow you to automate file transfers to our servers by creating a folder that the software monitors for changes. When the software sees that a file was placed in the folder, it automatically uploads it to our servers.
- **DropBox, GoogleDrive and other File Sharing Services** – Many of our customers have accounts on these services and prefer to use this method of transferring files. While we prefer the above methods, we will accept files via these services. If using these services, make sure to share the files with both your CSR's email and our Graphics Department (graphics@tsizone.com).
- **E-mail** – This method is the least preferred method for transferring files. The reason for this is that E-mail transfers are often limited to file sizes less than 10MB and many files for production are larger than that.

We highly recommend that you provide us with a username, password and e-mail address so that we can set up a private account for you. When we set up a private account for you, every time you upload a file to our servers, both your CSR and Sales Representative are automatically notified that the file was uploaded including your company name and the file name. With a private account you can be sure that only you and TSI see your files since the folder isn't shared with any other customers. Whether you choose to transfer files using FTP, HTTP or HTTPS, the username and password you use to connect is the same and your files are delivered to the same designated location on our servers. The next few pages of this document contain specific instructions for accessing our servers using the methods listed above.

PLEASE NOTE: If you are security conscious, you should always login using HTTPS, but by default our system will not force you to use this secure connection. We can, at your request, set up your login to require a secure connection.

IMPORTANT: When sending files please make sure to compress the files first using the native compression capabilities of your operating system or any of the popular zip/stuff utilities available for your system.

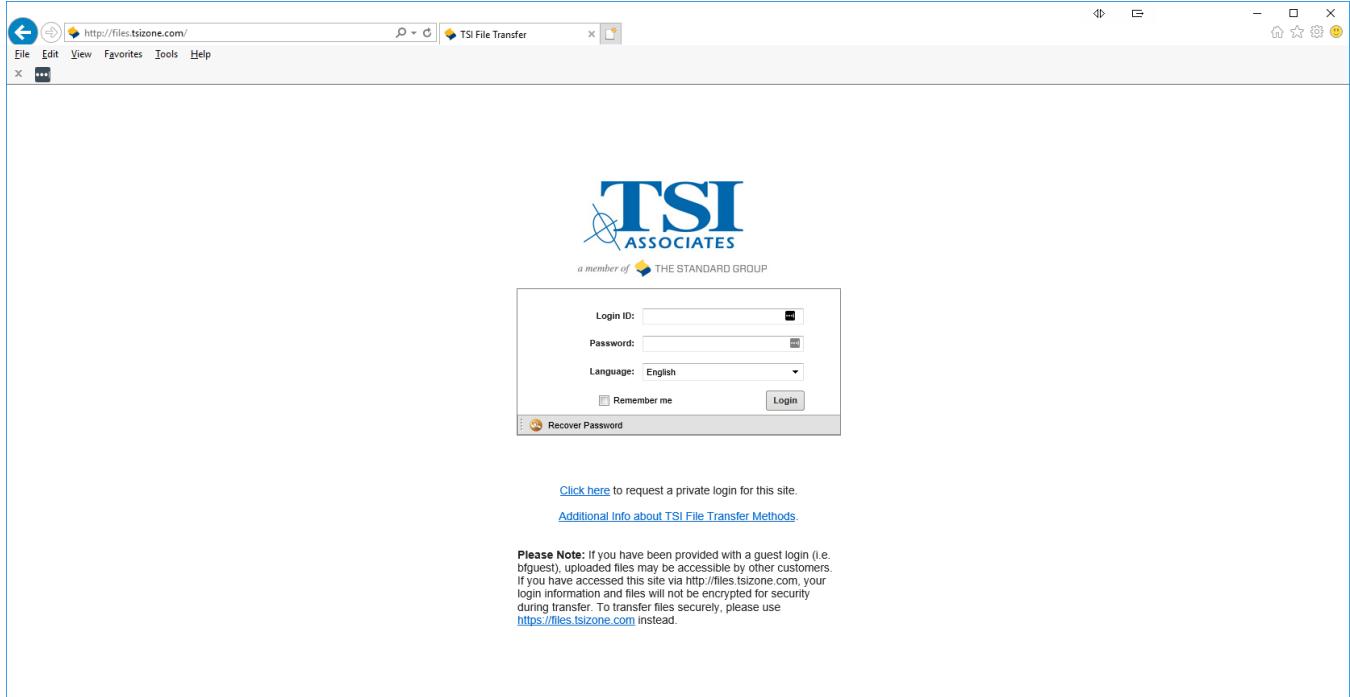
Transferring files via HTTP/HTTPS

To access our HTTP/HTTPS File Transfer Portal click on the link below or copy the link and paste into the address bar of your web browser (Internet Explorer, Chrome, Safari, or FireFox).

Secure Site: <https://files.tsizone.com>

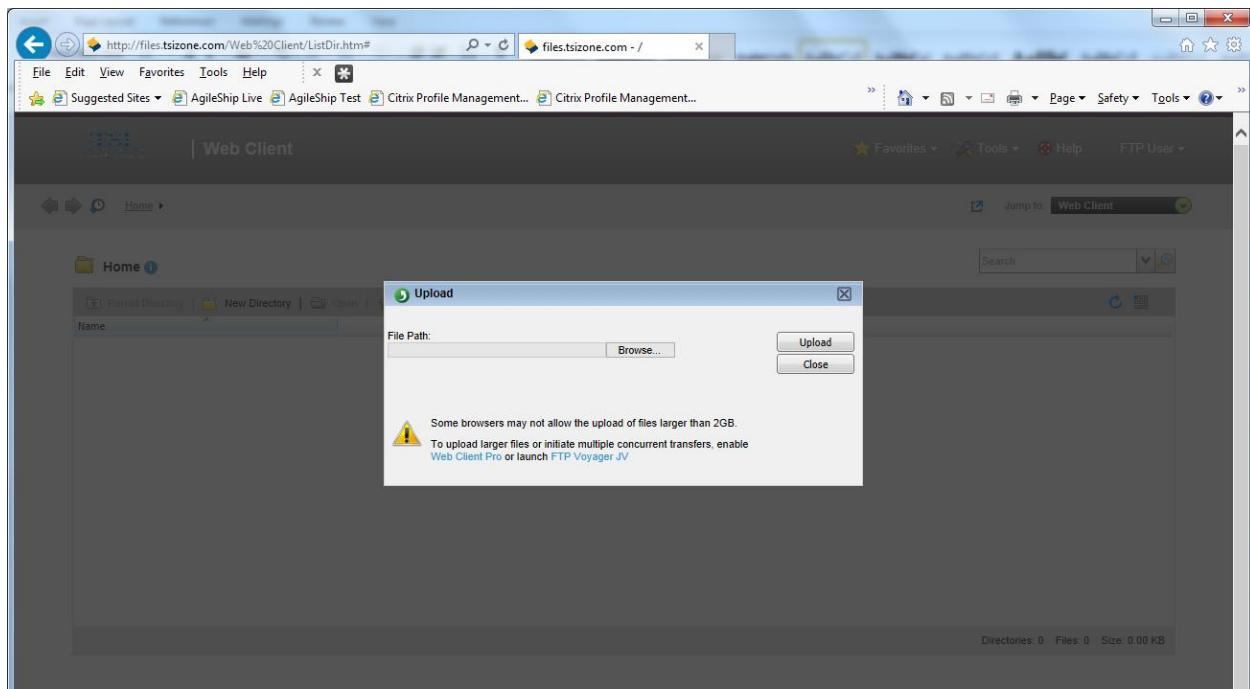
Standard Site: <http://files.tsizone.com>

The login page will appear on your screen as in the screen shot below.

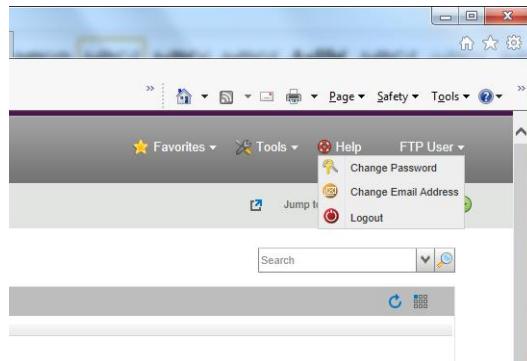


Enter the username and password that you provided to us for your private account or the username and password for your Sales Representative's guest account that was provided to you and click the "Login" button. You will be taken to the proper folder on our servers where you can upload your files.

Uploading Files: Click on the "Upload" button in the middle of the gray bar below the Home folder icon. A dialog box will appear that allows you to locate the file you want to upload by clicking on the "Browse" button. This will take you to your operating systems file browser to navigate to your file. Once you have located the file and selected it, click on the "Upload" button in the dialog box to start the upload. A status window will appear displaying the progress of the upload. Once the upload is completed you will be returned to the previous dialog box to continue uploading additional files.



If you are finished uploading files, click the “Close” button and then choose “Logout” from the drop-down menu that appears when you click on your username in the upper right corner of the window. From this drop-down, you can also change your password or change the email address associated with your account. This email address is useful if you ever forget your password and need to retrieve it.



Uploading Multiple Files: File transfers via HTTP are limited to one file unless you enable Web Client Pro. When you click the upload button you will notice a link at the bottom of the dialog box that appears. This link will enable the Web Client Pro which allows for multiple simultaneous file transfers and can also speed up the upload process. Web Client Pro requires that Java is installed on your system. You can find more information on both the standard web client and Web Client Pro by clicking on the help button in the top right corner of the page.

Downloading Files: Select the file that you wish to download and then select the “Download” button in the middle of the gray bar below the Home folder icon. A dialog box will appear allowing you to open the file or use your operating systems file browser to navigate to the location that you wish to save the downloaded file. When you are finished downloading, you may either close your web browser or choose “Logout” from the drop-down menu that appears when you click on your username in the upper right corner of the window.

Transferring files via FTP in Windows

To access our File Transfer Portal via FTP, open “My Computer” from either you Desktop or Start Menu. Either copy and paste the link below or type it directly in the address bar as shown below and press the Enter or Return key on your keyboard. The login window will be displayed for you to enter the username and password that you provided to us for your private account or the username and password for your CSR’s guest account that was provided to you. Once you’ve entered the username and password, click on the “Log On” button and you will taken to the proper folder on our servers to upload or download your files.

FTP Site: <ftp://ftp.tsizone.com> or <ftp://files.tsizone.com>

The login window will appear on your screen as in the screen shot below.



Once logged in, files can either be copied or pasted from the server to your computer and vice versa, or you can simply drag and drop as needed.

Transferring files via FTP from a Mac

To access our File Transfer Portal via FTP, choose “Connect to Server” from the “Go” menu in the Finder. Either copy and paste the link below or type it directly in the “Server Address” field and click on the “Connect” button or press the Enter/Return key. The login window will be displayed for you to enter the username and password that you provided to us for your private account or the username and password for your CSR’s guest account that was provided to you. Once you’ve entered the username and password, click the “OK” button and you will taken to the proper folder on our servers to upload or download your files.

FTP Site: <ftp://files.tsizone.com>

Uploading Files and Downloading Files: Files can either be copied and pasted from the server to your computer and vice versa, or you can simply drag and drop as needed.

Transferring files via FTP using an FTP Client

To access our File Transfer Portal via an FTP client on either Windows or Macintosh, follow the instructions provided by the software provider.

FTP Site: <ftp://ftp.tsizone.com> or <ftp://files.tsizone.com>

Links to popular FTP Clients for Windows

SmartFTP: <http://www.smartftp.com>

CuteFTP: <http://www.cuteftp.com>

WS FTP Pro: <http://www.ipswitch.com/downloads/index.asp>

Links to popular FTP Clients for Macintosh

Fetch: <http://www.fetchsoftworks.com/downloads.html>

CyberDuck: <http://cyberduck.ch/>

Yummy FTP: <http://www.yummysoftware.com/>

If you're having difficulties and need support for HTTP/HTTPS or FTP, please contact our IT Department:

717-569-3264 ext. 1111

or

Send an email to it@tsizone.com