

## METHODS OF SENDING FILES TO SOFTLINK

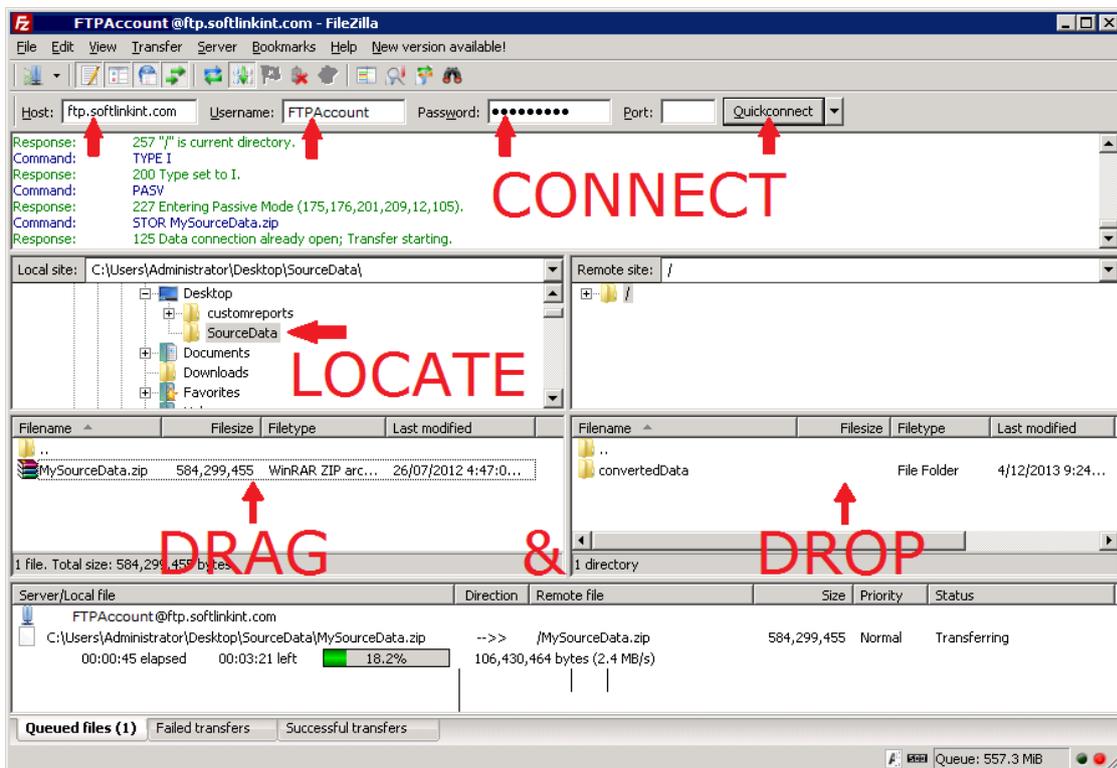
### FTP using an FTP client

This is the best method for speed and connection reliability.

If you are familiar with how to use an FTP client, use these details along with the username and password supplied to you:

FTP server / Host: [ftp.softlinkint.com](http://ftp.softlinkint.com)  
 Port (optional): 21

### Example using FileZilla



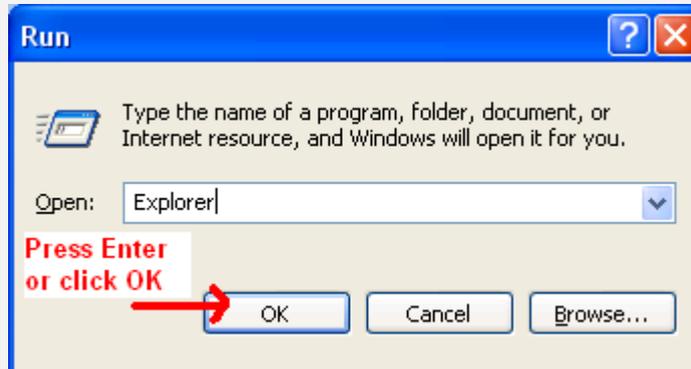
To upload your data to our FTP site:

1. Open FileZilla, enter the Host [ftp.softlinkint.com](http://ftp.softlinkint.com), followed by your Username and Password in the Quickconnect textboxes, then click "Quickconnect".
2. Locate your source data files in the "Local site" box (left-hand side), then drag and drop your source data file/s into the "Remote site" box (right-hand side).
3. Please notify your Softlink contact (Project Coordinator and/or Data Conversion Analyst) when the transfer is complete.

## FTP using Windows Explorer

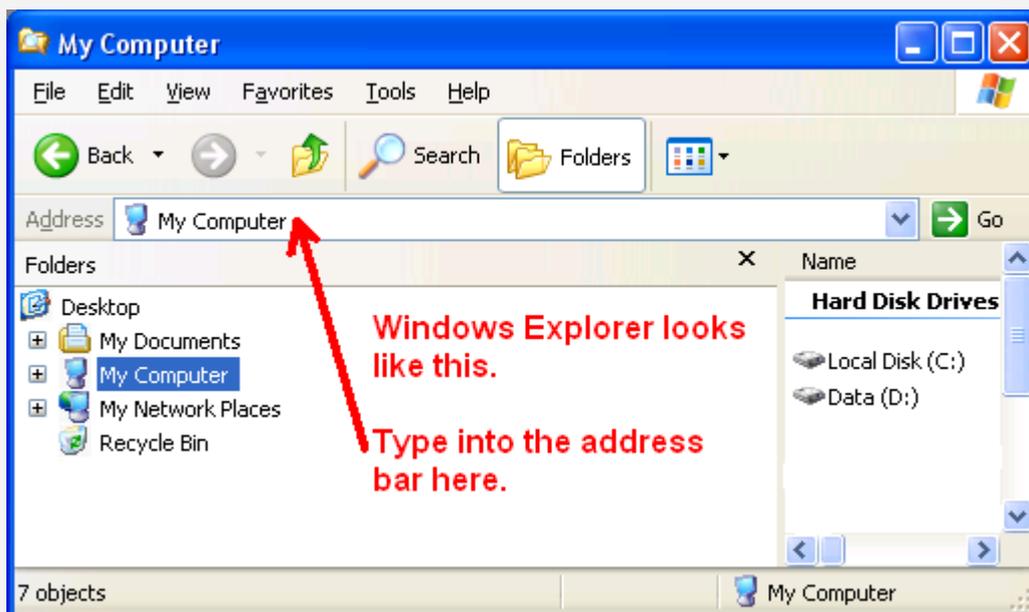
To upload your data to our FTP site:

1. Open Windows Explorer. If you are not sure how to do that, click Start > Run and type *Explorer*, then press enter or click OK:



2. Type the following into the address bar:  
`ftp://USERNAME:PASSWORD@ftp.softlinkint.com:21`

(Replace "USERNAME" and "PASSWORD" with the login credentials as supplied in your email)



3. Copy and paste your files onto the FTP site (you may also use *drag and drop* if you prefer).
4. Please notify your Softlink contact (Project Coordinator and/or Data Conversion Analyst) when the transfer is complete.

## FTP TROUBLESHOOTING

- Can't log in to the ftp site?**
- If you are unable to log in, please contact your IT Support for assistance. There may be security settings in place at your school/business blocking your access.
  - Check your network firewall settings.
  - The FTP site may be locked after entering an invalid login three times. Try again after an hour, as the FTP server will be unlocked automatically. If the FTP is not working after one hour, contact the Softlink conversions team on 1800 777 037.
  - Make sure that you are typing the number "0" instead of capital letter "O" within the password.

### File Sharing Site/Service

Websites / products / services such as "Dropbox" may be used, in which you can upload your data, then provide Softlink with a link to download the data.

### Post / Courier

If other methods are not possible, the data can be copied to a USB or CD/DVD and posted to us.

Our postal address for Australia Post is:

Softlink  
Attn: Conversions  
PO Box 6402  
Garden City  
Upper Mt Gravatt, QLD 4122

A courier may be able to deliver to our Head Office street address:

Softlink  
Attn: Conversions  
3/77 Brandl Street  
Eight Mile Plains, QLD 4113

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