

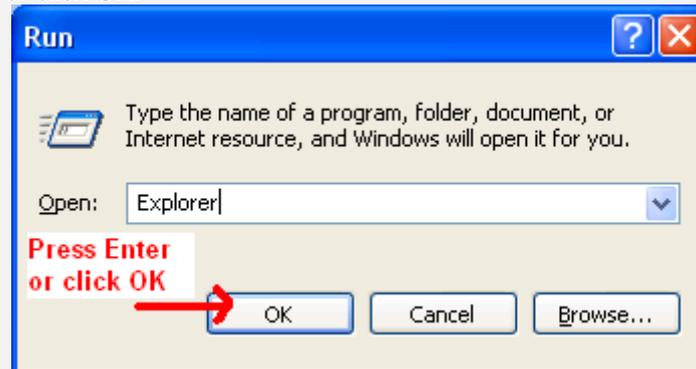
Instructions for downloading data from Softlink

METHODS OF DOWNLOADING FILES FROM SOFTLINK

FTP using Windows Explorer

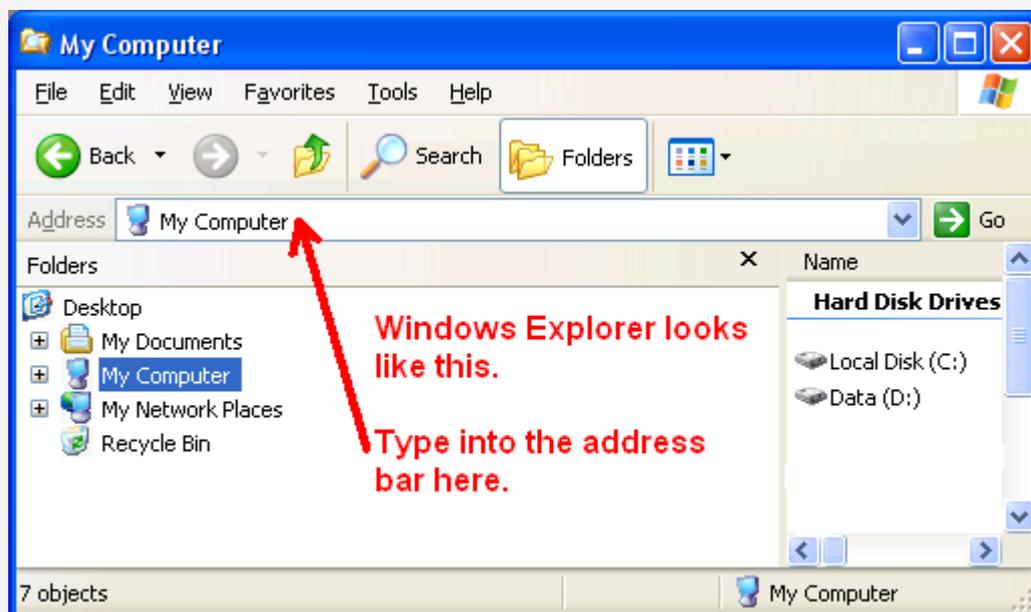
To download your data from our ftp site:

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://OliverInstallation:Alice2468@ftp.softlinkint.com:21`



Please copy and paste your files from the FTP site (you may also use *drag and drop* if you prefer).

FTP using an FTP client

If you are familiar with how to use an ftp client, use these details:

FTP server: <ftp.softlinkint.com>

User = OliverInstallation

Password = Alice2468

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.

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