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**File Transfer Portal  
Frequently Asked Questions  
(FAQ)**

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**FAQ  
Ver. 3**

**June 11, 2007**

## **About This Document**

### **Background**

This is a frequently asked questions document. The content shall appear on the home page and within the FTP portal.

Any questions and/or discrepancies with these guide and procedures should be addressed to your supervisor.

### **Omissions and Inaccuracies in Documentation**

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Should you find any errors or inaccuracies in the documentation, please document the issue and notify your supervisor.

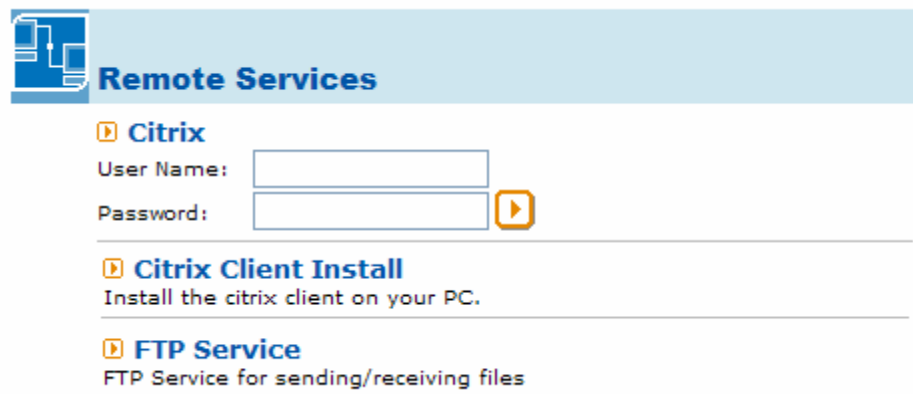
**Q: How do I get access to the File Transfer Portal?**

A: Only authorized users have access to this system, in order to gain access please log a request with the MIS Helpdesk.

**Q: How can I send a large file to a co-worker/external business partner?**

A: Through the use of the FMI File Transfer Portal. The File Transfer Portal can be accessed through <http://home.fmi.com>. The steps below will walk you through how to send the file.

1. Open a web browser and go <http://home.fmi.com>
2. Click the “FTP Service” link under the “Remote Services” section.



3. If this is your first time using the File Transfer Portal, follow the instructions in the “**How do I get access to the File Transfer Portal?**”

**Please Login**

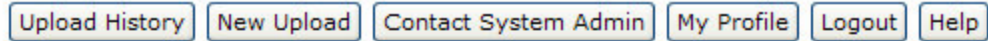
Username:

Password:

Save password on this computer

Forgot your password? [Get your password here](#)

4. After logging in, you will see a screen similar to below showing your upload history. Click the “**New Upload**” button.



Upload ID	Status	Add a field		
6TL0Y8LSODUHH38P0D73SYDIE	sent	<a href="#">View</a>		<a href="#">Re-send</a>
XLU2I00YW7PYZ2E5P07G74H5U	sent	<a href="#">View</a>		<a href="#">Re-send</a>

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5. Enter in the **Recipient’s Email Address** and a **Short Note** to send to the recipient. To send to multiple recipients, separate the email addresses using a semi-colon (;).

**Please enter the following information:**

Recipient's Email •

Short Note •

• means field is required

**Files**

No files

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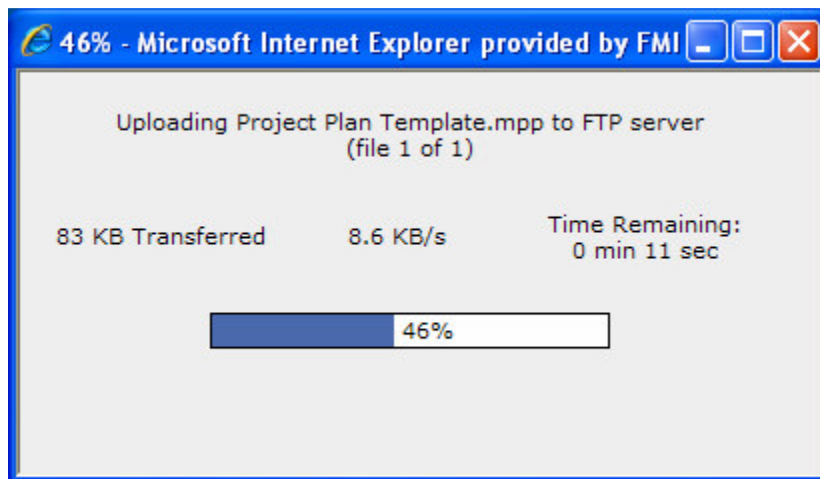
6. Click the “**Upload Files**” button.
7. Click **Browse** and browse to the directory where your file is located. To upload multiple files, click the **Select more files** option.

## Upload Files

**Upload Your Files**  
Please be patient, it may take some time for your file(s) to upload.

**Select more files**

- When all files have been selected, click the **Upload Selected File(s)** button.
- You will see a box open up showing the status of your file upload.



- When completed, you will receive the message below:

**Files have been sent successfully, thank you!**

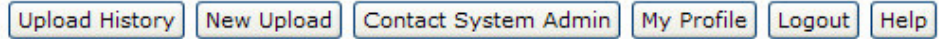
**NOTE: ALL FILES ARE AUTOMATICALLY DELETED FROM THE FILE TRANSFER PORTAL 7 DAYS AFTER THEY ARE UPLOADED. IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE RECIPIENT DOWNLOADS THE FILES IN THIS TIMEFRAME OTHERWISE YOU WILL NEED TO RESEND THEM.**

If you have any questions regarding the above information, contact your nearest [Helpdesk](#).

**Q: How do I check the status of files that were sent?**

A:

1. After logging in to the File Transfer Portal, click the **“Upload History”** button.



2. You will see your list of sent files. Click the **“View”** link or the Adobe PDF symbol to view your sent files.

Upload ID	Status	Add a field			
XRPH7XRIT5M1TKPJRU6M8DTSH	sent	<a href="#">View</a>			<a href="#">Re-send</a>
W04P6R0ZIIIX2K4KEMJTELURVN	sent	<a href="#">View</a>			<a href="#">Re-send</a>
YNSNXVHMW1Z8PU194C045N689	sent	<a href="#">View</a>			<a href="#">Re-send</a>
6TL0Y8LSODUHH38P0D73SYDIE	sent	<a href="#">View</a>			<a href="#">Re-send</a>
XLU2I00YW7PYZ2E5P07G74H5U	sent	<a href="#">View</a>			<a href="#">Re-send</a>

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**Q: How can a vendor/non-FMI employee send me a large, business related file through the File Transfer Portal?**

A: Only authorized users have access to this system. If an external user requires access to the File Transfer Portal they must be sponsored by an FMI domain user. In order to gain access the FMI sponsor should log a request with the MIS Helpdesk, once approved the Helpdesk will then send the username and password information by email when the account has been created.

Please be sure to attach the following details with the ticket in order to expedite processing:

- Company Contact Name:
- Company Name:
- Address:
- Phone No:
- E-Mail Address:
- Purpose / Justification:
- Types of files / data that will be transferred:

**Q: What is the maximum size file that I can send through the File Transfer Portal?**

A: The File Transfer Portal has a file size limit of 100 MB. If you have a need to send a file larger than this, please contact the helpdesk to make a CD or discuss an alternative method of transfer. Please note that larger files will take longer to transfer from your location and for the user to download. .

**Q: How can I send an entire directory through the File Transfer Portal?**

A: The best way to send a group of files or an entire directory is through the use of a compressed file.

In order to create a compressed file, follow the steps below:

1. Select the files or folder from Windows Explorer
2. Right-click on the selection and select **Send To → Compressed (zipped) folder**
3. You can then upload the Compressed file as you would any other folder and send to your recipient(s).

If you have any questions regarding the above information, contact your nearest [Helpdesk](#).