

Hosting FAQ- How to FTP

Last Updated Sunday, 27 July 2008

How To FTP To Your Web Space

FTP (File Transfer Protocol) is used for uploading your web site to your web space.

IMPORTANT: If you have the Site builder Pro installed in your web space, uploading files via FTP can damage your site builder & cause the loss of all of your data. You should not upload files via FTP unless you are confident that you know what your are doing. You should also backup your site before uploading any files via FTP. We will not be held responsible for the loss of any data by using this guide.

For cPanel web hosting accounts, you should upload your web site files to the 'public_html' or 'www' folder.

For Helm web hosting accounts, you should upload your web site files to the 'wwwroot' folder.

We have provided some tutorials for some popular FTP clients below.

NOTE: Your FTP Host address, username & password are contained in the setup email that was sent to you after we setup your account. If you cannot remember your login information, & you have lost your original setup email, then please email me to have a new one emailed to you. MS Internet Explorer

How To FTP With Your Web Browser (Internet Explorer) HTMLHow To FTP To Your Web Space With Internet Explorer Web Browser

FTP (File Transfer Protocol) is used for uploading your web site to your web space.

NOTE: The following guide has been developed using MS Internet Explorer V6.0 on Windows XP. Different versions of web browsers or different operating systems may look different to the screen sheets contained in this tutorial, however the basic operation should be similar.

Step 1. Open your web browser & type: ftp://yourdomain.ext into the address bar of your web browser (replace yourdomain.ext with your own domain name) as shown below -

Step 2. Press the 'Enter' key. You may be presented with an 'FTP Folder Error' message as shown below -

Step 3. Click on the OK button. You should then have a blank explorer window similar to that shown below -

Step 4. Use your right mouse button to click anywhere inside the blank (white part) of the Explorer window. You should then be presented with a pop-up menu as shown below -

Step 5. Select & click on 'Login As...' from the popup menu. You should then be presented with the login prompt as shown below -

Step 6. Type in the User name & Password that was supplied to you in the setup email that was sent to you after we first setup your web hosting plan. Click on the 'Log On' button. You should now be logged into your web sites 'Root Folder' as shown below -

Step 8. Make certain to open the 'www' folder by double left clicking on it with your mouse, before uploading your web accessible files. You can then upload to, or download from your web site by dragging & dropping to & from other folders on your computer.