

Instructions on using File Transfer Protocol (FTP) to transfer files with Diamond Packaging

You will need the following information:

Your username: <will be provided by your contact at Diamond Packaging >

Your password: <will be provided by your contact at Diamond Packaging >

If Diamond has files available for you to download, you might wish to retrieve these files using your web browser. Follow these instructions:

PC users only:

1. Open the browser window.
2. Direct the browser to ftp://<username>@ftp.diamondpackaging.com.
3. You will then be prompted with a username/password dialog box. Type in the username and password above, and you will be presented with all of the folders that you have permission to view. Click on the folder name to view the files in this folder.
4. When you have found the file that you wish to download, click on the file, and it will begin to download to your system.

Mac and PC users:

If you need to both download and upload files, you will need to use a third-party FTP client to connect to the server. Your system administrator can help you to select and install an FTP client that they are willing to support. Diamond can, however, support a secure FTP connection (SFTP) to the FTP server. If you wish to transfer the data encrypted, you will need to obtain a client that can support SFTP transfers. For Windows environments, WS-FTP Professional is capable of this. For Macintosh systems, MacFTP has this capability.

Setting up a connection to Diamond using an FTP client will be different depending on the software, but in general these are the steps:

1. You will be prompted for an FTP server or host name. This is ftp.diamondpackaging.com.
2. When you are prompted for a username and password, enter in the information above.
3. If you have a problem getting through your firewall, there might be an option for passive FTP, in which case you would select that option.
4. Finally, the use of secure FTP is available if your FTP client supports it. The Diamond Packaging server can support up to 128-bit encrypted connections.