

# Uploading Files via FTP

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If you don't know what FTP is or does, it's best to leave this to your web designer!

In order to upload your files via FTP, you will need a third-party FTP (File Transfer Protocol) program. There are so many FTP programs available for use in the various platforms that we can't possibly provide instruction for individual use of each program. *We provide only the information for accessing your account via FTP here.* In general, the information provided will work with any FTP program with the end result being that you can access your FTP in order to work on your site. How to configure each program to work is up to you to figure out.

For further information on use of your selected FTP program, please review the help files of the FTP program itself. *We **do not** provide support for third party programs.*

## How and When Can I Upload My Files?

In most instances you may begin uploading your files immediately after your hosting account is activated by using the IP address provided in your Welcome Letter. If you should run into problems on the initial upload, it's suggested that you give things an hour or so. A new hosting account must propagate on the server before it can be used. If after an hour or so passes and you still cannot upload your files, please for assistance.

If the site will not initially resolve to our server via the DNS Nameserver configuration at your registrar, you may input just the site IP Address provided to you specifically for your account in the hostname field of your ftp program. This may be the case for a site re-do that will be moved to our server on completion or for a new site whereby the DNS Nameservers have not propagated to our server.

Additionally, you will need to input your login name and password as provided in your Welcome Letter in the proper fields.

After the web site has resolved to our server, you may then re-configure your hostname to the site name in this manner: sitename.com (.org, .info, .biz etc.) *Note that there is **no** "http" or "www" used in the hostname field.* In any event, the IP address should continue to work allowing you access, but it's less confusing in the long run to use the individual site names and may keep you from overwriting important files!

## Where Do I Upload My Files?

Files for public access (your website) should be uploaded to the "**httpdocs**" folder *not to be confused* with the "httpsdocs" folder. Note the "s" in the second example? Files and directories outside the httpdocs folder are not accessible to the public eye so they won't be able to view pages on your web site that are not uploaded to the correct folder.

The httpsdocs folder is generally for secure page use and may require SSL configuration and use of the httpsdocs folder should really be left to the experience designer.

The exception to this is that **CGI files must be placed in the cgi-bin**. Please visit click the CGI link on our Web Hosting Help Links page for more information on uploading CGI files.

Some website editors such as Dreamweaver, require that you specify the folder in which to upload your website. This would not be the same on every server. On this server, it is the "httpdocs" folder.