Genomic Services

Connecting to the DNA Genotek services FTP site

There are two methods for connecting to the Services FTP site – via Internet Explorer or FileZilla. The preferred method is FileZilla for ease of use, but may require help from your IT department at time of initial setup.

Method 1: Internet Explorer

To download: The FTP site is compatible with any version of Internet Explorer. In your browser, navigate to **ftp://services.dnagenotek.com**. You will be prompted to enter the username and password that has been assigned to you. The window will look like this:
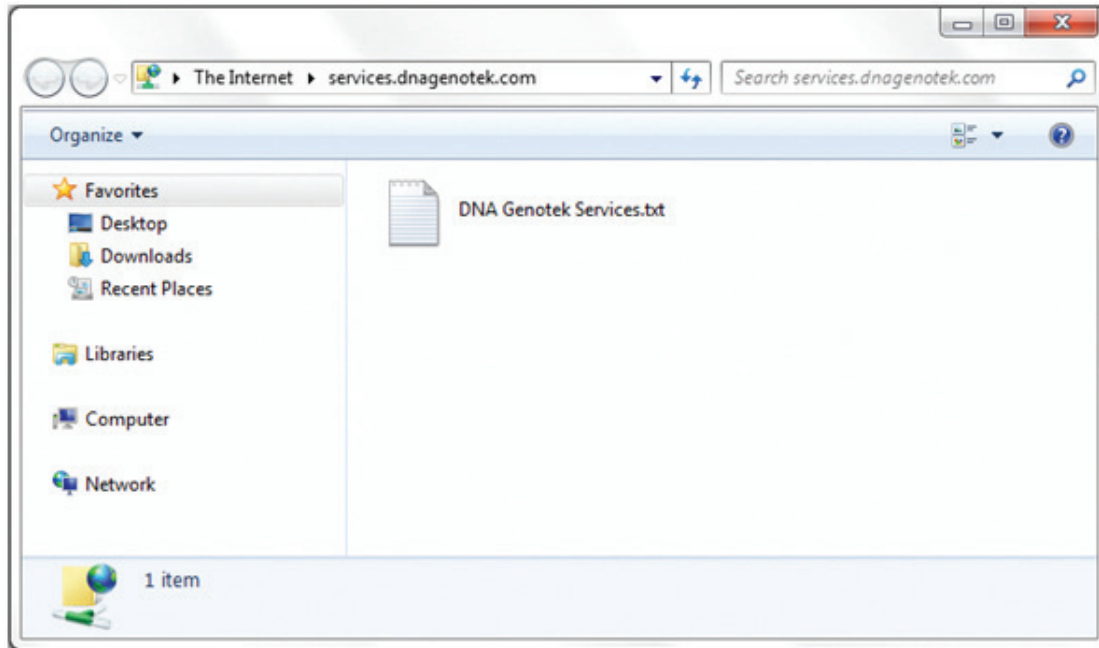

Once logged in, you will see a list of files available for download. You may click on any file to initiate a download. The window will look like this:

DNA genotek

www.dnagenotek.com

To upload: If you have been granted this type of access, follow the instructions in the browser window to switch to Windows Explorer view. Different version of IE may have different instructions. You will need to provide your username and password.

Once you have changed views, you will be able to drag your files into the window to initiate an upload. The window will look like this:
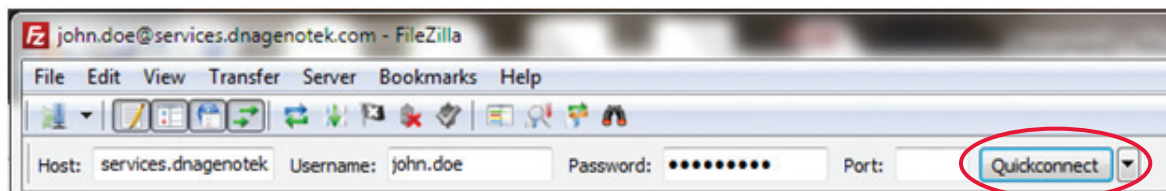

Logoff and login to Internet Explorer: When finished downloading and/or uploading, simply close the window. You will need to repeat the steps above whenever you need to connect to the Service FTP site.
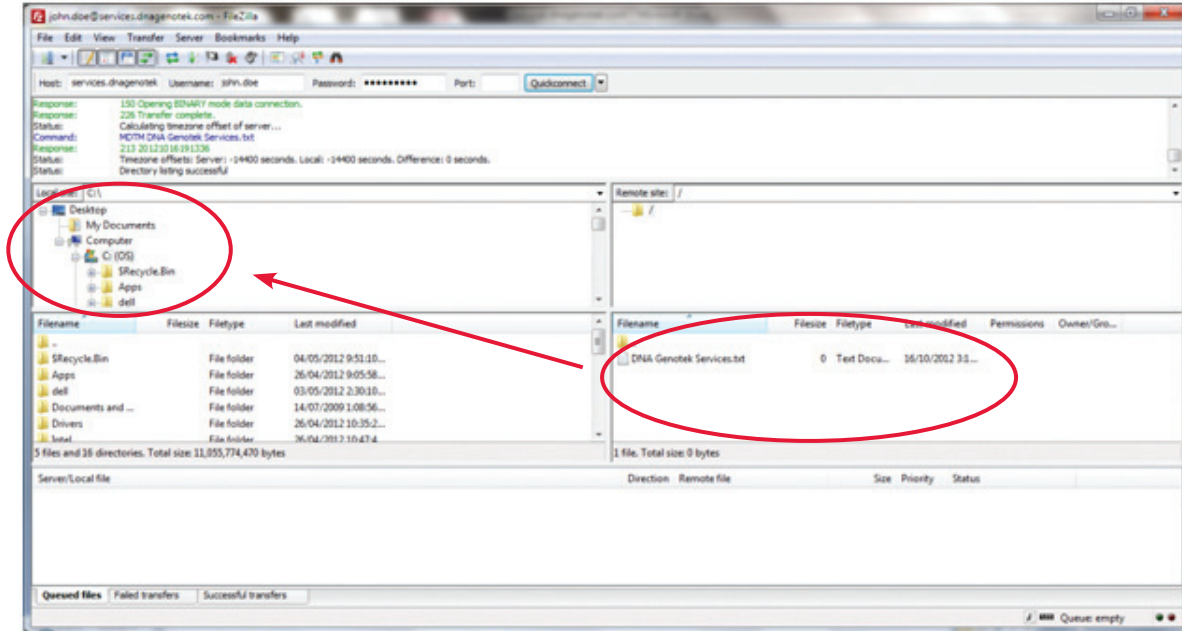
Method 2: FileZilla

To download: FileZilla is an open-source FTP client software that is free and does not require a licence. Download and install the software at **http://filezilla-project.org/** onto your computer desktop. You may require help from your local IT staff the first time.

Once installed, launch the client and connect to the Services site. You will need to provide the host, username and password. Use **services.dnagenotek.com** as the host, and the username and password that was provided to you by DNA Genotek. Leave the Port field blank and click **Quickconnect**. The window will look similar to this:

Once connected to the Services site, you will see your own computer on the left and the DNA Genotek FTP site directories on the right. To download a file, simply drag it from the right side to a folder on your own computer on the left.

To upload: If you have been granted access to upload files to the FTP site, simply drag the file from your own computer on the left to the DNA Genotek FTP directory on the right (opposite to direction shown in photo above).

Logoff and login to FileZilla: When finished downloading and/or uploading, simply close the software.

The next time you need to connect to the Services FTP site, use the drop down list beside the **Quickconnect** button to select the stored **username@services.dnagenotek.com** profile. No need to fill out the connection fields again.

www.dnagenotek.com • support@dnagenotek.com