FTP INSTRUCTIONS

Natural Investigations Company

Instructions for PC/Windows Users
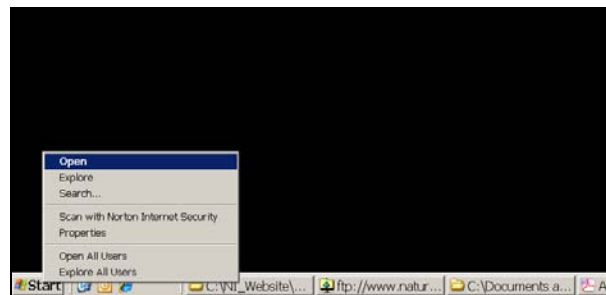- **Easier – Using Windows Explorer**
- **Harder – Using Internet Explorer**

Instructions for Apple Computer/Mac Users
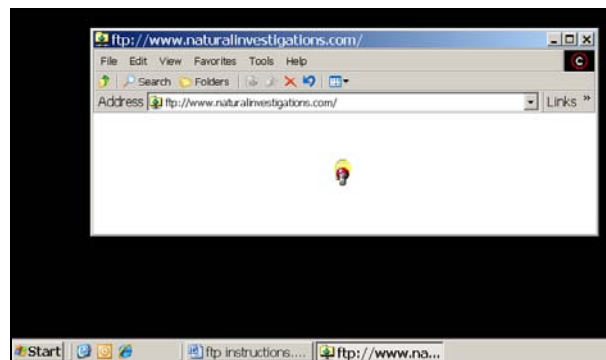
Frequently Asked Questions

Easy Instructions for PC/Windows Users

1) Right-click on the **Start** menu (lower left corner of your screen) and select **Open**

2) Find the **Address** bar in the upper left corner of the window.
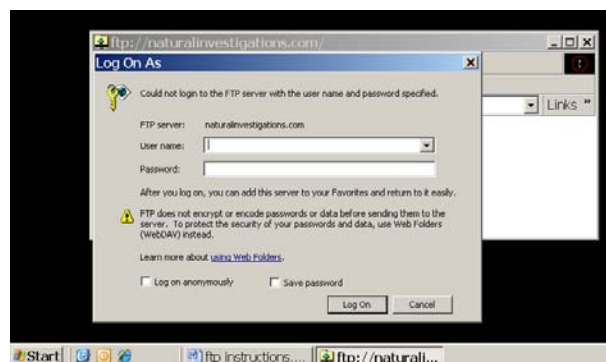
In the address bar, type **ftp://guest@naturalinvestigations.com**

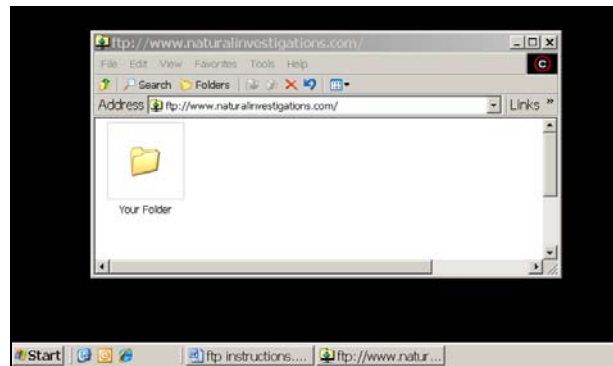3) After a short pause, a window will pop up prompting you to enter a username and password.

Type in the **username** and **password** that we provided for you.

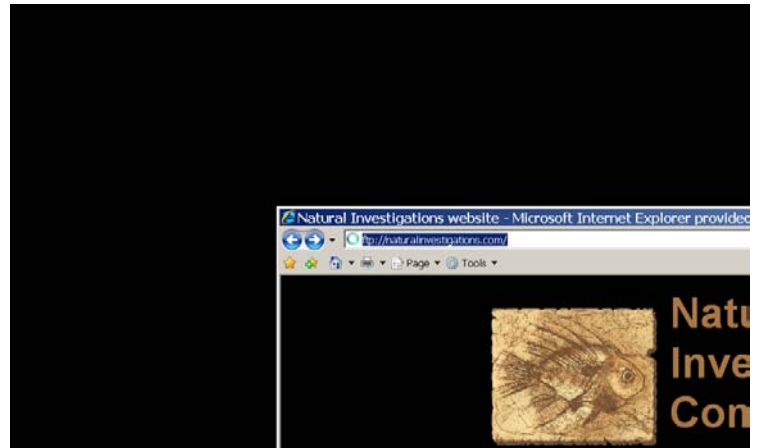(Make sure the "Log on anonymously" button is NOT checked).

4) After a short pause, a new window will appear. Look for the **folder name** that we provided for you.

Open the folder by double-clicking and then copy & paste (or drag & drop) files to or from this folder to your computer.

Instructions For Using Internet Explorer 7

Type
ftp://guest@naturalinvestigations.com
in your address bar and hit **Go** or press enter on your keyboard.

2) After a short pause, a window will pop up prompting you to enter a username and password.

Type in the **username** and **password** that we provided for you.

(Make sure the "Log on anonymously" button is not checked).

If you get the message "*Cannot display web page*", go to step 3

3) Go to the menu bar at the top of the Internet Explorer Window.

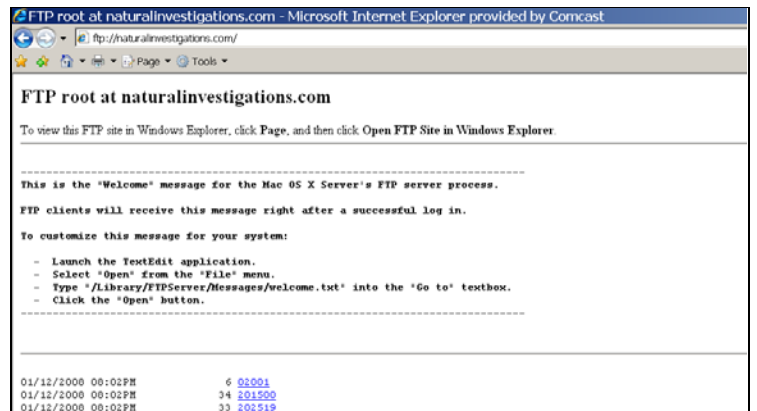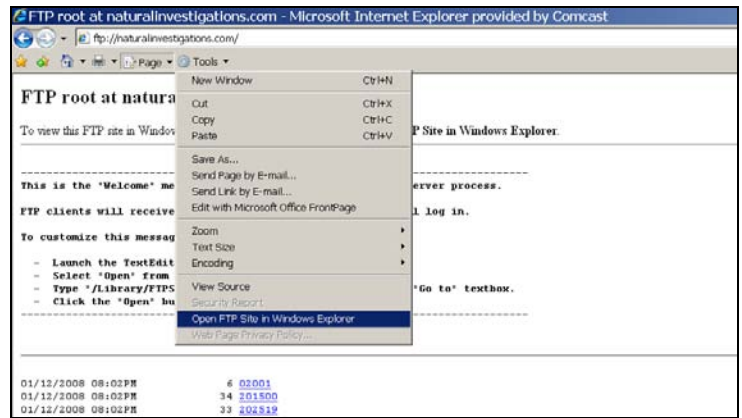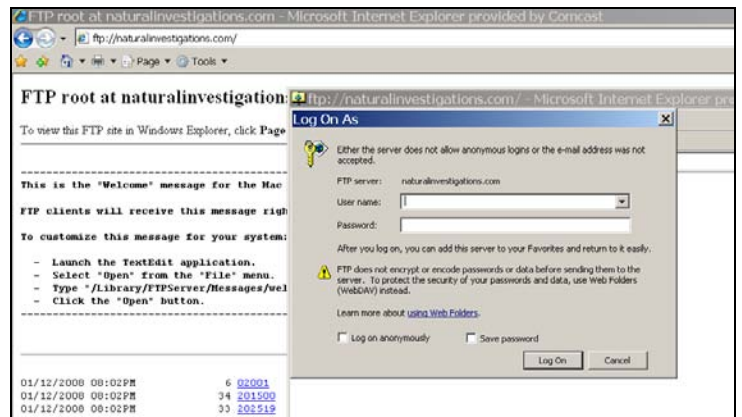Click on **Page**, then select **Open FTP Site in Windows Explorer**

4) After a short pause, a window will pop up prompting you to enter a username and password.
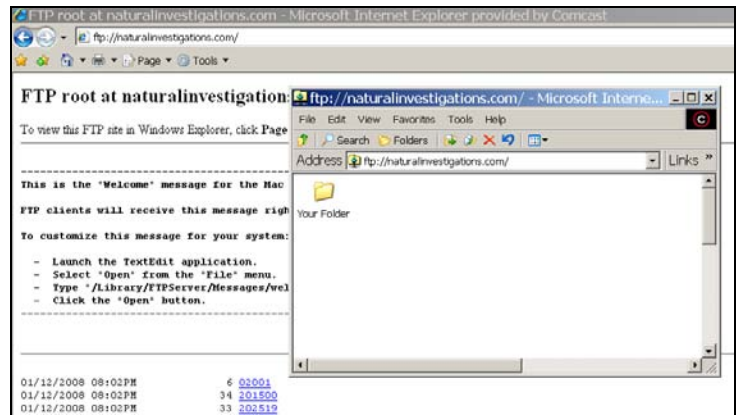
Type in the **username** and **password** that we provided for you.

(Make sure the "Log on anonymously" button is NOT checked).

5) After a short pause, a new window will appear. Look for the **folder name** that we provided for you.

Open the folder by double-clicking and then copy & paste (or drag & drop) files to or from this folder to your computer.

Instructions for Apple Computer/Mac Users

You need to use an FTP program for Macs. Apple has free FTP programs on their Downloads > Internet Utility website :://www.apple.com/downloads/. If you already have an FTP program, use **guest@naturalinvestigations.com** as the host name.

Frequently Asked Questions

Q: What is FTP?

A: FTP, or File Transfer Protocol, is computer code that is used to transfer large data files from one computer to another over the Internet, or through a network (://en.wikipedia.org/wiki/Ftp).

Q: Why am I having trouble using FTP on my computer?

A: Internet Explorer 7 browser doesn't support FTP; instead Windows Explorer is used.

A: Make sure your browser is setup to use FTP. Go to your browser's menu bar and select Tools (or View) and then select Internet Options and click on the advanced tab. Make sure FTP is enabled.   If you still have problems or are using a DSL modem and/or have a firewall select the "use passive FTP" in the advanced setup.

A: If that still doesn't work, go to File on the menu bar, select "Login As", enter your username and password, click the save password button, then uncheck the save password button, then click OK. This usually resets the browser and your list of images and folders should be visible now.

A: The FTP server that Natural Investigations uses may be temporarily down.

A: You may not have a working internet connection.

Q: What is anonymous FTP?

A: Some FTP sites are set up for anonymous FTP. This is done by many companies and individuals to provide access to public files or updates. These sites are called anonymous FTP sites because the user name to connect to these sites is literally "anonymous". The password is usually your email address. If anonymous FTP is allowed it usually is stated in the message that appears when a connection is made.