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Etail Solutions - Help Center / Etail Solutions Help Center / Access Your FTP File Locations

# Access Your FTP File Locations

Your EVP Environment includes a file share that is accessible by FTP. You may use this file share to transfer files to a location where they can be processed by EVP, or to save files from EVP to a place where you can log in and download them.

## FTP Credentials

Generally, your FTP credentials are the same as your EVP credentials. When accessing your FTP file locations by any method, use your EVP user ID (without the etail\) and your EVP password.

(Example: etail\evp.jdavies → evp.jdavies).

The Etail Team may have set up additional FTP credentials for unique processes like automation. An example of this would be a supplier-specific FTP login that can only access the supplier's directory.

## Web Access

Web access is the easiest way to access your files. Point your web browser to

<https://files.etailsolutions.com> Powered by  Jira Service Management

After you log in you will see the FTP file locations you can access.

## FTP Clients

You may also use an FTP client to access your files. FileZilla is a popular free FTP Client, but there are many others.

When using an FTP client to access your FTP file locations, use the server name [files.etailsolutions.com](https://files.etailsolutions.com) and your FTP Credentials.

You do not need to specify a port.

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 No

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