

This article is for clients who have an *existing* FTP (file transfer protocol) folder set up by Ascent360.

When transferring Personally Identifiable Information (PII) to Ascent360, please do so via SFTP. Looking for information regarding the in-Platform **File Management** system? Please see [Dropping and Picking Up Files with File Management](#).

Option 1: Access via an FTP Client

Access your FTP folder through a dedicated FTP client like FileZilla.

- Hostname: ftp.ascentcrm.com
- Connect using your FTP username and password, provided securely by the Ascent360 Team.

Option 2: Access through a Web Browser

Alternatively, access your FTP folder through an online browser.

- Web Transfer Login Page: <https://webupload.ascent360.com/ThinClient/>
- Login using your FTP username and password, provided securely by the Ascent360 Team.
- Should you wish to reset your FTP account password, please do so through the Web Transfer Portal.

Note: Web Transfer is not optimal for files 2GB or larger. If the file fails to upload, try transferring the file through a dedicated client (Option 1)