

## Understanding the FTP Server

The purpose of the FTP (File Transfer Protocol) server is to facilitate a more secure means of information sharing between the City of Spokane and partner agencies. The importance of ensuring a high degree of quality for data entered into the CoC's HMIS database cannot be stressed enough. At the same time, we have an obligation to our clients to safeguard their information the best way we can. Since the FTP server is a secure website, we can exchange information with a greatly reduced risk of unauthorized parties gaining access.

The following are some of the common questions I've been asked concerning the use of the FTP server.

### **1) When should we use the FTP server?**

The FTP server should be used anytime client information needs to be shared via electronically. The practice of sharing client information via email needs to stop. Since each agency is required to run a monthly check of data quality, the FTP server will become increasingly important as a means of sharing the results of the monthly checks.

### **2) How do I login?**

First, go to: <https://ftp.spokanecity.org/>. If you've entered the URL correctly, you should see a screen which looks like this:



City of Spokane

Login ID:

Password:

Language: English

Remember me

Theme Recover Password

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Next, you need to enter your agency specific Login ID and Password. Agencies should limit access to the FTP server to program managers and/or staff tasked with verifying data accuracy and completeness. Once you entered the required information, you should see a screen listing different programs/funding sources your agency is responsible for:

The screenshot shows a Windows Internet Explorer browser window with the following details:

- Address Bar:** <https://ftp.spokanecity.org/Web%20Client/ListDir.htm>
- Menu Bar:** File, Edit, View, Favorites, Tools, Help
- Toolbar:** Includes a search icon and a "Google" button.
- Navigation Bar:** Shows "Spokane HMIS ClientTrack" and "ftp.spokanecity.org - /" as active tabs.
- Directory Listing:**

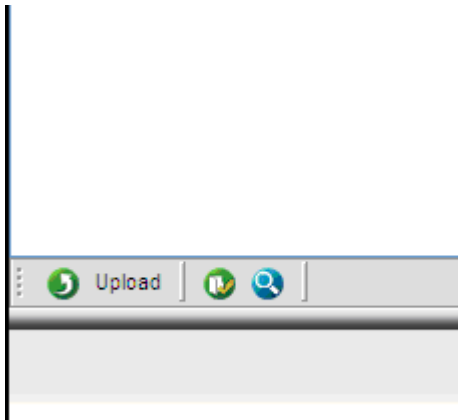
Name	Size	Time
Casework for MIM		5/24/2011 1:32:57 PM
CC SMS Supportive Services		5/24/2011 1:32:57 PM
Hanson House		5/24/2011 1:32:53 PM
HOC Comprehensive		5/24/2011 1:32:54 PM
HOC Supportive Services		5/24/2011 1:32:54 PM
public		2/2/2011 11:41:12 AM
SMS Transitional Housing		5/24/2011 1:32:55 PM
Summit View S+C		5/24/2011 1:32:56 PM
- Footer:** Features the "Rhino Soft" logo and the text "Serv-U © Copyright 1995-2011, Rhino Software, Inc."
- Taskbar:** Shows the Start button and several open applications: "ftp.spokanecity.org...", "https://asp.clienttr...", "Inbox - Microsoft O...", "Document1 - Micros...", "User Accounts and ...", and "FTP".

### 3. I've logged in: now what?

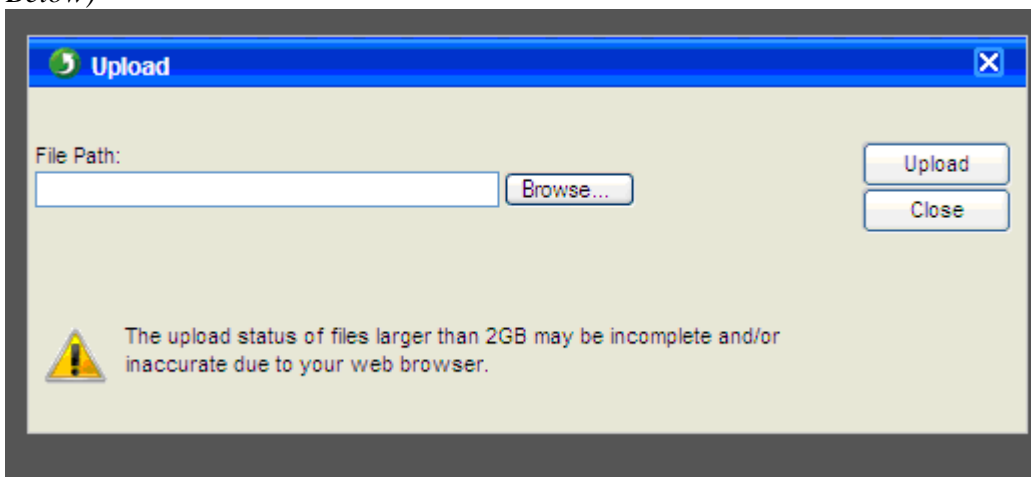
You will need to locate the folder for the program(s) you are responsible for and open it up. Next, you will need to download the file by right-clicking on the file name and selecting the Download option.

### 4. How do I upload a file?

First, click on the Upload button located in the bottom left-hand corner of the screen. (*See Below*)



Next, you will need to locate the file you wish to upload from your computer. (*See Below*)



Now your file should be successfully uploaded!

### 5) What do I do with old reports and documents?

Agencies are not expected to save reports. Agencies are expected to provide a reasonable timeframe for when discrepancies can be corrected; additionally, agencies are required to share updated spreadsheets showing corrections with the City's HMIS Team.