

**Do not attempt to transfer files to the FTP site if you use a dial-up internet connection.**

**PC - Accessing the ftp site for upload or download.**

1. Open Internet Explorer. (Internet Explorer seems to work best with our FTP site.)
2. Type ftp.memorybook.com in the address bar and press “Enter.” Do **NOT** add **www.**, or **http://** in front of the address. The address will automatically change to ftp://ftp.memorybook.com
3. User name: **School Code**  
Password: Contact Your Customer Service Representative
4. Depending on the size of your folder, the speed of your internet connection, and the speed of your computer, the uploading process can take a long time (hours). We recommend you start the uploading process at a time when you will not be using your computer for several hours, so you won't be inconvenienced while waiting for the upload/download to complete.

Note: If the user name/password dialog box does NOT open, and the error indicates a bad username or password, click on the File menu, then select Login As to force the browser to allow a username and password to be entered. If you still receive an error, do the following:

**If using Internet Explorer 6**

Go to the Tools menu and choose Internet Options.

- a. Choose Advanced
- b. Under the Browser heading, **uncheck** Use Passive FTP for DSL Firewall and Modem Compatibility.
- c. Click OK.
- d. Close Internet Explorer, and re-launch.
- e. Repeat steps 1 – 7

**If using Internet Explorer 7**

When Explorer 7 is used to logon to the FTP site, the following message will appear:  
Internet Explorer cannot display the web page.

1. Click the Page drop-down menu in the upper right-hand corner
2. Choose Open FTP site in Windows Explorer.
3. Retype your username and password.

This should allow you to connect to the site.

If you have any questions or need any further help, please call technical support at 1-877-302-3140.

## MAC - Accessing the ftp site for upload or download.

1. Open your FTP software. If you do not have FTP software, you can download Classic FTP from Apple.  
[http://www.apple.com/downloads/macosx/internet\\_utilities/classicftpformac.html](http://www.apple.com/downloads/macosx/internet_utilities/classicftpformac.html)
2. When you first open Classic FTP, you will need to click “Connect.” Select “New Connection.”
3. Enter the following information where requested:
  - a. Label: **Memory Book FTP**
  - b. Server: **ftp.memorybook.com** Note that you don't want an entire address (such as <http://www.example.com>)
  - c. Username: (contact your customer service representative)
  - d. Password: (contact your customer service representative)
  - e. Next, click the “Test FTP Settings” button. You should receive a positive response.
4. To put (upload) a single file from your Macintosh to the FTP site, click the Put button in the transfer window toolbar. At the prompt, select the file you created on your desktop.
5. To get (download) a file or folder, select the file and click the Get button in the toolbar. You can also get a file by double-clicking its icon or name.
6. Do not stop, cancel or turn off your computer until the files have completed transferring.

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