

How to connect to the Eurofins FTP server using FileZilla - a step by step guide to access your results

- 1 Open the site manager - you can find it under (File) or by pressing (CTRL+S)
- 2 Create a new site
- 3 Name the new site (ngs-ftp.eurofinsgenomics.eu)
- 4 Enter the hostname (ngs-ftp.eurofinsgenomics.eu)
- 5 Input the Port (21)
- 6 Choose the protocol (FTP - File Transfer Protocol)
- 7 Choose encryption (Require explicit FTP over TLS)
- 8 Enter your username (ftp-31100012345) - the digits are your Contact ID
- 9 Click on Connect
- 10 Enter your portal password provided in email.

FTP password reset or password change using web browser

- 1 Enter the hostname <https://ngs-ftp.eurofinsgenomics.eu>
- 2 Click Forgot your password?
- 3 Enter the email you are using for logging into your user account on our website
- 1 Enter the hostname <https://ngs-ftp.eurofinsgenomics.eu>
- 2 Log in with provided credentials
- 3 Go to Settings and enter new password

FTP server configuration and client requirements

Client

- TLS 1.3 should be supported
- Check that you don't use plaintext connection
- Firewall should allow connection to provided server IPs and ports

Server

- TLS 1.3 only
- Only FTP over TLS, no plaintext support
- Passive connection ports: 32768 – 65535
- ngs-ftp.eurofinsgenomics.eu (98.71.155.53), 98.71.155.64 and 98.71.155.73

