eurofins | Genomics

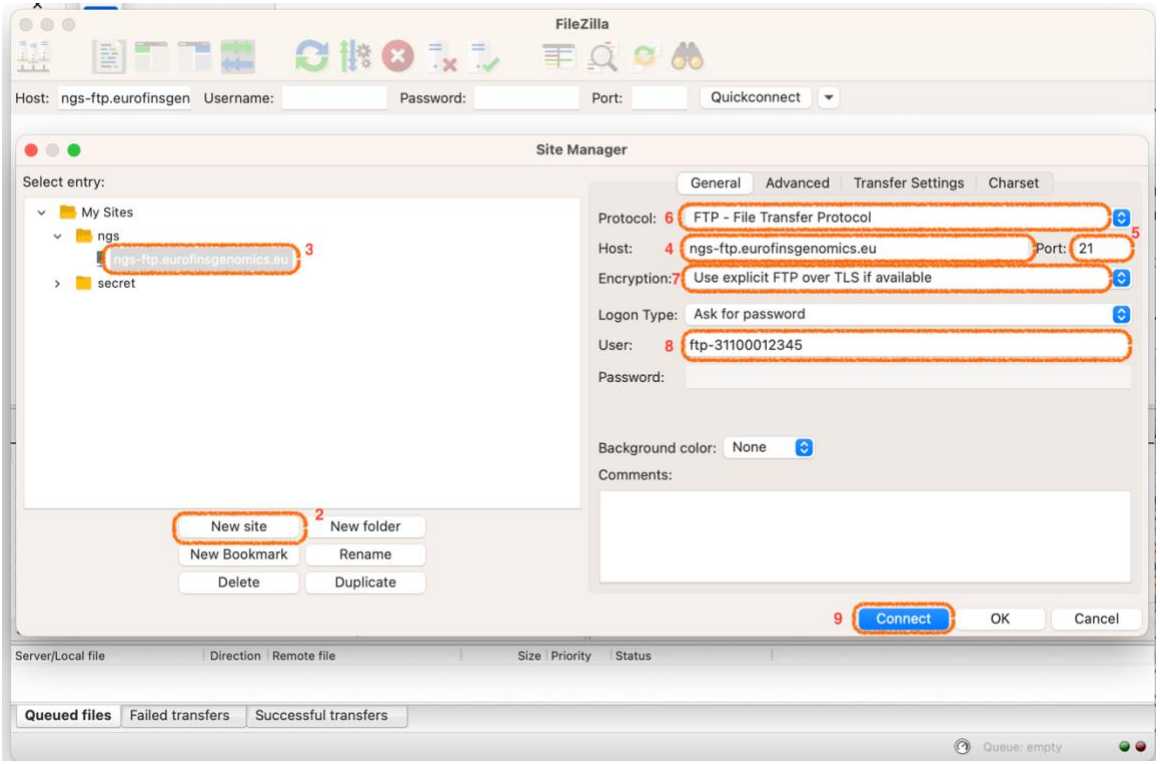
How to connect to the Eurofins FTP server - a step by step guide to access your results

1. Open the site manager - you can find it under (File) or by pressing (CThuRL+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

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