Instructions for Users to Access the External Services Server using FileZilla

Technology JPA had provided an External Services server (EXTSVCS) to allow Districts to share personally identifiable information (PII), or sensitive personal information (SPI) with other departments within the San Bernardino County Superintendent of Schools. Current services include:

- Credentials
- Retirement
- Food Services
- California Department of Education

The External Services server is a temporary location and should not be used for permanent storage.

INSTALLING FILEZILLA

Before you begin, you must first install the FileZilla software. There is no cost for this application. To install, click on the link below.

https://filezilla-project.org/download.php?type=client

Click on [Download FileZilla Client] and then click [Download] again. Once prompted, select [Run]. Once the software is installed follow the login instructions below.

LOGGING INTO THE EXTERNAL SERVICES SERVER

To log into the EXTSVCS server using FileZilla, enter the following information into the fields across the top of the Quick Connect window.

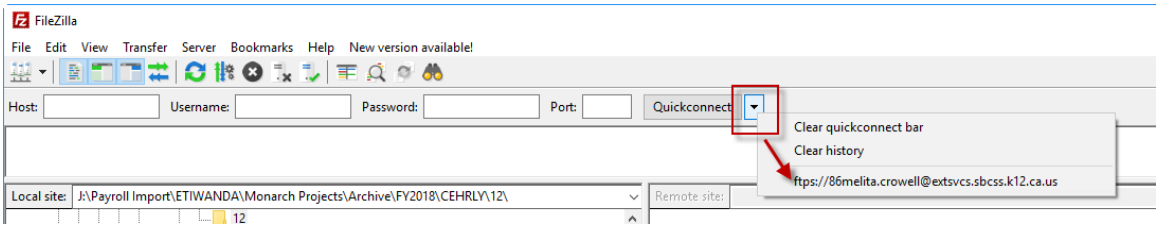
Host: ftps://extsvcs.sbcss.k12.ca.us
Username: <provided by your contact at SBCSS>
Password: <provided by your contact at SBCSS>

Click [QuickConnect].

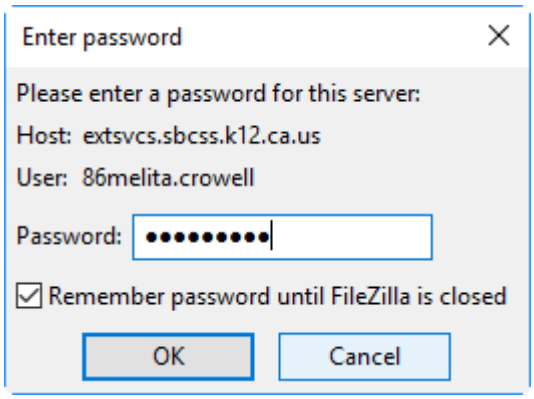


The next time you log in you can click the drop-down arrow next to [QuickConnect], select your login.

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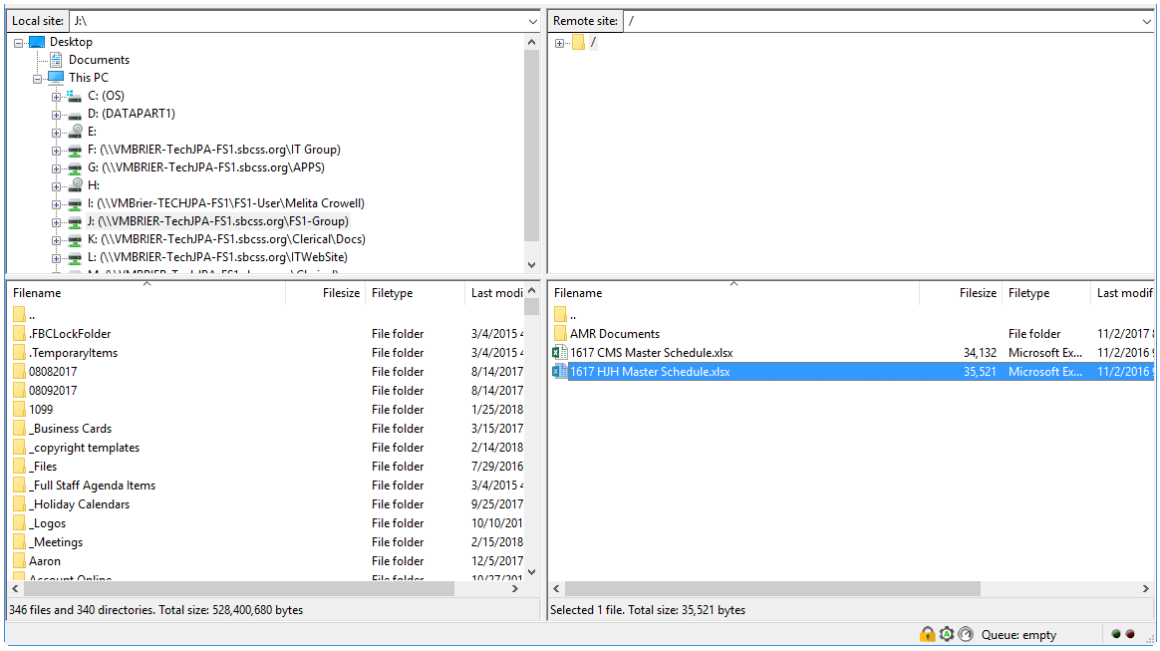


It will then prompt you for your password. Enter your password and click [OK].



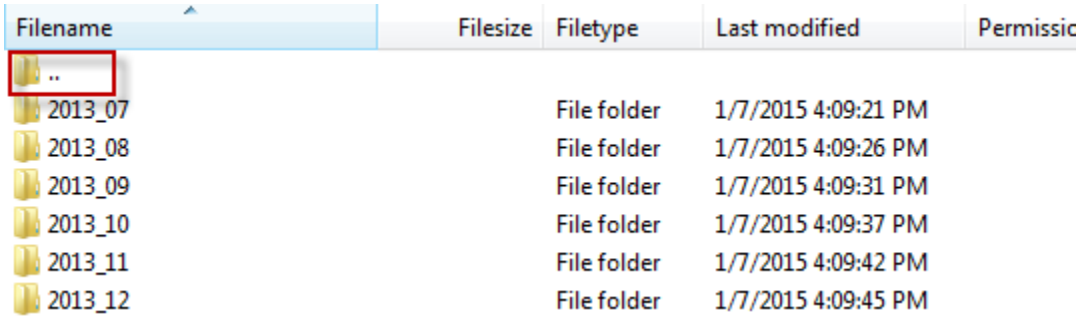
FINDING YOUR REPORTS

When you first log into FileZilla, the left side of the window displays your computer folders and the right side of the window are the reports on the External Services server (only the folders that you have permissions to will display).



Double-click on a folder to open that folder. Double-click on the ".." to move up one level.

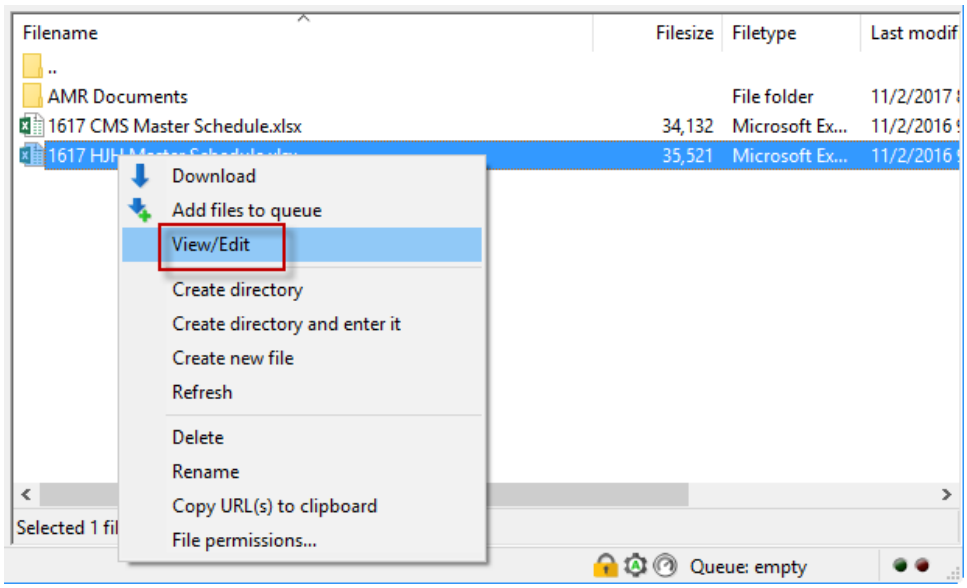
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VIEWING DOCUMENTS

You may view each file or save them to your computer.

To view a report, navigate to the file in the folder. Right click on the file name and choose View/Edit. You may also delete a file by choosing Delete.



The report will open in a new window. Once the report is open, you can choose to Save, Print, or close the report.

DOWNLOADING DOCUMENTS

You may also save a report or entire folder to your computer. On the left side of the screen navigate to the folder where you want to save your file(s). We recommend that due to the confidential information in the production reports you save the files to a network location that requires a user name and password to access.

Next, click on the file or folder on the right side of the window and drag it to the file location on the left side of the window. The file or folder will copy over.

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Please remember that these reports contain sensitive data items that if compromised, could lead to identity theft. Districts need to safeguard this data with that in mind when storing these files on their networks.

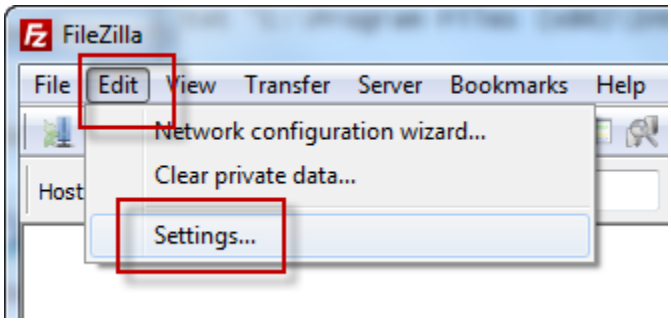
UPLOADING DOCUMENTS

To upload a document for the County Schools staff to retrieve, navigate to the folder containing the file on the left side of the screen. Drag the file on the left side to the folder on the right side of the screen. The file will display in the folder on the right side and is ready to be retrieved.

CHANGING THE DEFAULT VIEWING APPLICATION TO INTERNET EXPLORER

When you right click a file to View/Edit a report, FileZilla will automatically open a new window to display your report in a text editor. You may also print your report from this window; however, it does not allow you to print only a selected portion of your report. In this case you can change the default application to Internet Explorer which will give you more printing options.

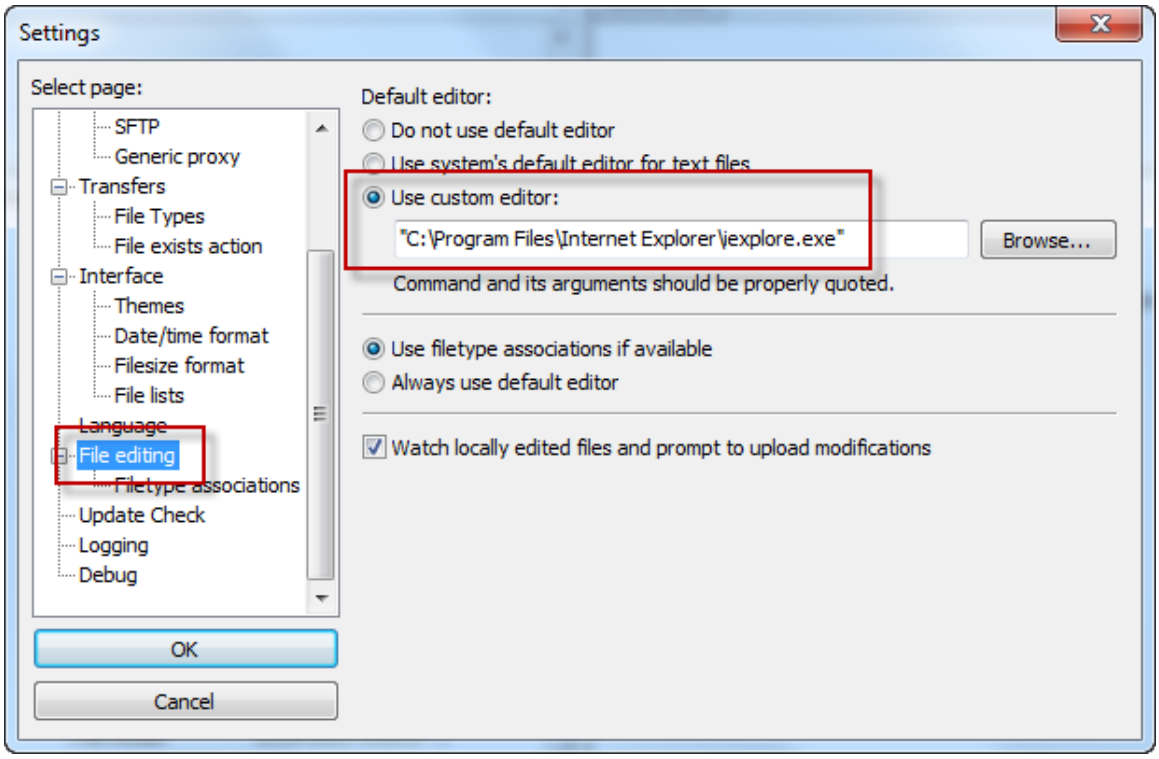
In FileZilla, select [Edit] then [Settings].



Under Select Page on the left side scroll down to File Editing. Select "Use custom editor" and paste the following text in the box:

```
"C:\Program Files (x86)\Internet Explorer\iexplore.exe"
```

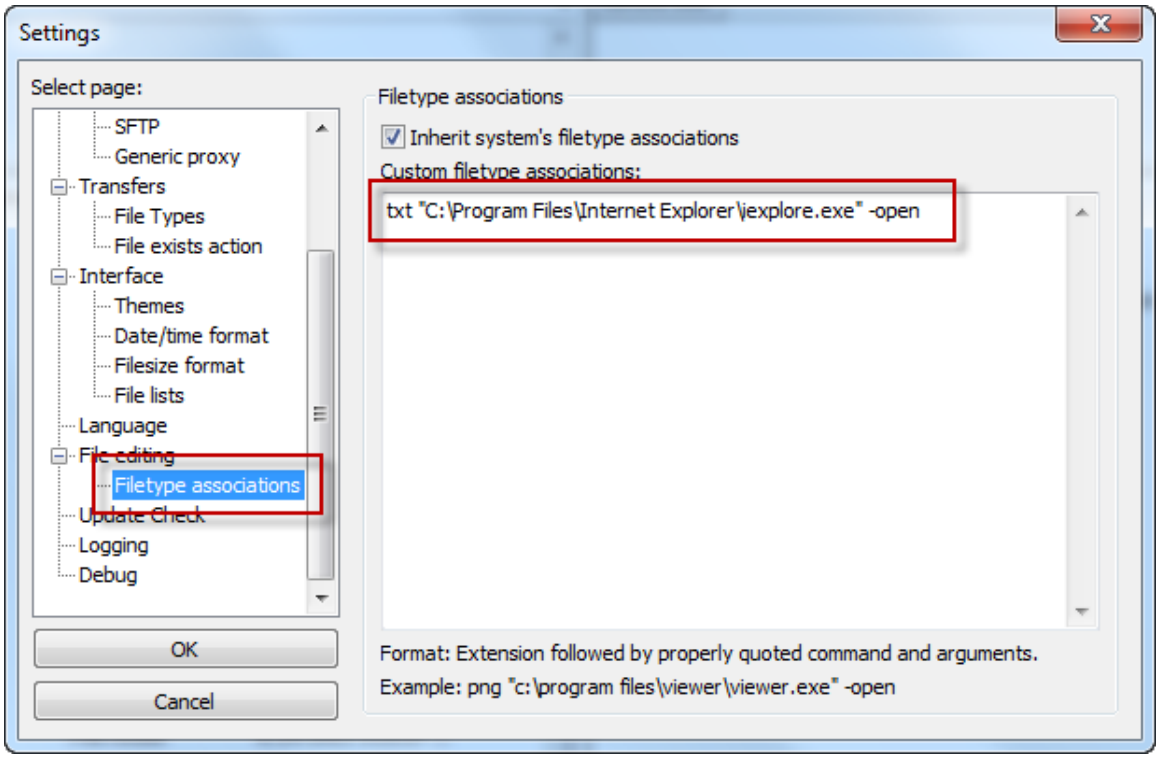

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Under Select Page on the left side select “Filetype associations”. Delete any text that is currently in the box and paste the following text in the window:

```
txt "C:\Program Files\Internet Explorer\iexplore.exe" -open
```


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Click [OK]. Now when you right click a report and choose View/Edit it will use Internet Explorer to view the report. You will be able to choose to print just a selection, certain pages or the entire report.

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