FTP

FTP, or file transfer protocol, is used to transfer files between a computer and a server, like our RescueGroups.org server.

> ✅ **Where do I find it?**
>
> You can find the FTP page by going to **Services > FTP Account**.

On this page:

- Creating an FTP Account
- Using your FTP Account

Related pages:

- About FTP exports
- About Petfinder FTP exports
- Uploading data to your FTP account

The following actions are available for the FTP feature with the specified service and user roles:

Action	Description	Services	User Roles
Request an FTP Account	Able to request an FTP account	FTP	Site Admin
Reset FTP Account Password	Able to reset the FTP account password	FTP	Site Admin

RescueGroups.org provides an FTP account to use with our services. The FTP account can be used to:

- Import animal data and pictures into the RescueGroups.org system
- Download animal data and pictures that were exported from RescueGroups.org

Creating an FTP Account

To create your organization's FTP account, go to the FTP page.

> ⚠ **Remember your FTP password!**
>
> You can always find your FTP account information by going to the **Services > FTP Account** page. The information is available to Administrators.

Using your FTP Account

To transfer files to and from your FTP account you'll need to use an FTP client. There are a lot of different FTP clients out there, and you can use any of them. If you need a suggestion, you might try Core FTP LE. You'll want to download and install the free version.

You could also use Internet Explorer or the Firefox web browsers to connect to the FTP server. To do that, simply enter the following in the browser's address bar: ftp://ftp.rescuegroups.org.

When connecting to the RescueGroups.org FTP server you'll need to use the following information:

FTP Server Name (Host): **ftp.rescuegroups.org**
FTP User Name: Your organization's account number
FTP Password: Your organization's FTP password

> ⚠ Please note that your FTP username and password are NOT the same as what you would use to log in to your RescueGroups.org service. If you don't know your FTP password you'll need to contact RescueGroups.org support.

Once connected to the FTP server you will be able to copy files from the RescueGroups.org server to your computer. If you use Core FTP LE you will see your computer (your desktop) on the left-hand side and the remote FTP server on the right-hand side. You can drag and drop files from the one side to the other to transfer between the computers.

If you are using your web browser you can right-click a file and save it to your computer. If you plan to download a large number of files you would be better served using an FTP client.

⚠

⚠ Using a web browser, you cannot export, only view, images.

Popular Questions

Topics:

- animals
- ftp
- animal

1. 0
   votes
   ### Linking support for an animal to payment
   - **0** answers
   - Andrea Homan
   - Apr 24, 2024
   - animals

2. 0
   votes
   ### How do I get my listings to automatically feed to Facebook?
   - **2** answers
   - Jennifer Myers
   - Mar 20, 2024
   - animals
   - website
   - exports
   - facebook
   - iframe

3. 0
   votes
   ### How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?
   - **4** answers
   - Whiskers & Tails Rescue Foundation
   - Sept 21, 2023
   - Space: Website Service Guide
   - website
   - exports
   - animals
   - toolkit

4. 0
   votes
   ### My Animal List is empty
   - **2** answers
   - Tammy Mullins
   - Feb 06, 2024
   - animals

5. 0
   votes
   ### Requests
   - **0** answers
   - Anita Lowman
   - Feb 19, 2024
   - requests
   - animals

6. 0
   votes
   ### Add a mixed breed choice for dogs
   - **1** answer
   - Richard [RG]
   - Feb 27, 2014
   - requests
   - animals
   - breeds
   - exports

7. 0
   votes
   ### Change default location to "no"
   - **1** answer
   - Alana Woodbury
   - Jan 22, 2024

- animals
- exports

8. 0 votes

What fields is the Asilomar Advanced Animal Statistics report pulling from

- **0** answers
- Alana Woodbury
- Jan 20, 2024
- animals

9. 1 vote

How do I duplicate an application? When I try to duplicate the resulting form is "Incomplete," and data from original form does not transpose.

- **1** answer
- Kirsten A Reed
- Oct 25, 2021
- animals
- forms
- animal

10. 0 votes status

Is there a way to view relationship from the Animal List page?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals

Have a question about this topic?