

# CyberDuck SFTP Guide

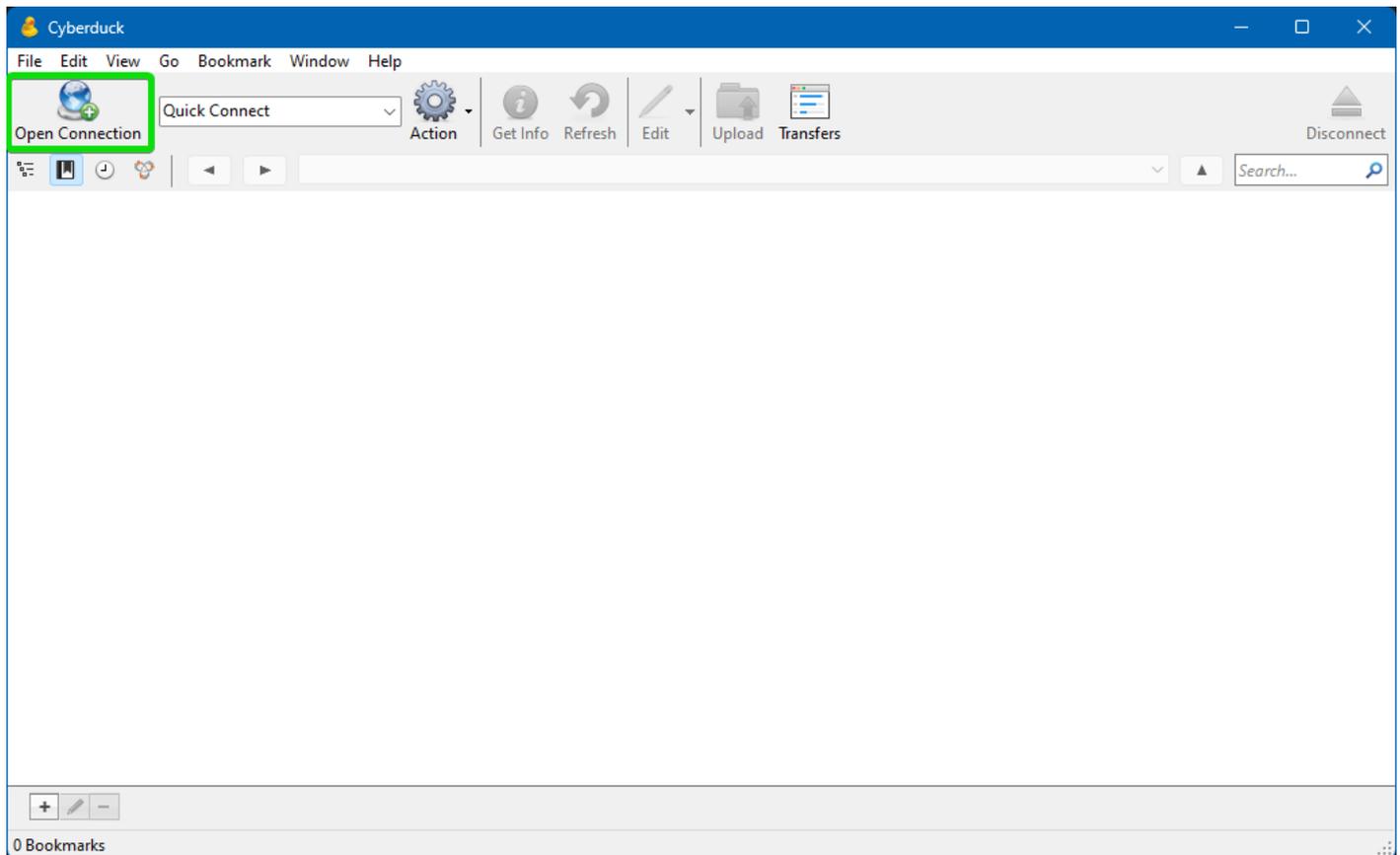
Firstly, download and install CyberDuck. This can be used on either Mac or Windows. You can do this by going to the CyberDuck website <http://cyberduck.io>

## **IMPORTANT!**

**You will now need to download the SSH/sFTP key from the panel, a guide on finding and downloading the key can be found at**

**<https://www.creeperhost.net/wiki/books/general-information/page/how-to-sshftp-into-your-server>**

Open CyberDuck, then click "Open Connection".



Ensure the following:

- Protocol is set to "SFTP".
- The port is "22".
- Enter your server's Hostname (yourservicename.playat.ch).
- Enter the user "customer".

- Click on "Choose"
- Click on the dropdown above the open button and select "All Files (\*.\*)"
- Navigate to where you saved the .ppk file and click on it, then click on open

Open Connection

SFTP (SSH File Transfer Protocol)

Server: yourservername.playat.ch Port: 22

URL: sftp://customer@yourservername.playat.ch

Username: customer

Password:

Anonymous Login

SSH Private Key: None Choose...

Save Password

Connect Cancel

More Options

Finally, click connect - and you will be able to access the server's filesystem

Note: PPK files have a limited lifespan, after approx. 90mins you will need to obtain a new one in order to login again.

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