

# CyberDuck SFTP Guide

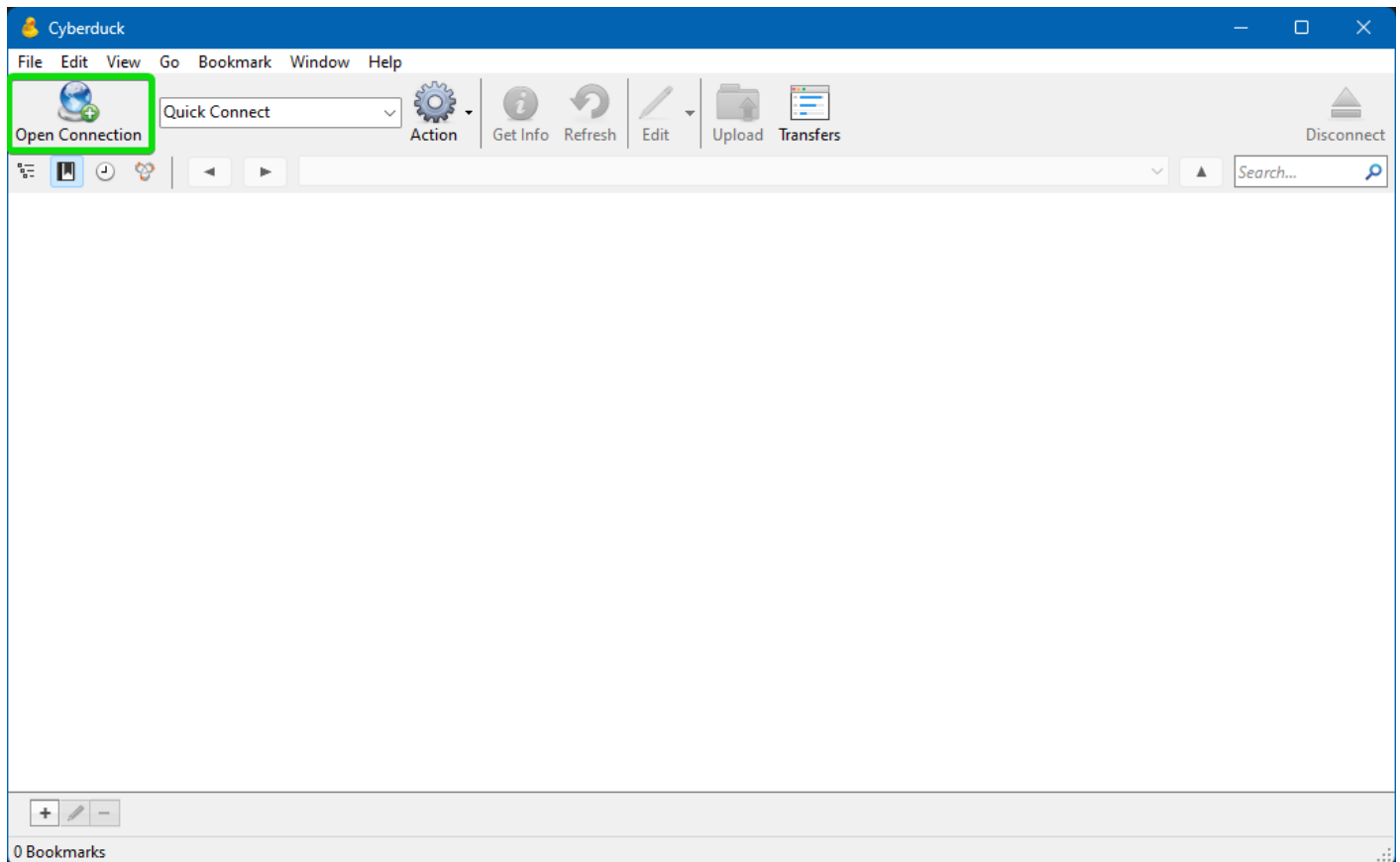
Firstly, download and install CyberDuck. This can be used on either Mac or Windows. You can do this by going to the CyberDuck website <http://cyberduck.io>

## **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>**

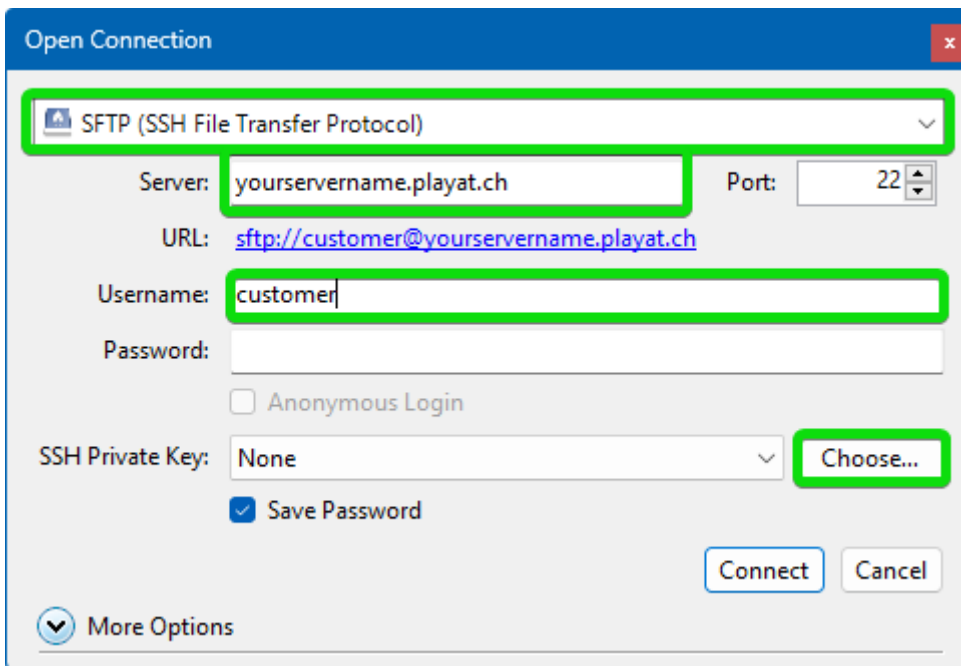
Open CyberDuck, then click "Open Connection".



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



The screenshot shows a dialog box titled "Open Connection" with a blue header bar. The main area is light gray. At the top, there is a dropdown menu showing "SFTP (SSH File Transfer Protocol)". Below this, the "Server:" field contains "yourservername.playat.ch" and the "Port:" field contains "22". The "URL:" field shows "sftp://customer@yourservername.playat.ch". The "Username:" field contains "customer". The "Password:" field is empty. There is an unchecked checkbox for "Anonymous Login". The "SSH Private Key:" dropdown shows "None", and next to it is a "Choose..." button. Below that is a checked checkbox for "Save Password". At the bottom right are "Connect" and "Cancel" buttons. At the bottom left is a "More Options" link with a downward arrow. Green rectangular boxes highlight the protocol dropdown, the server field, the username field, and the "Choose..." button.

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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