



SFTP User Guide

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Overview

The BCQ preferred and most secure method of receiving client data is Secure File Transfer Protocol (SFTP). Wherever possible, we would strongly encourage our clients to use this secure method of file transfer to maintain maximum security with the transfer of personal customer data.

BCQ will create and host the SFTP sites, and each client will have their own unique site, with username and password access.

SFTP Set-up

An SFTP client will need to be installed by the client (i.e. Filezilla), and a connection set-up to the dedicated client SFTP site using the BCQ provided credentials. We recommend Filezilla on a PC and Mac. (NB: This will not work in a browser).

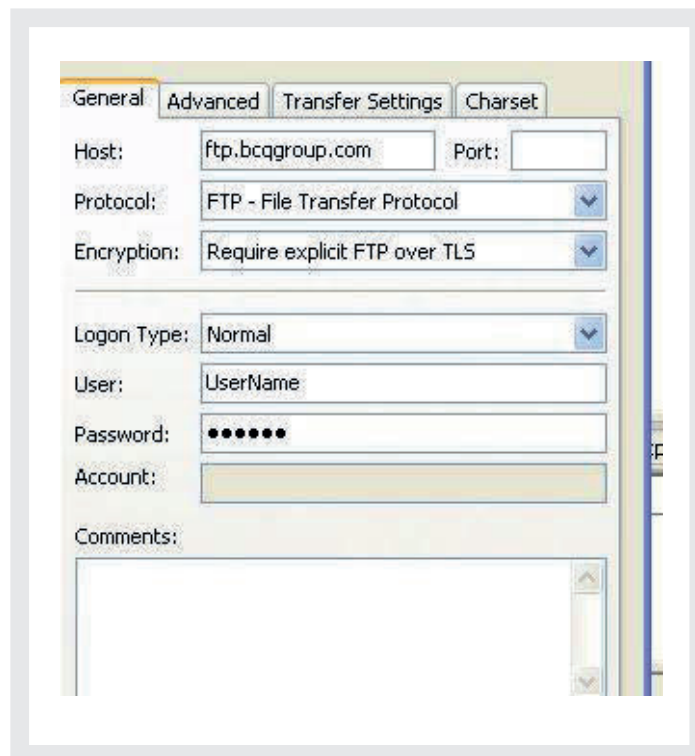
To set-up the SFTP connection within Filezilla, select 'File' - 'Site Manager'

Select 'New Site', then add all required information on the general tab. Once set you will now be able to connect to the SFTP site.

The required parameters for connection set-up are:

- Host: FTP.bcqgroup.com
- Username: XXXXX (to be provided by BCQ Support)
- Password: XXXXX (to be provided by BCQ Support)

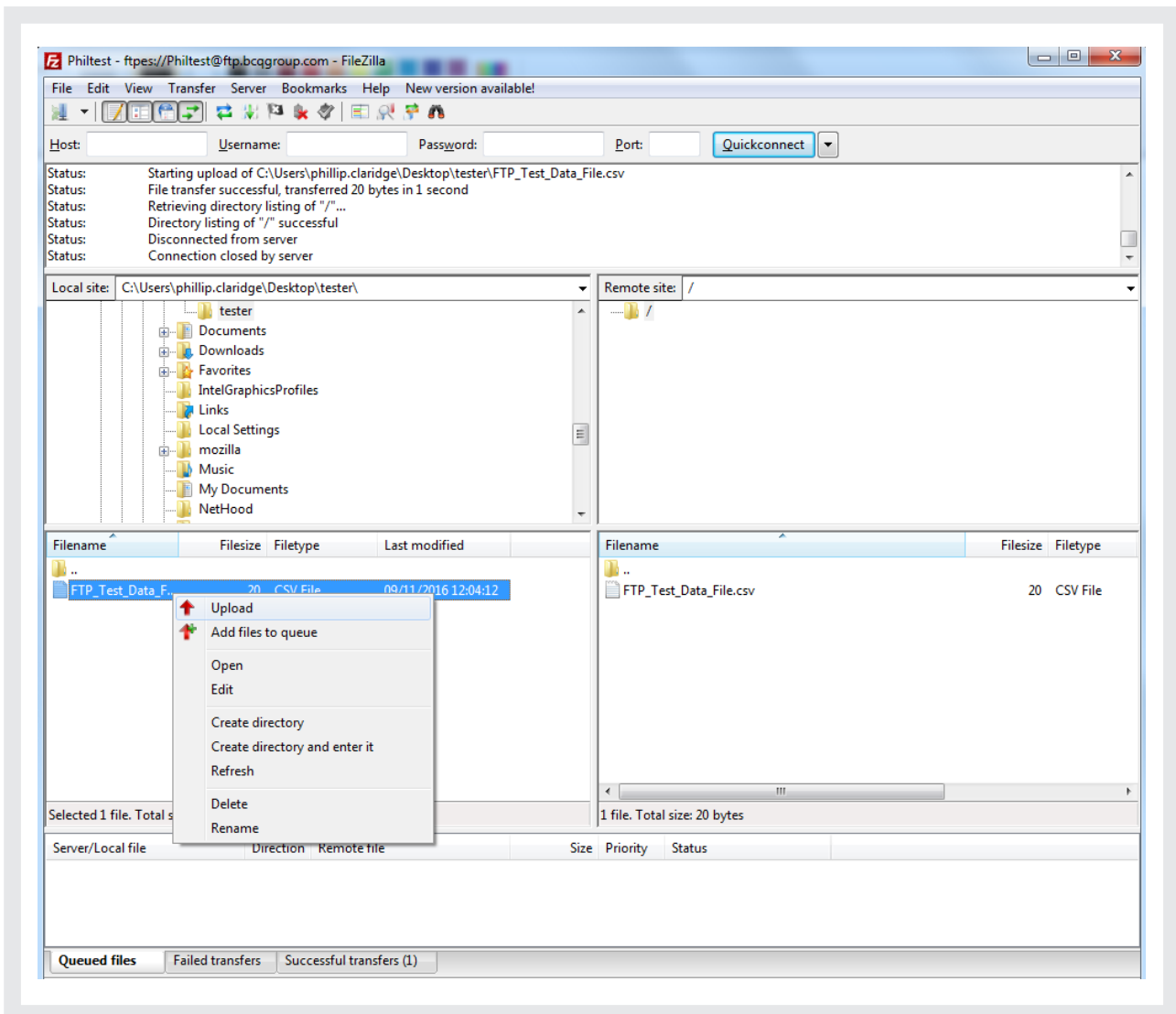
Please ensure you set your FTP Client to SSL/TLS to connect to our SFTP Server:



Transfer of files

Once successfully connected to your SFTP site, you will be able to upload your files.

To do this, navigate to your file location through the local site browser, then right click and 'Upload' file. Alternatively, you can drag and drop the file from the local site to the remote site:



NOTE: Please compress your files into one zip file. If your file is more than 500mb please inform us first.

Following successful upload of your file(s), please email your BCQ Customer Service Manager with details of the uploaded filename(s) and the mailing these relate to.

BCQ Support

If you have any questions, please email support@bcqgroup.com