

FTP Procedures

Rhino Print Solutions uses an FTP Internet site for customers to send and receive files for production and proofing requirements. FTP stands for File Transfer Protocol, and is one of the most reliable and secure ways of sending large amounts of data over the Internet. Our FTP site can be accessed using FTP client software or through the Internet. We recommend that customers use FTP client software. Free and for-cost FTP software is available at <http://www.versiontracker.com/>. Remember to select your platform (Windows, Mac OS X, etc.) to locate compatible FTP software.

FTP Client Software Access

If you access our FTP site using FTP client software, the User ID is 'picpublic' and the password is 'banana.' The log on will look like this:



Web Browser Access

If you access our FTP site via the Internet, enter ftp.rhinoprintsolutions.com in the address line of your Internet browser. Do not preface this address with http:// or www. A log-on box will appear. The User Name is 'picpublic.' The password is 'banana.' Click on 'Log On' to connect to our FTP site. We suggest that you download files only via the Internet. If you need to send files to us, we strongly recommend using FTP client software.

Once you are connected to our FTP site, you will see our public directory of folders. There is a folder labeled 'incoming' for files that you send to us and a folder labeled 'outgoing' for files that Rhino sends to you and other customers. Choose 'upload' or 'download' to transfer files to or from our FTP site.

To prevent files from corrupting, **files should be stuffed (Mac) or zipped (PC) before sending.** PDF and JPEG files don't need to be stuffed or zipped.

Before proceeding with your job we require a hard copy of your laser print-outs and clear instructions. Please let your sales contact or production coordinator know the name of your file so that we can retrieve it from our FTP site 'incoming' folder and process your job in a timely manner.

Sales Fax: 604-232-5680 or Customer Service Fax: 604-232-5681

If you are a frequent customer please contact your sales or customer service representative to set up private secure access to your own folder on Rhino Print Solutions FTP site.

Thank you for using Rhino Print Solutions.