

Connecting to Your Hosting via FTP/SFTP

FTP (and its encrypted version, SFTP) lets you upload and manage website files directly on your hosting account without going through a browser. Use it to upload a site you built locally, edit files in bulk, or grab a backup copy of your content.

Where to find your credentials

Your FTP/SFTP username and password were included in your account welcome email. If you no longer have it, you can view or reset your FTP credentials any time by logging into your Plesk control panel (linked from your Tsop Tech client area under Services) and opening the 'Files' or 'FTP Access' section for your subscription.

Recommended FTP clients

- FileZilla (free, Windows/Mac/Linux) - filezilla-project.org
- WinSCP (free, Windows) - winscp.net
- Cyberduck (free, Mac/Windows) - cyberduck.io

Connection settings

Host: <ftp.yourdomain.com> (replace 'yourdomain.com' with your own domain), or the server address from your welcome email

Port: 22 for SFTP (recommended) or 21 for plain FTP

Username: the FTP username shown in Plesk

Password: the FTP password you set in Plesk

Step by step (FileZilla)

1. Open FileZilla and go to File > Site Manager > New Site.
2. Set Protocol to 'SFTP - SSH File Transfer Protocol' and enter your Host.
3. Set Logon Type to 'Normal' and enter your Username and Password.
4. Click Connect. Your website files live in the httpdocs folder - that is your site's document root.

Security note

Always prefer SFTP (port 22) over plain FTP (port 21) when your client and network support it - SFTP encrypts both your login credentials and your file transfers, while plain FTP sends them in the clear.

Troubleshooting

- Connection refused / timed out: check that your local firewall or antivirus is not blocking the connection, and try enabling passive mode in your FTP client.
- '530 Login incorrect': double-check your username and password, or reset your FTP password from Plesk.
- Files uploaded but the site does not update: confirm you uploaded into httpdocs, not a parent folder.

Need a hand? Open a support ticket from your Tsop Tech client area and our team will help you get connected.