

SRN FTP Site Trouble-Shooting Tips:

1. If you are attempting to open the adobe pdf files or excel files and the attachment opens but it says “page cannot be displayed” click on the attachment, drag it to your desktop and drop it on the desktop. Try opening the attachment you dropped on your desktop and you may find that it will open without difficulty.
2. If you have more than one station then you also have more than one ID and Password. Do not click the “Save Password” option on the password screen. Doing so will keep you from being able to log out of that station’s ID and Password and logging back in with the other station’s ID and Password. If you have already made this mistake wait until the error box comes up, close the error box, and then right click on the empty window. Choose “Login As”. It will then give you the password box where you can enter the new ID and Password and unclick the “Save Password” option.
3. If you have an @ (at) sign or a % (percent) sign in your password, then your password will not work. Please contact Rebecca Day at 972-831-1920 x163 for your newly assigned password.