

# Export Data to FTP

You may need to add Alchemer IP addresses to your allowlist for SFTP. Please fill out our [IP Address Request Form](#) to receive these.

Send an export of your survey's raw data to an FTP (File Transfer Protocol) site on the Share tab of your CSV/Excel Export. To set this up start by creating a **CSV/Excel Export** and click **Customize Report**. On the **Share** tab scroll to the **File Transfer Service Settings**:

**Host/IP** - Specify your FTP Host IP address. The full file path must be specified, that is, it must contain the root directory and all other subdirectories in which a file or folder is contained.

**Username and Password** - Enter your Username and Password for the FTP site.

**Remote Directory** - Specify the path where the file should be sent.

**File name** - Specify the file name. We recommend appending the file extension .csv so that you can open the file in Excel. You can also use date variables as specified. *Spaces are not supported in the file name.*

Available date variables:

- %d - day
- %m - month
- %Y - year
- %s - seconds
- %i - minutes
- %H - hours (24-hour format)
- %h - hours (12-hour format)
- For more info check out the PHP date function documentation:  
<http://php.net/manual/en/function.date.php>

GENERAL SETTINGS FILTER SHARE

Host/IP:  
  
protocol://address (for example: sftp://198.0.0.1)

Username:

Password:

Remote Directory:

File Name:  
  
date variables ok: %D, etc.

## FAQ

### What protocols are supported?

Only FTP and SFTP protocols are supported (not FTPS/FTPeS)

### What ports are available?

Only ports 22 and 4968 are available for SFTP, only 21 for FTP.

### How often is data sent with FTP?

Data is sent over daily at approximately 7am Eastern Standard time.

### Can I schedule FTP sends?

At this time one cannot schedule specifically when data is sent using FTP.

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