



Falcon.io Secure **File** **Transfer.**

INTRODUCTION

In order to import your contacts into Falcon and use them in Audience Falcon.io offer a SFTP (SSH File Transfer Protocol) service to allow secure file exchange with Falcon.io.

The service requires the customer registers with the Falcon.io (SFTP) IAM system to set a password and an email address for authentication to the SFTP service, which uses One-Time PINs/Passwords (OTP) via email.

REGISTRATION

1. Connect to <https://iam.falcon.io> and select **Register**. Alternatively, use [direct link](#)
2. In the Register dialogue, provide the following information:
 1. **Username** (e.g. myusername - special characters are not allowed)
 2. **Surname**
 3. **Given name**
 4. **Email address**
 5. (Optionally) **Mobile**
 6. (Optionally) **Phone**
 7. **Password**
3. Click **Register**
4. Authenticate to the [Falcon.io IAM Self-Service Portal](#) by entering the password set during registration, immediately followed by the **Registration Token** received by email
5. Once authenticated, an **Enroll a new token** page will be displayed
6. Provide the same email address as used during registration (please ignore the link and text about Token data)
7. Click **Enroll Token**
8. Click **Logout**
9. (Optionally) Attempt an authentication to [Falcon.io IAM Self-Service Portal](#) by
 1. Entering your username and password, and clicking **Log In**
 2. Entering the emailed OTP value and clicking **Log In**
10. It is now possible to amend the account details if necessary

NOTIFY FALCON.IO

Once you've created your account, notify your Account Manager and they will make sure your account is registered with SFTP.

SECURE FILE TRANSFER

Once you received a notification from us confirming registration of your account, complete the following steps.

1. Download and install the [FileZilla client](#)
2. Open FileZilla, and open **Edit** > **Settings**
3. Select **Transfers** and change **Maximum simultaneous transfers** to **1**

4. Click **OK**
5. Create a new site with the following details:
 1. Host: **sftp.falcon.io**
 2. Protocol: **SFTP SSH File Transfer Protocol**
 3. Logon Type: **interactive** (in other clients this may be known as **Challenge-Response**)
 4. User: your username set during registration
 5. Click **Connect**
6. When prompted for 'Your OTP`, enter your password set during registration
7. When prompted for **Enter the OTP from the Email** enter the OTP value from the email
8. To upload files to Falcon.io, please use the **upload** directory
9. Notify your Account Manager once the upload is complete