# GlobalScape Navigation Help

## How do I...log in?

1. Click on the link provided from the HHSC SFTP group.
   **Note:** GlobalScape web access is best supported by Google Chrome at this time

2. Enter the **Username** and **Password** provided, then click on **Log in**

Log in to sftp.hhs.texas.gov

TEXAS
Health and Human Services

Username: [_____]

Forgot Username

Password: [_____]

Forgot Password

[ Log in ]

If you have forgotten your password, please use the "Forgot Password" option above.

If you need additional help, please call the HHSC Help Desk 855-435-7181 and ask the ticket be assigned to **Enterprise Secure FTP Support.**

3. The GlobalScape account credentials will take you to your assigned folder.
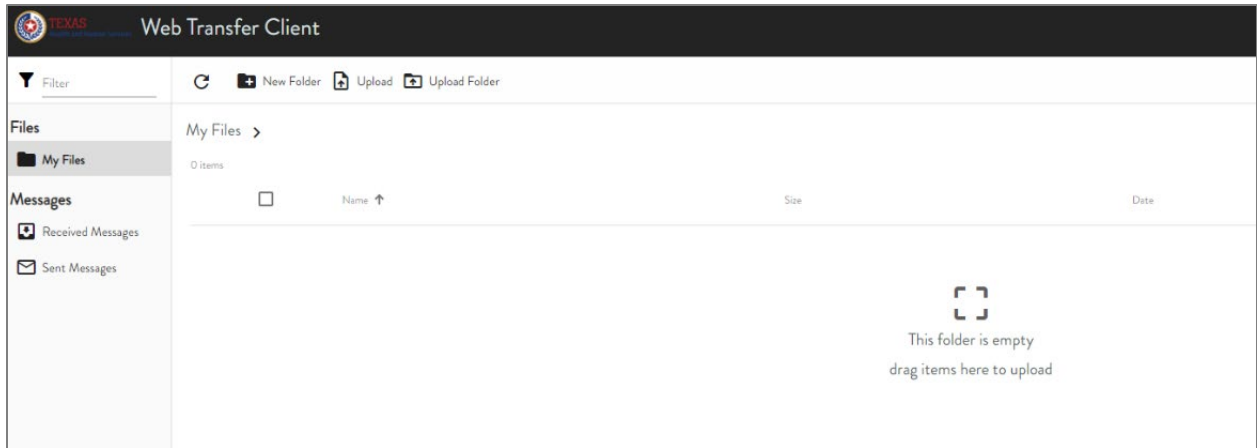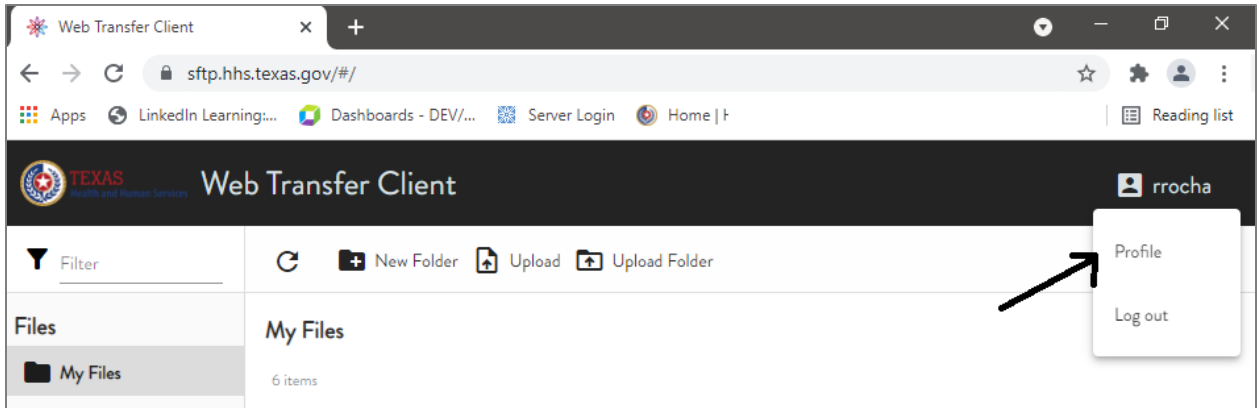
# How do I...log off?

1. Click the icon on the right side of the Language menu, 
   **Note:** GlobalScape web access is best supported by Google Chrome at this time
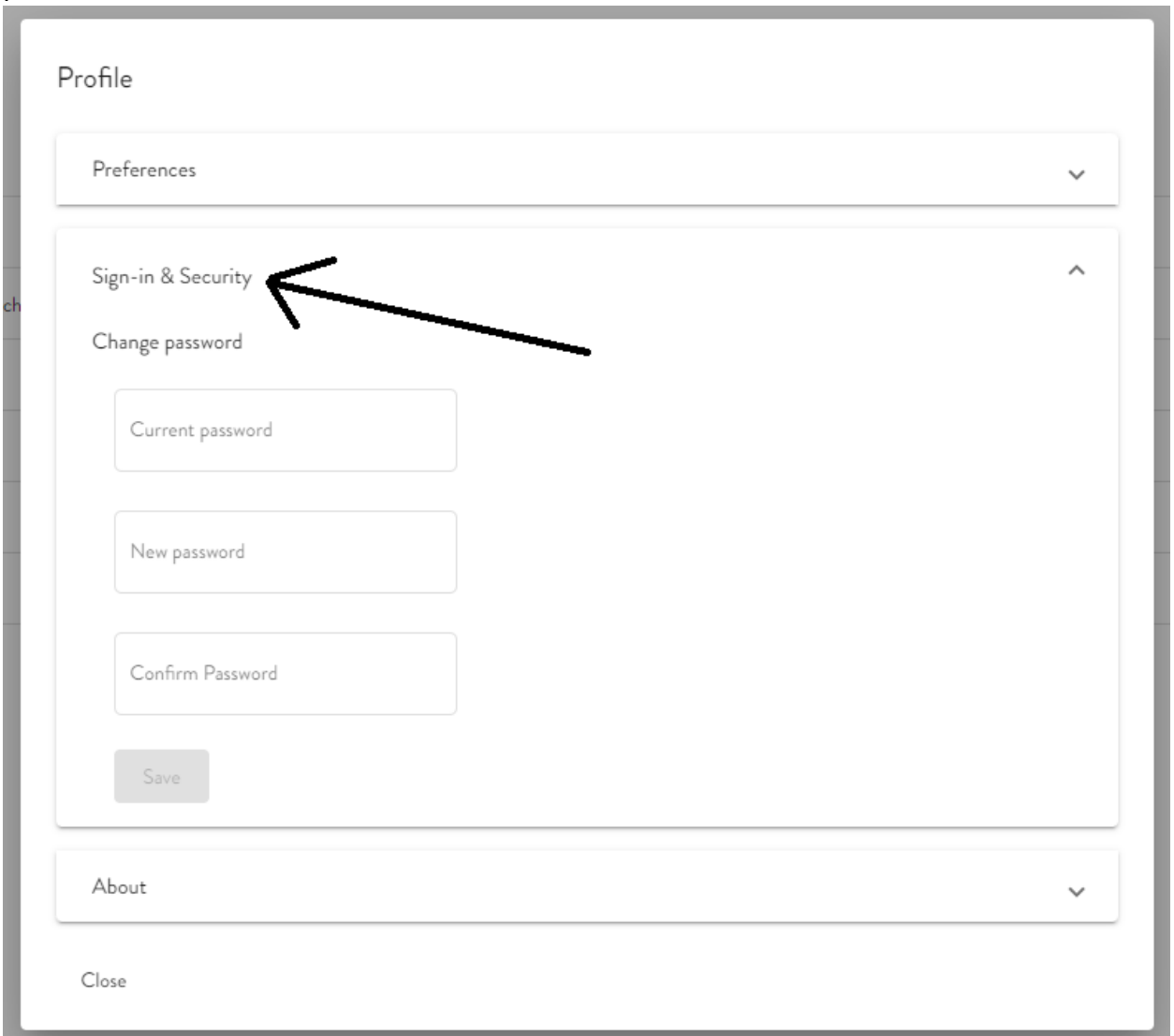
2. Click on Log off
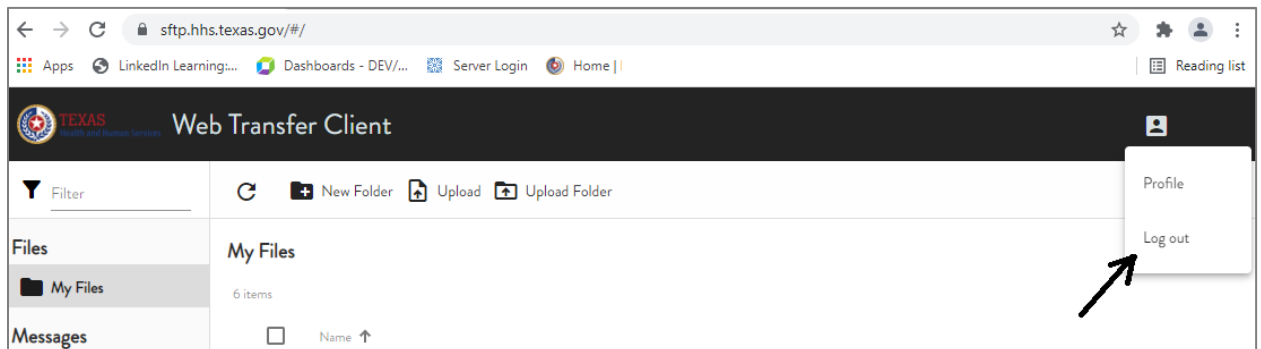


# How do I... Change Password?

1. Click the icon on the right side of the Language menu, 
   **Note:** GlobalScape web access is best supported by Google Chrome at this time
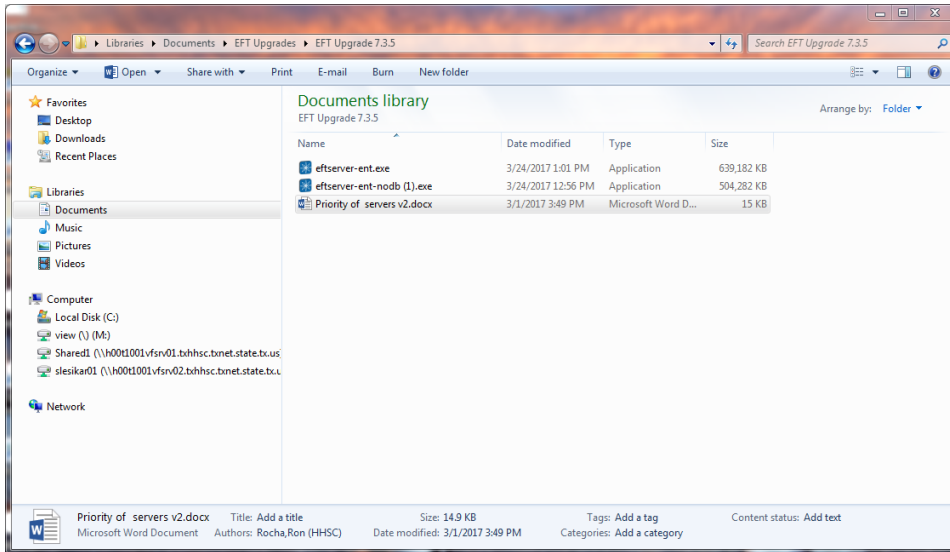
2. Click on Profile

3. Select "Sign-in & Security", address current password, then provide new password and save.
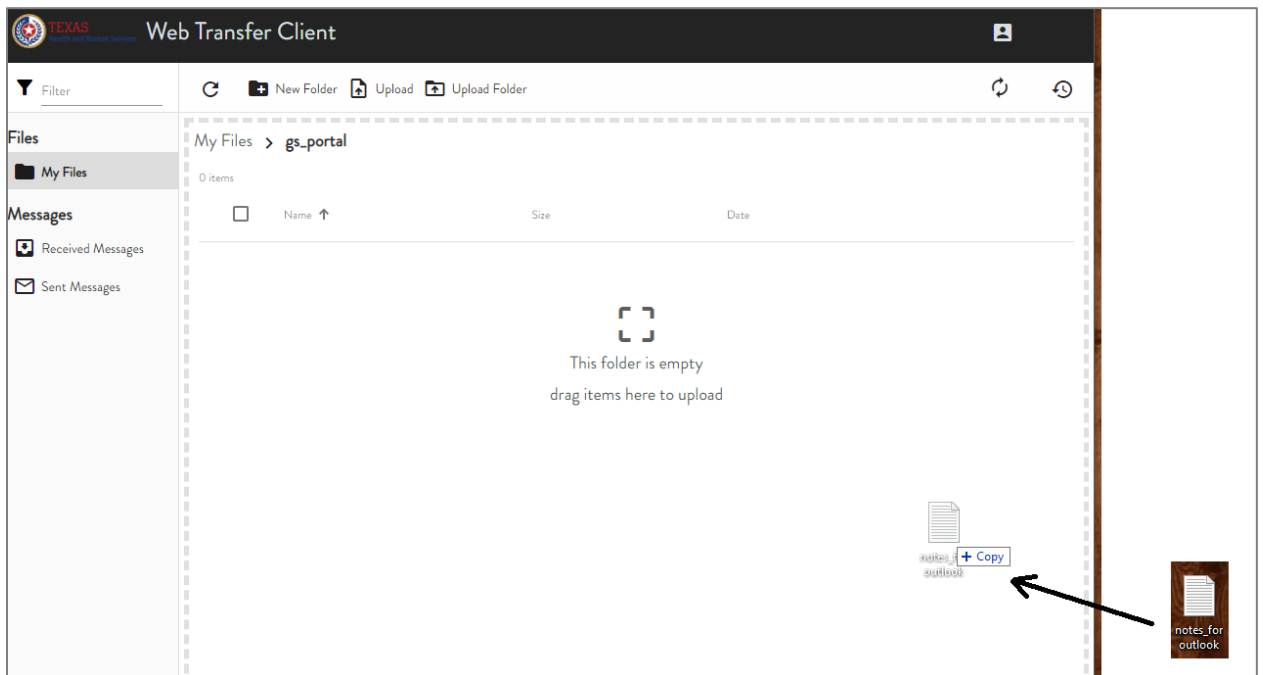
Texas Health and Human Services ● **hhs.texas.gov**                    9/23/21

# How do I… Upload a file?
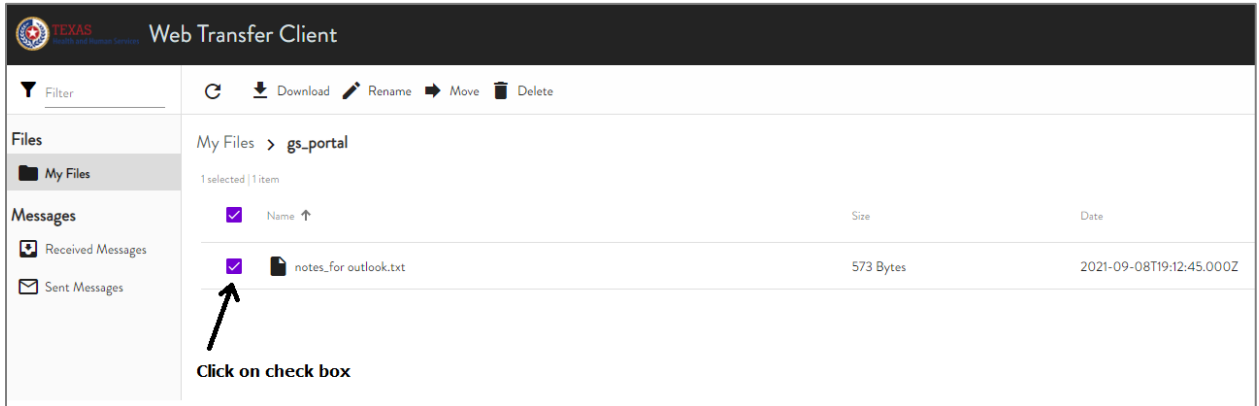
1. Click one time on file.



2. While logged into logged into the Web Transfer client, drag the selected file to the center of the internet browser and let go of the file.
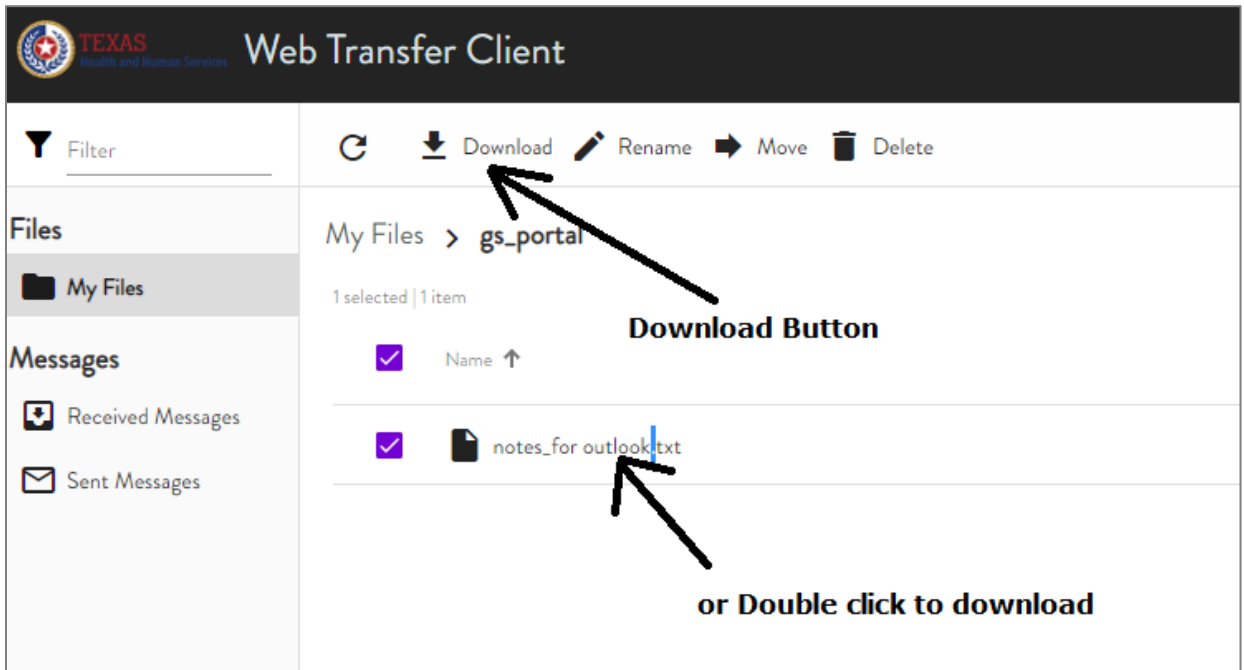
# How do I... Download a file?

1. In the Web Transfer Client window, click on the box in front of the file.



2. Double click on the file name or select the download button



3. After the download has completed, the file will save to your local computer. The location will very when using different browsers. The usual default location for downloaded files, will be in your downloads folder.
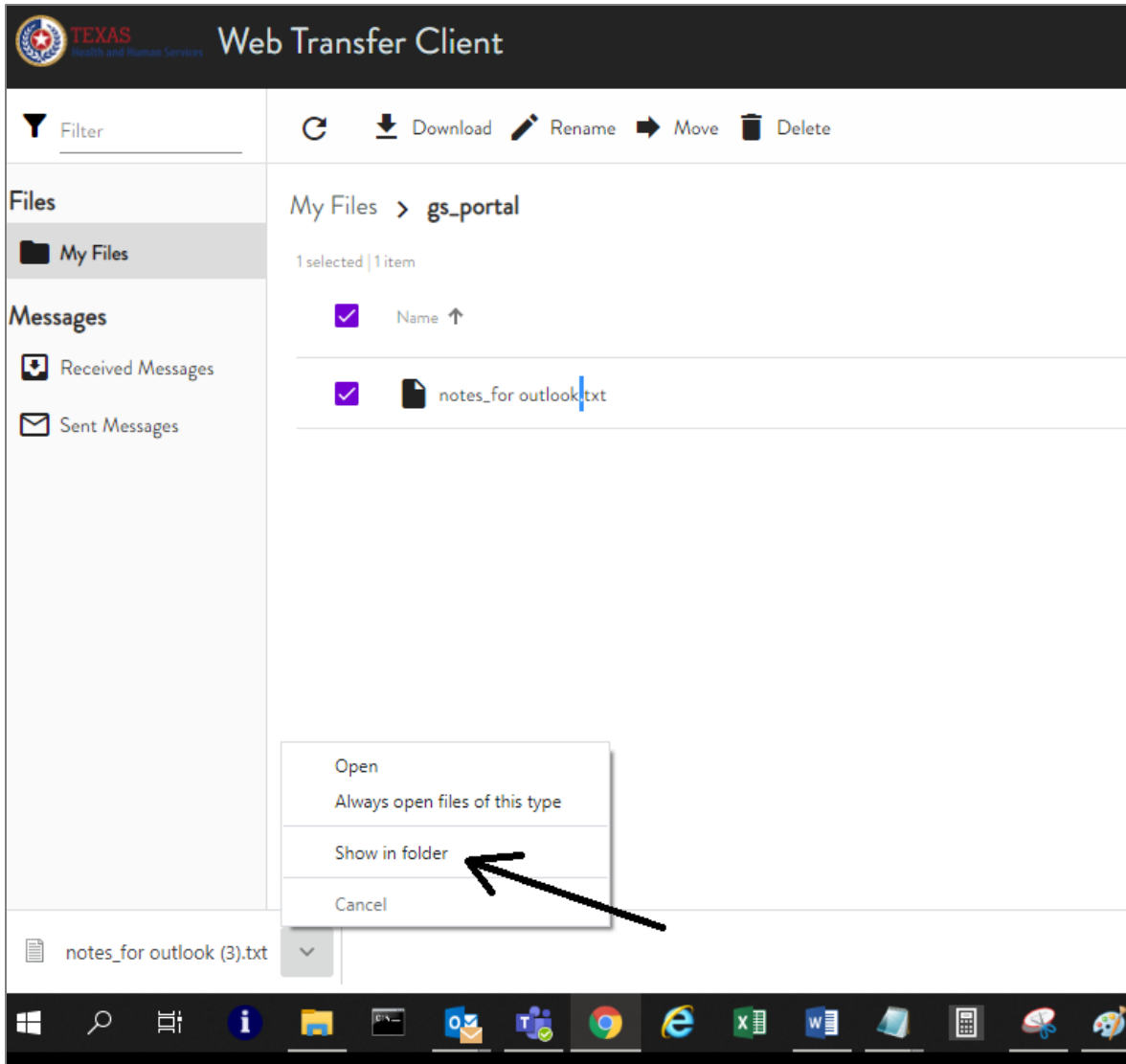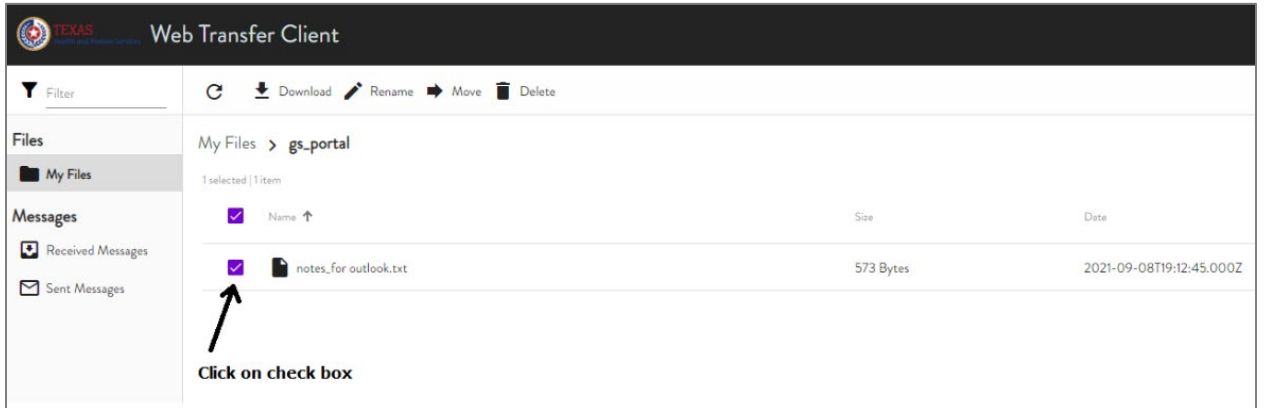
4.

For the additional options:
- **Open** - Opens the file
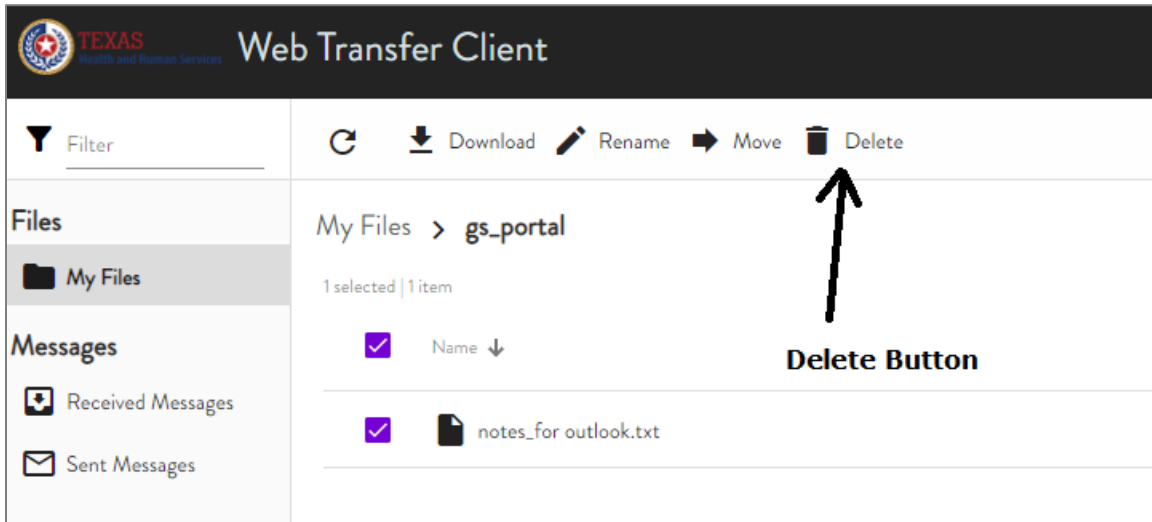- **Show in folder –** Opens the actual folder location
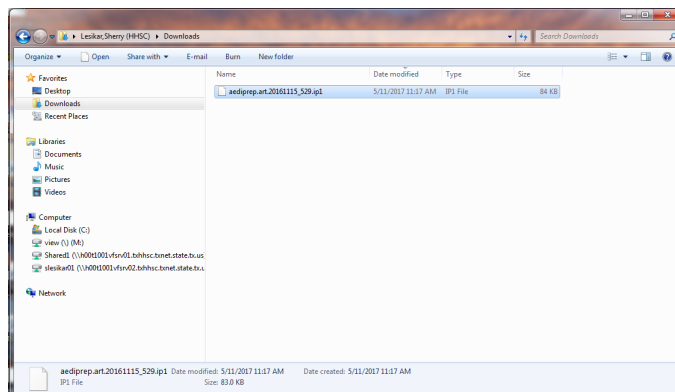
# How do I… Delete a file?

1. Click on the box in front of the file.



2. Click on the trash can icon. You will get prompted by a pop-up window to confirm deletion.



Click **OK**.

3. The file is no longer listed.