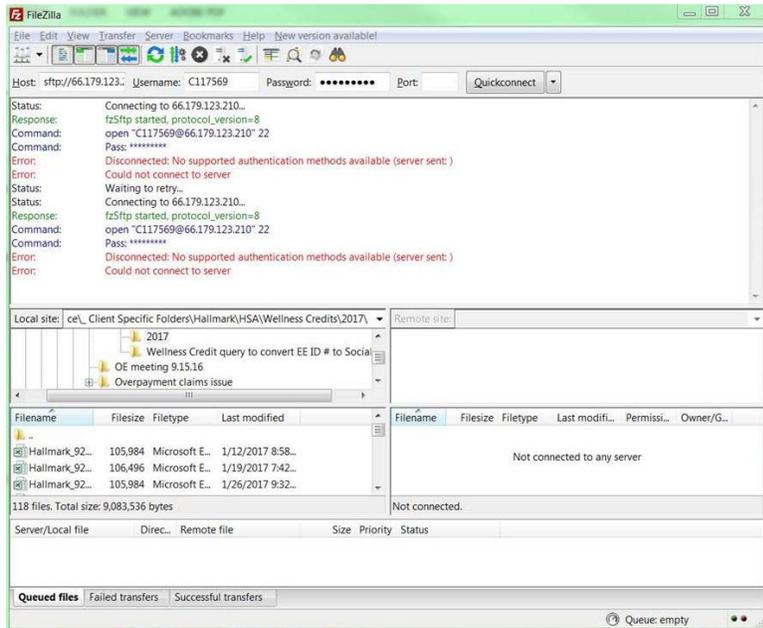


From: Shayla C. Kennedy
To: "Britt Erickson"
Cc: Michelle Forsythe (Michelle.Forsythe@hallmark.com)
Subject: RE: Hallmark Cards, Inc. - issue with FileZilla (Help)
Dates: Thursday, July 20, 2017 9:18:00 AM
Attachments: image005.png
image006.png
Importance: High

My co-worker tried to access the file (without the update) and she cannot get in either.



Shayla Kennedy
Relationship Manager
Direct: 214.596.7988 | Cell: 469-354-7237
Fax: 214.492.8777
Email: shayla.kennedy@wageworks.com

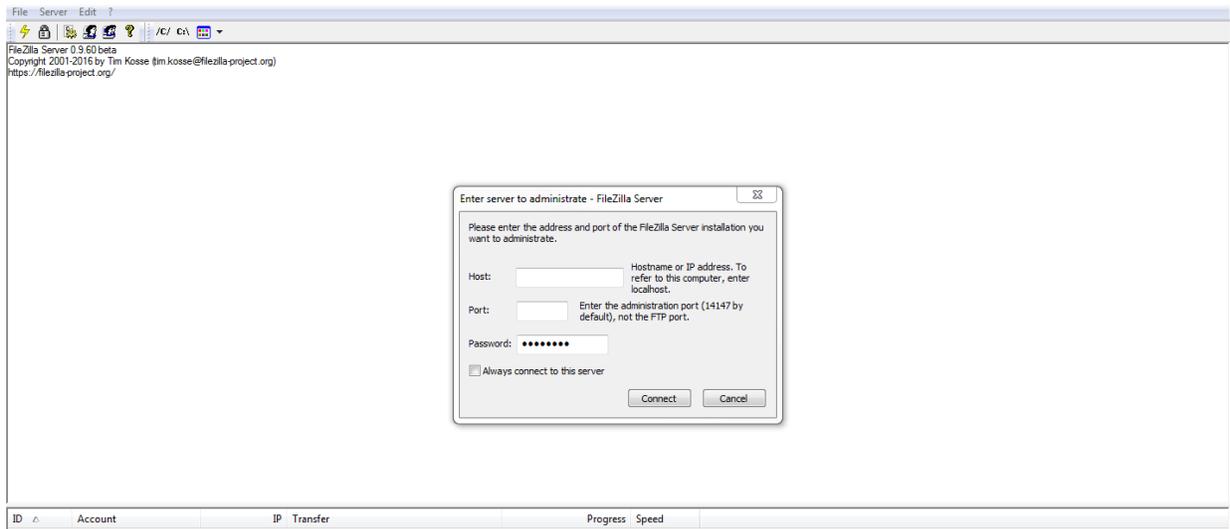


Upcoming Out of Office:
PTO - July 28th

From: Shayla C. Kennedy
Sent: Thursday, July 20, 2017 9:13 AM
To: "Britt Erickson" <Britt.Erickson@HallmarkBusinessConnections.com>
Cc: Michelle Forsythe (Michelle.Forsythe@hallmark.com) <Michelle.Forsythe@hallmark.com>
Subject: Hallmark Cards, Inc. - issue with FileZilla (Help)

Britt,

When I logged on to FileZilla this morning to download the HSA wellness credit file, it had me do an update. After the update, the program would not work so I had IT uninstall, then re-install the FileZilla program. It still won't work, but what is weird is that it no longer asks for the username:



Can you please help me trouble shoot this issue? In the meantime, I have a co-worker that can login (and not do the update) and she can send it to me. She is only going to be with us for another week so I need to get the issue resolved this quickly. Thank you!

Shayla Kennedy

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