

# Create an Availity FTP account

To submit batch files of EDI transactions to Availity through FTP, you need to create an Availity FTP account (also referred to as your FTP or SFTP mailbox) in the production environment. Once you've created the FTP account, you'll be able to access your organization's mailbox in the production environment, allowing you to submit transactions and retrieve response files.

- If you requested an Availity SFTP mailbox during registration and completed the associated activation, then skip this task since you have already created your Availity FTP account. If you want to change the password you were given for your Availity FTP account, log in to Availity Essentials and navigate to **Claims & Payments** | (and then) **FTP and EDI Connection Services** | (and then) **Manage Your FTP Mailbox**.
- **Important:** Availity FTP account administration is limited to certain roles within Availity Essentials. If you have the appropriate permissions, you'll be able to follow the steps below. If you don't have the appropriate permissions, look up your administrators by clicking your name or the avatar icon in the Availity Essentials menu, and then click **My Administrators**. Ask an administrator to follow the instructions below to create an FTP account for your organization.

To create an FTP account in the production environment, follow these steps:

1. Log in to Availity Essentials at <https://apps.availity.com>.
2. In the Availity Essentials navigation bar, select **Claims & Payments** | (and then) **FTP and EDI Connection Services**, and then select **Manage Your FTP Mailbox** on the FTP and EDI Connection Services page.

**Tip:** You can also access the FTP and EDI Connection Services page from the **My Account Dashboard** tab on the Home page.

3. On the Manage Your FTP Mailbox page, select the **Organization**.
4. Enter a username and password for the new FTP account, confirm the password, and then click **Create Account**.

**Important:** Make a note of these account credentials.

### Create Account

Username

New FTP Password

Password must:

- Be at least 8 characters long
- Have an uppercase letter
- Have a lowercase letter
- Have at least one number

Confirm FTP Password

Once you've created your Availity FTP account, you'll want to configure your FTP client with your new account credentials.