SFTP Integration for Alchemer Survey

Overview

SFTP (Secure File Transfer Protocol) is a secure file transfer mechanism commonly used by organizations to exchange data with internal systems, partners, or external services. It enables encrypted, authenticated upload and download of files between systems.

The Alchemer integration with SFTP supports automated file creation and delivery. The SFTP integration allows Alchemer surveys to automatically generate a file using response data and securely place it on a designated SFTP server after each response is submitted.

Common uses for the Alchemer SFTP integration

- Securely deliver a file for every completed survey response
- Send response data to internal systems requiring SFTP ingestion
- Create structured files (e.g., CSV, TSV or JSON) for processing
- Reduce manual handoffs and eliminate recurring manual exports

What can the Alchemer SFTP integration do?

- Create file per response – automatically generate a file and upload it to SFTP

You will need

- SFTP server credentials (host, username, password or key)
- Write permissions to the target SFTP directory
- An Alchemer plan that includes integrations and the Integration Manager permission enabled
    - Contact us if you are unsure if your plan includes integrations.

Set up the Alchemer SFTP integration

SFTP | Create file per response

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You will need:

- Valid SFTP authentication credentials
- The directory path where files will be uploaded
- Survey data to populate inside the generated file

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **SFTP**.
5. Select **SFTP | Create file per response**.
6. **SFTP | Authentication:** Select an existing authentication or create a new SFTP connection by entering host, port, username, password/private key.
7. **SFTP | Directory:** Select the directory where you would like to push your files to.
8. **SFTP | Select file type:** Select your desired file type to be uploaded into your SFTP server. You can choose CSV, TSV or JSON.
9. **SFTP | Custom file name:** By default, the file name is generated using survey ID session ID, and epoch timestamp. You can optionally provide a custom file name from your survey. Keep this unique to identify your files.
10. **SFTP | Get data back:** Select the fields you want to get back.
11. Save the action.

Status codes

- 200: Successfully pushed file to SFTP server
- 400: The external integration returned an error

Testing and Troubleshooting

Testing and Validation

How to test

- Submit a survey response to trigger the file creation.
- Log into the SFTP server using your client tool.
- Confirm the file appears in the configured directory.

How to verify results

- Ensure the file exists and is named correctly.
- Open the file to verify the correct survey data was included.

Monitoring Integration Activity

Where to find logs

- Go to **Results → Individual Responses**.
- Select the response you want to inspect.
- Open the **Action Log** tab.

What logs display

- **Success or failure status**
- Timestamp
- Input and output values
- Returned status codes from the SFTP integration

Troubleshooting

Authentication issues

- Incorrect host name, port, username, or password
- Expired or invalid SSH key
- IP allowlist restrictions on the SFTP server

Mapping errors

- No fields selected to populate the file
- File format or content not supported by receiving system

SFTP errors

- Invalid folder path
- Permissions denied when uploading the file
- Server timeouts or connection failures

FAQs

What permissions do I need?
Integration Manager in Alchemer and write access to the target directory on the SFTP server.

When does the integration run?
In real time when a survey response is submitted.

Can I use multiple SFTP actions in one survey?
Yes. Each file is created independently.

Why isn't my file appearing on the server?
Check for connection errors, invalid folder paths, or authentication failures in the Action Log.

What if I need additional functionality?
Contact Alchemer Support for enhancement requests.

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