



MyAccount Control Panel

User Manual

Version: 2.4

Branding the MyAccount Control Panel Manual

Brand this document before distribution!

NeoNova Network Services has developed a User Manual intended for distribution to your end users that provides detailed instructions on how to manage their email account(s) and Internet services. We designed this user manual to be modified with your brand names and logo to more accurately represent the services that you make available to your end users and to appear as though the manual is provided by you. **After completing these instructions, delete this page and the following page, then update the table of contents before you distribute this manual to your end users. You may also want to then protect the document or convert it to a PDF.**

Replacing Keywords:

In order to accomplish this branding, we have incorporated conventions for using keywords to find and replace within the document (Microsoft Word). Select **edit** and then **find** from the **edit** drop down menu. Select **replace** at the top of the **find** window. Locate the keyword in the **find what:** window with the brackets < > included (for instance <Telconame>). Place your keyword in the **replace with:** window box without the brackets (for instance NewTel). Select **Replace all** and then **OK** when the function has replaced all occurrences.

Keywords used in this document are shown in brackets < > as follows:

- <Telconame> - the name of your telephone or ISP company
- <domainname.xxx> - domain name of your website where xxx typically equals "com" or "net"
(Do not include www. in front of the domain name)
- <CustomerServicePhone> – your Customer Service phone number
- <Technical Support/Help Desk> – your brand name for Technical Support/Help Desk
- <HelpDeskPhone> – your Technical Support or Help Desk phone number
- <SMTPinfo> – location/URL for information about enabling SMTP Authentication
- <DialupAccelBrand> - the brand name of your Accelerated Dialup service
(Change to "Accelerated Dialup" with no brackets if offered without a new brand name.)
- <MyPlace> - the brand name of your Integrated Webmail/Calendar/IM/Files/News service
(Change to "MyPlace" with no brackets if offered without a new brand name.)
- <MyBackup> - the brand name of your Remote Network Storage service
(Change to "MyBackup" with no brackets if offered without a new brand name.)

Review the section on Roaming. Some Affiliates brand this service. Update this section accordingly with brand names for the service and link names on your website. If you do not plan to make MyPlace available to your customers, remove this section as it is quite lengthy.

NeoNova can perform customization of this document for a small service fee. Simply provide us with your logo, keywords, brands, and phone numbers mentioned above. Contact your NeoNova Customer Service representative for pricing on MyAccount manual customization.

Inserting your Logo:

It is recommended that the affiliate input their logo into this document, or otherwise remove the placeholders for one. There are two locations for the logo. On the Title page and in the Header file. (Double click the header to edit this section.) Delete the table entitled “**Insert Logo Here**” and paste the logo file in place of the table. Sizing adjustments may be required. Microsoft Word will accept many formats, but files with extensions of .gif, .jpeg, or .png will look and print correctly in most cases.

It is recommended that you insert the header logo and other header information on the first page after the Table of Contents page since these instruction pages will be deleted before you distribute this manual.

Updating the Table of Contents:

It is recommended that the Affiliate complete the Find and Replace functions mentioned above, insert your logo, delete these pages, and then update the table of contents to remove references to these pages and change keywords in the table of contents. After these pages are deleted, from the view menu, choose “**Toolbars**” and then select the “**Outlining**” toolbar. When this toolbar appears, click on “**Update TOC**”. Select “**Update entire table**” is prompted. The table of contents will be updated. You may want to print these pages before you delete them so that you will have these instructions available. These pages must be deleted before the Table of Contents is updated.

MyAccount Customization

NeoNova Network Services has a full set of Internet services that you can make available to your end users. This document is designed to provide sufficient detail to allow your end users to perform all access and maintenance functions that are available to them with our feature set. However, the document also mentions that it is completely up to you, the service provider, to determine the access and controls that you pass on to the end user by customizing the MyAccount Control Panel. As the direct link to your customers, you have the ability through your service offerings using NovaSubscriber to provision the features and account controls that you want to make available to your end customers. You may modify this document to reflect only those controls that you plan to make available to your users or provide it to them as is, in the event that your offerings change in the future. This is similar to other product manuals that include instruction on multiple models, with the understanding that some features may not apply to the model you have on hand.

Throughout this document, we have made use of generic terms and sample text in web addresses, usernames, passwords and details contained in screenshots. Your actual screens may contain other information. Tabs and selection boxes or buttons and drop down menu names are shown in **bold** type.

Delete this page and the page above before you distribute this manual to your end users. Remember to update the Table of Contents after deleting these or other pages.

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Introduction

This document is a user manual for your email and Internet services. It provides instructions for managing your email account(s) with the MyAccount Control Panel, including personal information and password changes, spam and virus settings, Webmail (email access from the World Wide Web), MyPlace integrated email/IM/Calendar/News/ File Storage and File Playback, Greymail (spam and virus repository), Content Filtering and Parental Controls. It also covers features like <DialupAccelBrand>, Roaming Access, Personal and Corporate Web Space, Videomail, Security Suite and other services. <Telconame> reserves the right to make these controls available to you or manage these controls on your behalf. Therefore, you may or may not have access to the controls mentioned in this manual. Screen shots used in this manual are for examples only. Your actual screens may vary depending upon the controls and services made available to you by <Telconame>. Contact <Telconame> Customer Service if you have questions regarding controls and services that are available to you.

Setting Up your Internet Service

<Telconame> has several options for establishing your email and Internet service, ranging from performing all of the necessary steps to providing you with software that guides you through the installation and account setup procedures. Contact <Telconame> Customer Service if you have questions related to the initial setup of your account. This manual is intended to cover managing your account and services after your account(s) is established.

Basic Requirements

Userid's and Passwords

Userid's should be entered in all lower case letters, since many email systems can only accept email addresses in lower case and your userid is an email address in this system. However, passwords are case sensitive, meaning upper or lower case letters used to establish your password will be checked for matching case each time you log in. This provides an increased level of security with less likelihood of your account(s) being accessed by password generation technology employed by hackers and identity thieves. Users must log in with their full userid (**bobsmith@domain.com for example**) and password when initiating email sessions in order to be able to send email as detailed below. Please guard your userid and password information carefully. See the Additional Resources section for userid and password attributes, length, legal characters, etc.

SMTP Authentication

In order to reduce virus and spam proliferation, the outgoing email servers used to support your email account(s) require SMTP Authentication. This will require that minor configuration changes in your email program be updated to support and enable SMTP Authentication. Otherwise, you will not be authorized to send email and will receive error notifications upon attempting to send email. This is an important step in preventing unauthorized individuals from distributing attacks and junk email, and in uniquely identifying those users who launch such attacks. This support only has to be enabled once for each account. For information on how to update email applications to implement SMTP authentication go to <SMTPinfo> and follow the instructions.

MyAccount Control Panel

The MyAccount Control Panel is a quick and easy way for you to manage your Internet account settings via the web. To access MyAccount browse to: <http://myaccount.<domainname.xxx>>. Once there, you must enter your full email address and password to log in. (See MyCommunity Portal Info below.) You will then see the home page below which shows your current usage for the month (metered Dialup), your account information, as well as your mail, radius, and personal website settings. This is a good location to check your email storage and personal web storage info. This screen is known as **Home** in the navigation panel menu on the left.



As mentioned earlier, you may not have the ability to change all of these services shown above. The parameters shown in the account info on the right are for example only and may not reflect the settings of your account. Some screens in this manual may not appear like actual screens.

MyCommunity Portal

<Telconame> may employ a MyCommunity portal that uses "Single Sign-On" technology. This may redirect browser requests for <http://myaccount.<domainname.xxx>> and URL's for other services mentioned in this manual to the portal for login. Once you access the portal, login provides access links or buttons to MyAccount, Webmail, MyPlace and Greymail systems. These access methods may vary from one MyCommunity portal to another based on the implementation.

Change Personal Info

By clicking on this link, the screen below allows you to update your personal information. Customer Service will be notified of the changes you are making within 24 hours. Remember to click on **Save** after you have entered in your new information!

First Name:	<input type="text" value="Demo"/>
Last Name:	<input type="text" value="User"/>
Company Name:	<input type="text" value="Example Company"/>
Addr 1:	<input type="text" value="1223 Anystreet Dr."/>
Addr 2:	<input type="text"/>
City:	<input type="text" value="New York City"/>
St:	<input type="text" value="NY"/>
Zip:	<input type="text" value="55555"/>
Phone:	<input type="text" value="555-555-5555"/>
	<input type="button" value="Save"/>

Change Password

The screen shown below allows you to change your password. Remember that passwords are case sensitive. You must input your existing password and then a new password; you will then need to verify your new password. This will ensure that you do not mistype the new password. Remember to click on **Save** after you have entered in your new information! It is important to remember that it could take up to 30 minutes after you click **Save** for this change to take effect, and it will affect all services that require you to login with userid and password. If you have a DSL account, it may be necessary to match this password in your DSL modem or router. Contact <Technical Support/Help Desk> for more information.

Forgot your password? Contact <Technical Support/Help Desk>.

Old Password:	<input type="text"/>
New password:	<input type="text"/>
Password Verify:	<input type="text"/>
	<input type="button" value="Save"/>

See the Additional Resources section for password attributes, length, legal characters, etc.

Add or Remove Basic Services

This screen allows you to enable or disable your basic services. This can be useful if you add a child account and need to go in and add or remove services to it. You can turn Email, Web Space, Dialup, Accelerated Dialup and MyBackup either on or off by clicking the buttons that are labeled **Turn On**, or **Turn Off**. As the screen below mentions, by disabling Email or Web Space, you will lose any mail or web files that are stored on the server. Be sure to retrieve any mail or web files before you turn these services off.

Use the buttons below to modify the respective services.

Note: By disabling email or web, you will lose any mail or web files that are stored on the server. Be sure to retrieve any mail or web files before you turn these services off.

Email currently: on	Turn Off
Web Space currently: on	Turn Off
Dialup currently: off	Turn On
Accelerated Dialup currently: off	Turn On
MyBackup currently: on	Turn Off

Modify Spam and Virus Settings

With anti-spam and anti-virus services your time spent using the Internet is now much more enjoyable! Your emails that are classified as spam and those containing viruses are quarantined in one location for you which is called "GreyMail", so your inbox isn't cluttered with spam and your computer and valuable data aren't at risk of being corrupted by dangerous viruses.

If your anti-spam and anti-virus services are not automatically set up for you, you may set them up by visiting the MyAccount Control Panel, and logging in to enable your service and manage your settings. There is also a link to GreyMail from the MyAccount Control Panel for your convenience, and the **OPTIONS** tab in GreyMail can also be used to adjust your spam and virus filtering options.

Once you have logged in to MyAccount with your userid and password, click on **Modify Spam/Virus Settings** on the left-hand menu. You will then see the following items which you are allowed to modify. A brief explanation of each item is provided below:

Email messages categorized as spam are left in your Greymail for 14 days as the default setting. You are allowed to change this period of time. You can leave a message in Greymail for any amount of time between 1 and 14 days. It is recommended to not set this time period too low so that you will have enough time to retrieve any email from Greymail that you would actually like to receive. Log in to Greymail, check the box beside the message(s) you would like to receive and click forward. Selected messages are then forwarded to your inbox. Set the amount of days you want messages to remain in your Greymail and then select **Change**. You cannot forward emails that contain viruses to your inbox.

Spam Life: days [Change](#)

You have the ability to turn your Spam Filtering service off by selecting the **Off** tab. If you choose to employ Spam Filtering, then select the **Content-Based** tab for Content-Based Spam Filtering and then clicking **Change**. Spam Filtering options will be detailed later in this document.

Spam Filtering: Off Content-Based [Change](#)

A Greymail Notification consists of an emailed report containing all of the emails you received which were either classified as spam or classified as containing a virus and were sent to your Greymail. You can decide to receive this report on a daily or weekly basis or not to receive it at all by clicking on one of the options below and then clicking on **Change**.

Greymail Notification: Off Daily Weekly [Change](#)

The Virus Filtering Section simply allows you to turn on or off your Virus Filtering service. This action may be recommended when you use additional software to provide virus protection. (<Telconame> may elect to have this function on at all times regardless of the user settings to prevent proliferation of viruses.)

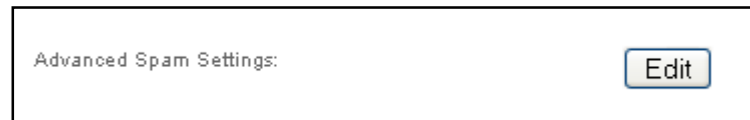
Virus Filtering: On [Turn Off](#)

The Virus Notification is an email which is sent to you and the email sender each time an email is flagged as containing a virus. You have the ability to turn this service on or off as shown below.

Virus Notification: Off [Turn On](#)

By selecting **Content-Based Spam Filtering** option, you then have the ability to enter Advanced Spam Settings, create Blocked and Allowed Senders, and direct mail from Blocked Senders to Discard or Greymail. (See details below). Otherwise, these options do not appear on MyAccount.

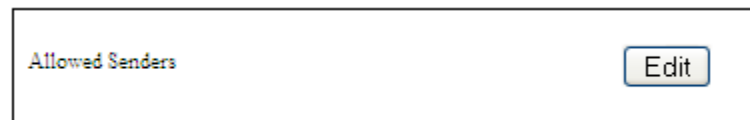
Advanced Spam Settings is the section you would use to edit your spam sensitivity settings and specify types of spam to quarantine to Greymail. By selecting **Edit** here you will then be able to modify your settings. The Advanced Spam Settings will be detailed later in this document.



Blocked Senders is a mechanism for blocking emails from specific email addresses. If you do not want to receive emails from certain senders you may add their addresses in this section.

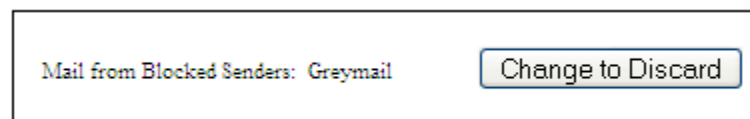


Allowed Senders ensures that you always receive emails from specific senders. To ensure that a certain someone's emails are not sent to Greymail, add them to this list.



Both the Blocked and Allowed Sender functions will accept "wildcards" using an asterisk "*" as the wildcard. Using wildcards in front of a portion of an email address means every address that matches the rest of the address will be affected. For instance, if you were to put the following address in your Block Sender file: "*@bobdomain.net", then all mail from anyone in the "bobdomain.net" domain would be sent to Greymail. Similarly, if you were to put the following address in your Allowed Senders file: "*@joedomain.net", then all mail from anyone in the "joedomain.net" domain would be sent to your inbox, provided no viruses were detected.

Finally, you also have the option of having email sent from Blocked Senders either discarded immediately, in which case you will never know it was sent to you, or you can choose to have it sent to your Greymail. The default setting is Greymail, and is recommended.




Advanced Spam Settings and Filtering Options

By selecting **Edit** on the Advanced Spam Settings section under Modify Spam/Virus settings, you will then be able to modify your settings. Advanced Spam Settings and Filtering adjustments allow you to customize your spam filters based upon the content within specific emails.

SPAM SCORING	
Spam Threshold:	<input type="text" value="5.0"/> points
<i>A message is sent to Greymail if its spam score is above this value.</i>	
Confidence Threshold:	<input type="text" value="10.0"/> points
<i>Messages with spam scores above this value are rarely legitimate, and are not displayed in the message list.</i>	
<input type="button" value="Update"/>	

Spam Scoring

Every email you receive passes through the Spam filtering system, which analyzes the message, looking for certain traits normally found in Spam. There are hundreds and hundreds of traits the filtering system scans for; all capital letters in the body of the message, an Unsubscribe link, no name in the From: line are just a few. If only one of these traits is found in a message it will be assigned a low Spam score but if a message has many of these traits it will be assigned a higher score. This is how it is decided whether a message should be sent to your Inbox or to Greymail. The Spam Threshold point scale that you can adjust sets the bar for the delivery to your Inbox or Greymail (Spam repository). We recommend most users leave this at 5.0.

When in Greymail, click the View Message Header  icon. The line that reads X-X5: Spam: True; 6.4 / 5.0 means that this message scored a 6.4 because of the Spam traits that were found and your Spam Threshold is set to 5.0, so this message was sent to Greymail rather than your Inbox. If you find that legitimate email is being quarantined in Greymail check this X-X5: Spam: True line and tweak your Spam Threshold setting until the messages clear filtering.

Spam Confidence

The Confidence Threshold lets you decide at what score a message should not appear in the "Normal" confidence tab of the message list. Any message that scores above what you have set in the Confidence Threshold should rarely need review, and will be listed under the "High" confidence tab. All messages, regardless of score, will be shown together under the "Both" confidence tab.

Setting Specific Spam Filters

You have the ability to set the individual Spam filters to optimize receiving wanted messages and capturing Spam. Individual filters that recognize specific types of Spam can be set from Low to High or can be turned off by selecting the associated radius buttons. Experiment with the filters until you are satisfied with your exact filtering specifications. Remember to select **Update** to save your settings.

FILTERS		Off	Low	High
	General Spam	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Make Money Fast / Work From Home scams	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Adult-oriented content	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Supplements and drugs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Weight Loss	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Money Laundering	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	HTML/Content tests	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Spam-sending tools and e-mail lists	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Holiday Spam	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

TattleMail A password and an email address are options for TattleMail on the screen shot at left. TattleMail is a mechanism that allows parents to be notified if their children or someone using their account is trying to access the contents of Greymail. Oftentimes, the nature of the spam emails in your Greymail can be unsuitable for children, and by providing an email address and password for TattleMail, you will be able to make sure your children don't access Greymail and if they try, you will be notified via email to the address you specify. This is now included in Spam/Virus options.

TattleMail Password:

Access to Greymail will require this additional password

TattleMail Address:

Email address for TattleMail login and attempt notification

Real Time Blocks are a method of blocking emails from specific countries that originate spam. Once you make changes, you must click **Update** so that your new selections go into effect. It is recommended to leave **RBL** and **Dialup List** checked, as these are lists of addresses known to generate spam. You can **Edit** and **Save** your Blocked Senders and Allowed Senders lists as shown.

REALTIME BLOCKS

- Block mail from Argentina
- Block mail from Belgium
- Block mail from Brazil
- Block mail from China
- Block mail from Colombia
- Block mail from Germany
- Block mail from Greece
- Block mail from Hong Kong
- Block mail from India
- Block mail from Italy
- Block mail from Japan
- Block mail from Korea
- Block mail from Kuwait
- Block mail from Malaysia
- Block mail from Mexico
- Block mail from Nigeria
- Block mail from Peru
- Block mail from Philippines
- Block mail from Russia
- Block mail from Singapore
- Block mail from Spain
- Block mail from Taiwan
- Block mail from Thailand
- Block mail from Turkey
- Block mail from United Kingdom
- Dial Up List
- RBL

Blocked Senders

Add or edit names in the list, then hit save.
All mail coming from these senders will be blocked.

Allowed Senders

Add or edit names in the list, then hit save.
Spam Mail coming from these senders will not be blocked.
Viruses coming from these senders will always be blocked.

The screens below are used to select your Blocked Senders actions, Spam Life, Virus Notification, and Greymail Notification settings as described earlier in this document.

Blocked Senders Preferences

Messages from blocked senders can be sidelined (placed in Greymail) or discarded.

These messages are currently **sent to greymail**.

Discarded: any message from a sender that has been blocked will be removed.
NOTE: Messages are unrecoverable.

Greymail: any message from a sender that has been blocked will be viewable in greymail.

Spam Life

Spam and Virus messages are automatically purged from greymail.
You can select the number of days a message stays in the mailbox.
This can be between 1 and 14 days.
Automatically delete messages after

days.

Virus Notification

Greymail can automatically send you an email when you receive a message containing a virus.

This feature is presently **Off**.

Greymail Notification

The system can e-mail reports on the contents of your Greymail.

Daily:

Weekly:

Off:

Add / Edit child accounts

A child account is an additional email account associated with the main (parent) account. After a parent account is established, child accounts can be opened under that parent account via the MyAccount link called **Add / Edit child accounts**. Child accounts typically have features available similar to parent accounts, but this may vary from one product offering (package) to another.

Contact <Telconame> Customer Service if you have questions or concerns about how to create child accounts and how many you can create at no additional charge. (Exceeding the number of child accounts allowed by your service provider may result in incremental charges.)

Child Accounts For demo	
testkid1	View/Edit Delete
testkid2	View/Edit Delete
Add a child	

Child accounts are identified in the upper left hand corner of their MyAccount Home page as a child account and as being associated with their parent account. Select **Return to Parent** tab to return to the parent account's MyAccount home page. Child account features may vary or be limited from what is shown below, but typically have many attributes similar to the parent account.

This is child: maildemo
[Return to Parent](#)

Child account of: demo

- ▶ Home
- + Change Personal Info
- + Change Password
- + Add/Rem Basic Services
- + Modify Spam/Virus Settings
- + Manage Website
- + Webmail
- + MyPlace
- + Greymail
- + MyPatrol
- + Email Settings
- + MySecurity
- + Download MyBackup
- + Speedtest
- + Manage MyBackup
- + MySupport

= New Window

NOTE: Some changes made using this interface may take up to 30 minutes to take effect.

Current Usage

Mall Storage: 0.01 MB of 25 MB
 Disk Use: 0.00 MB of Unlimited MB
 MyBackup Use: Unknown
 Video Mail Use: 0 Mins

Account Info

Userid: maildemo
 Name: Email Demo
 Account Number: 12345

Mail Settings

Email Address: maildemo@informnet.com
 Mail Quota: 25MB
 Incoming Mail Server: smtp.informnet.com
 Outgoing Mail Server: mail.informnet.com

Personal Web Site Settings

URL: http://www.informnet.com/~maildemo
 FTP Server: ftp.informnet.com
 Ftp Username: maildemo@informnet.com



MyBackup Settings

Status: Enabled
 Quota: 10 megabytes

Manage Website

The **Manage Website** link will take you to the control panel shown below. Personal web space is a repository for you to store a website, documents, images, files or photos. This space is “write” accessible by you, the site owner, by using your Internet browser, Web Page Editor, or ftp (File Transfer Protocol) Application. It is also “read” accessible to the rest of the world by typing the web space URL (Uniform Resource Locator, also known as your web address) into their Internet browser. Your web space administration is password protected so your files will stay safe and secure and will only be available for others to view or copy by surfing to your URL. Uploads are limited to a file size of 20MB.

[Upload a file](#) || [Create a directory](#) || [Advanced mode](#)

Current directory: /			
File/Dir	Actions	Size (bytes)	Date
 ftp	Del Rename	(directory)	Jun 27 10:46
 public_html	Del Rename	(directory)	Jul 6 09:50

[Upload a file](#) || [Create a directory](#) || [Advanced mode](#)

How do I put files into my web space?

In order for files to become available from your personal web space, you must first put them there. The method of doing this is called “File Transfer Protocol” (ftp). FTP is the method of delivery, but you must have a way to use this method known as an ftp client. An ftp client is a software application that allows you to put files on the server (upload), and get files from the server (download). There are several types of clients that can be used, as mentioned below. When you select **Manage Website**, you see the one above.

What clients can I use to put files in my web space?

As mentioned before, there are several types of ftp clients. Programs such as “WsFTP®” and “SmartFTP®” are 100% ftp clients. This means that their only function is to put files on a server and get files from a server. These are great for people who are only storing files in their web space or are using a text editor (like Notepad or WordPad) to create web pages and then uploading them when they are done. Programs like “Dream Weaver®” and “FrontPage®” are webpage editors (also known as HTML editors) that, in addition to creating and editing web pages, also have a built-in ftp client. This is handy for creating many web pages and then uploading them quickly. And lastly, there is the web based software that you access from the **Manage Website** link. This ftp tool allows you to upload files from your Internet browser without the need for these third-party programs. Simply go to our ftp site, log in with your userid (email address) and password, choose the directory that you would like to put your files in and then upload. This site can also be reached using the **Manage Website** link in the MyAccount Control Panel. See details below:



What steps do I take to use the web-based ftp tool?

1. Surf to <http://webftp.<domainname.xxx>>
2. Enter your userid (email address) and password.
3. Click the link of the folder you want to upload your files

Once you are inside your desired folder, you are presented with three options:

- **Upload A File:** Allows you to put a file from your computer to your web space. There is an upload file size limit of 20MB.
- **Create A Directory:** Organize your web space by creating additional folders.
- **Advanced Mode:** View important information about your files and change permissions.

[Upload a file](#) || [Create a directory](#) || [Advanced mode](#)

Current directory: /			
File/Dir	Actions	Size (bytes)	Date
 ftp	Del Rename	(directory)	Jun 27 10:46
 public_html	Del Rename	(directory)	Jul 6 09:50

[Upload a file](#) || [Create a directory](#) || [Advanced mode](#)

The "public_html" folder is where you would place all of your webpage related files and images. This public_html folder is accessible to the rest of the world by surfing to <http://<domainname.xxx>/~username> where "Username" is the portion of your email address in front of the "@" symbol; for instance bob@Info.com would have a username of "bob". (be sure to put a "~" in front of your username.)

The ftp folder is also accessible by anonymous ftp, which means a user can surf to <ftp://ftp.<domainname.xxx>/username>. (No Tilde ~ needed)

What are the addresses that I give to friends and family?

All addresses are composed of two things, the domain of your ISP and your userid.

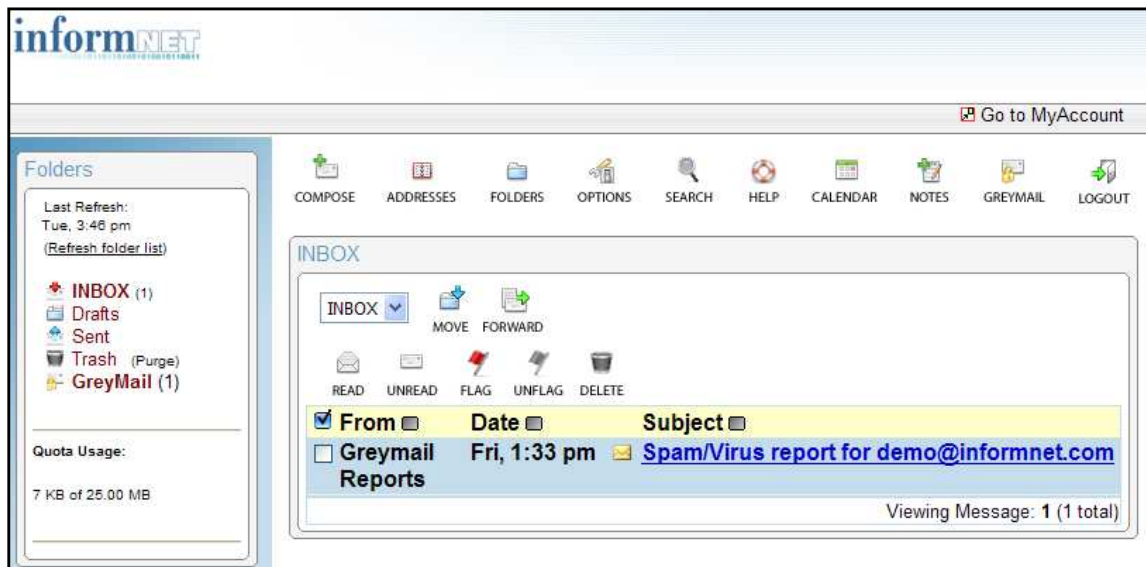
Listed below is the format you would use to access these "sites".

- I want to access my files directly from an Internet Browser using ftp:
 - <ftp://ftp.<domainname.xxx>/username> (no Tilde ~)
- I want my friends/family to see my webpage:
 - <http://<domainname.xxx>/~username>
- I made a folder called "images" in my public_html directory, how do I access it:
 - <http://<domainname.xxx>/~username/images>

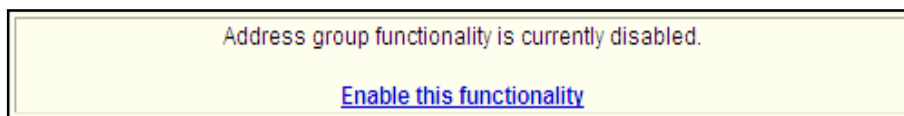
Webmail

The **Webmail** link on MyAccount takes you to your Webmail account. You can also access your Webmail account by browsing to <http://webmail.<domainname.xxx>> and logging in with your full email address and password. Webmail allows you to access your email from the Web. You can create and send new messages, import or create contact lists, reply to or forward email, add audio and video messages to your email, or set up folders to file and store email on the server. See the section on Videomail for more information about how to insert audio and/or video messages into your email.

You can use the personal calendar, create notes and reminders, or access Greymail to check quarantined spam emails or emails containing viruses from the Greymail link. A link to the MyAccount Control Panel (MyAccount) has also been provided. For more information on using Webmail, see the built in Help files. You may see references to SquirrelMail in the Help files. Your Webmail Interface is customized and is built to run in the SquirrelMail environment. (Third party software)

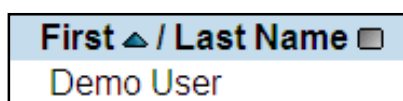


Address Book Groups and Sorting Contacts



WebMail now has the ability to create address book groups. This function must be enabled for each account by selecting

Options and then **Address Groups**, and then **Enable this functionality**.



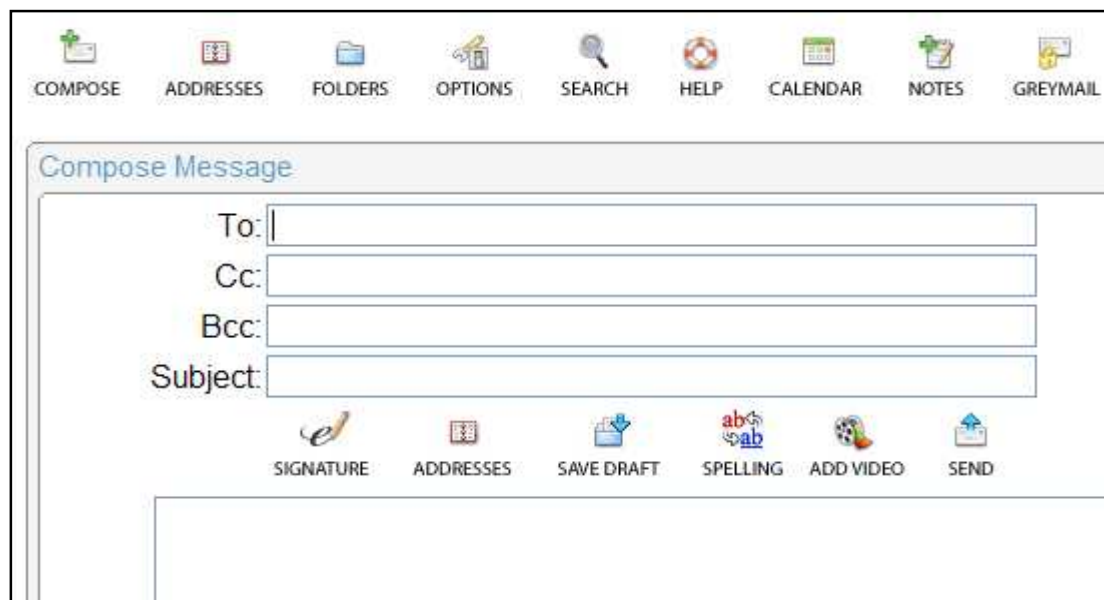
Additionally, you can sort your Address Book contacts based on First or Last Name by clicking on the **First** or **Last Name** column headers when viewing your Address Book(s).

Videomail

Now you can send an audio or video message just as easily as sending a text email. Videomail allows you to record audio and video content to a streaming server. A link is then automatically placed in the email that directs the recipient to a webpage to initiate the audio and/or video stream playback. Email inboxes are never overloaded by large audio or video file attachments because there are none! Audio and video messages simply "stream" across the Internet from streaming servers. A broadband connection is recommended for recording and playback. Use of dialup connection, wireless routers or other connectivity options may impact recording and playback quality.

Videomail is supported on computers running Windows NT/2000/XP/Vista and Macintosh OS X Operating systems. **Adobe FlashPlayer 10.0 (www.adobe.com) or later must be installed and Java Script must be enabled in your Web Browser options for recording and playback of audio and video files.** There may be additional charges for using this service and it may be necessary to contact Customer Service to enable this feature.

Videomail is made available to you via the Webmail Interface (see below). When composing a message in Webmail, you can record an audio or video message by selecting the **Add Video** button. A microphone and camera are required to record audio and video messages, respectively. It is possible to send audio only or video only messages if you do not have both a microphone and camera available. A portion of the Webmail interface is shown below:



Enter the Webmail interface in order to record Videomail. The first step is to create a new email with a recipient email address, a subject, and a body of text. Once the email is created, you can insert video messages into the email by selecting the **Add Video** button, launching the recorder window shown below. The first time you attempt to add video, you will be asked to review and accept an End User License Agreement. Once this agreement is accepted, the following screens may also appear. You may experience difficulties with video recording if you do not have the correct device driver associated with the built in or external camera. Follow the instructions in the panel on the left below to associate the correct driver with your camera hardware. You must **left click** your mouse once in this panel to activate the controls, and then **right click** for the settings panel.



The video recorder panel may ask for access to your camera and microphone as shown above on the right. The user may select **Allow** or **Deny** and can also right click on this panel to bring up the **settings** option and tell the application to remember to allow this access as shown below:



Click on the **Record** button to record a message; and click on the **Stop** button when you have finished recording. You will then be asked to **review** the video, **save** the video, or **start over** as shown below. If you click on the **save** button, then the recorder window will close and the link to the video will be placed in the email. **Start over** will discard and begin re-recording the video. If you select **Exit**, the recorder window will be closed and the video will not be saved.



Performance Recommendations

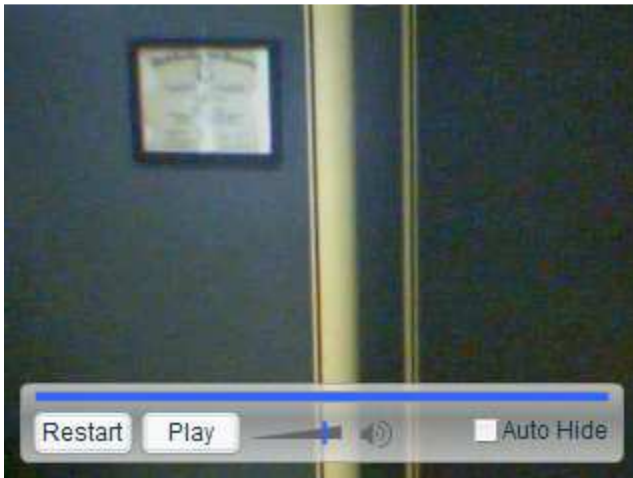
It is recommended that you have only one browser window open to minimize conflicts with the recorder. You should not be running the computer's CD player, MP3 player, or other audio or video software before starting the Video Mail recorder. If you have only a microphone (many PC's today have built-in microphones), the recording page will record an audio only message that can be reviewed or saved just like a video mail recording. You may need to click the mouse inside the Recorder and Playback panels once to activate the controls.

Depending on your connection to the Internet, you may experience problems transmitting or uploading messages. The items listed below could cause transmission problems.

- If using a modem, you should disable Call Waiting. If Call Waiting is NOT disabled, you may experience an error in sending if Call Waiting tones are received during transmission.
- If the Internet connection has been disconnected, this will cause an error while transmitting your message. This may occur due to inactivity with your Web browser.
- A valid email address in the **"To:"** field is required. You should not terminate your Internet connection until you receive a confirmation that your message has been sent or video links may not be properly sent to the recipient.

Receiving Videomail

When others receive a Videomail, they will see a Web link URL similar to this: (<http://fms.domain.vd>...., where "domain" is your main domain name) embedded in the body of the email for playing back audio or video via their Web Browser. They either click on this link or copy and paste the link into their Web Browser and hit **Enter** to initiate the audio/video stream. There will be a brief delay while the computer gets ready and the message is sent across the Internet, then the playback window below will be displayed.



Users can control the volume setting, Play/Pause the playback, Restart the video or Auto Hide the menu in order to view the full video. By selecting the Auto Hide box and moving the cursor outside the window, this menu will hide and return when the cursor is returned within the window.

MyPlace

MyPlace is a single interface, for email, secure instant messaging, news feeds, file storage, and calendaring. It allows you to use services, store content and maintain a presence on the network.

Whether you are in your office, at home, or on the road, you can access your email, IM, or files with the click of a mouse.

MyPlace unifies all forms of Internet Communications - from email and IM, to chat, rich media; in a sleek, easy-to-use, easy-to-manage client interface.

There are two ways to access MyPlace:

1. From the **MyPlace** link, on the MyAccount Control Panel. You can login to the control panel by browsing to <http://myaccount.<domainname.xxx>>.
2. Or, by browsing to: <http://myplace.<domainname.xxx>>. You must login to MyPlace using your full email address and password. (Note: Contact <Telconame> if you forgot your password.)



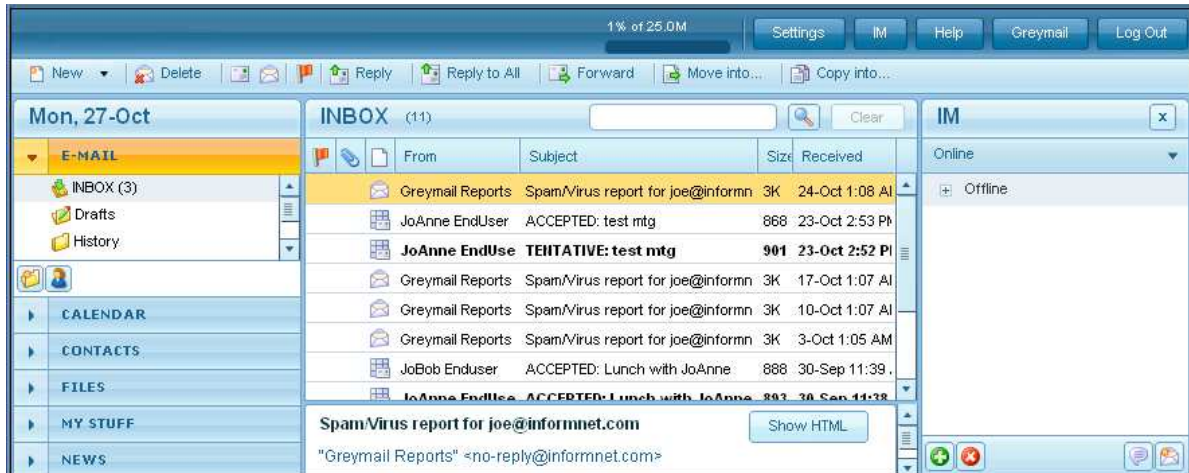
Proxy-Safe Mode

Proxy-safe mode allows MyPlace to communicate with the server via standard HTTP calls, rather than using the XIMSS protocol. Therefore, if a client is behind a restrictive firewall, for example, that only allows outbound HTTP traffic; proxy-safe mode allows that client to use MyPlace.

When you select Proxy-Safe mode, two other checkboxes appear. To increase security, the server remembers the IP address from which each new session is started. It refuses to serve new requests for the same session from other IP addresses. In rare cases where a client's web traffic is being proxied through a farm of proxy servers, where each request for a session could come from different IPs, you can disable the fixed address check. Disable cookie check is related to browser cookie support and can also be disabled. Most users do not need to select these boxes.

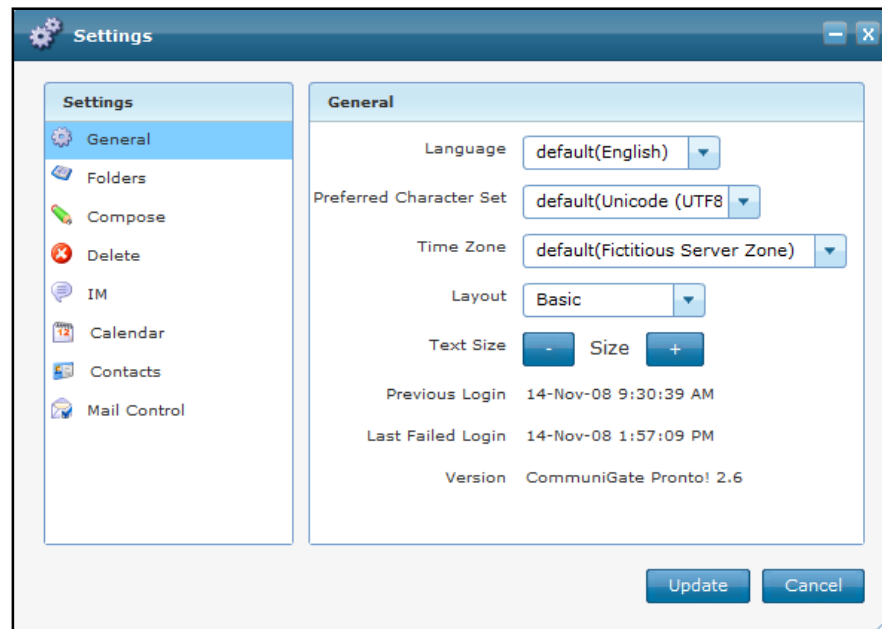
User Interface

Once you have logged in, you can access email, set up and share calendars, use the Instant Messaging client with other MyPlace and GoogleTalk users, upload files to the File Storage area, activate RSS News Feeds, and upload photos, videos, and music files. You can reference the online help for information on how each of these functions work, but key functions are described later in this manual. The main user interface is illustrated below:



Settings

Upon initial login, please take the time to review and configure your personal settings. Click on the **Settings** icon on the MyPlace toolbar to customize your personal settings.



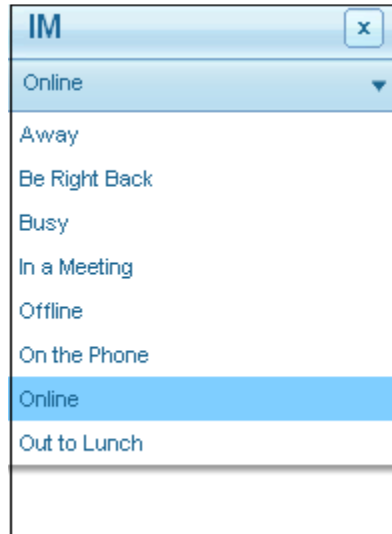
The Settings window allows you to personalize configurations such as Language, Text Size, email Signatures, Calendar settings, Vacation Messages, and much, much more. The following settings can be customized or left as the default value:


- **General:** allows you to configure and view Language, Preferred Character Set, Time Zone, Layout, Text Size, Previous Login, Last Failed Login, and MyPlace Version.
- **Folders:** allows you to configure the Display INBOX as, Fields, and Send Read Receipts
- **Compose:** allows you to configure Real Name, From Address Signature, Reply Header, Reply Quoting, Store Draft In, Save Sent Message In, and Auto-Save Every
- **Delete:** allows you to configure Message Delete Method and the Trash Folder
- **IM:** allows you to configure IM Audio Alert, Auto-save IM Chats, and the History Folder.
- **Calendar:** allows you to configure the Main Calendar, the Time Slice, Calendar View, Starts At, Working Hours, Days to Publish
- **Contacts:** allows you to configure the Main Contact folder
- **Mail Control:** allows you to enable or disable a Vacation Message and Redirection of All Mail, control Junk Mail, and create and configure customized Rules. (Most users will use GreyMail, not Junk Mail.)

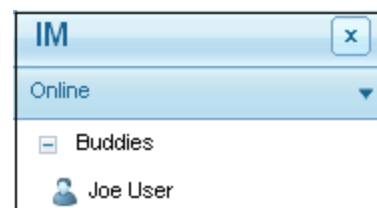
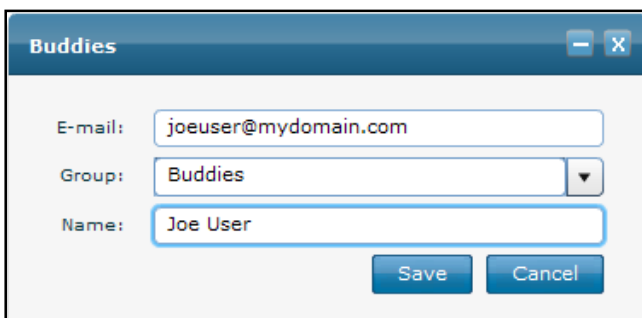
For many of the above settings there is a default value, indicated in the drop down menu. Please refer to the on-line help for additional information about the above settings.



Instant Messaging (IM)

The **IM** icon, on the MyPlace toolbar, enables you to turn the IM view on and off. You can select the **Online** drop down menu to indicate your IM online status (Away, Be Right Back, Out to Lunch, etc.), as shown below.



You can add IM Buddies allowing you to chat with other MyPlace or GoogleTalk users. Click the **Create**  icon in the lower left hand portion of the IM window. The **Buddies** window will appear allowing you to add a buddy's email address, select an IM user group, or provide a buddy name. The names you add will automatically display in your IM buddy list, as shown below:



When you are ready to begin a new chat session, highlight the contact or group you wish to message and select the **Chat**  icon. After constructing your message, use the **Send IM** icon to send. The recipient will receive your invitation and must accept in order to become your Buddy. After your invitation is approved, the invitee will appear in your buddy list. You can also initiate an email to them by highlighting a Buddy and selecting the **Compose**  icon.

To delete a buddy, highlight a buddy name from the list and click on the **Delete**  icon.

Help

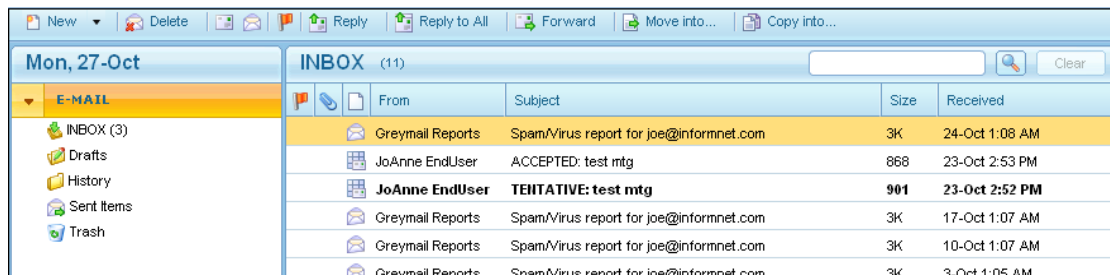
The **Help** icon provides you with a MyPlace Quick Start Guide and Help document detailing the features, icons, configurations, and much more. If you have additional questions, you can contact your Customer Service Center at <CustomerServicePhone>.

GreyMail

The **GreyMail** icon allows you to check quarantined spam emails or emails containing viruses from the **GreyMail** interface (see the **GreyMail** section of this document for detailed information).

Email

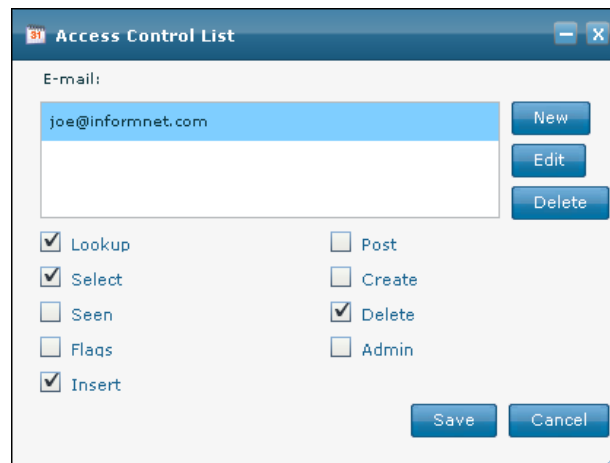
Use MyPlace email to create and send new messages, reply to or forward email, add audio and video messages to your email, or set up folders to file and store email on the server. See the section titled **VideoMail** for more information about how to insert audio and/or video messages into your email. (Note, please review the Calendar section of this document for details on using your email account to send meeting invitations.)



Managing email Folders


Right click on any of the Folders within the Email feature. You can perform any of the following four functions for each Folder:

- **Create Folder:** allows you to create a New Folder for your Mailbox, Calendar, Address Book, Notes, or Tasks
- **Rename Folder:** allows you to rename any existing Folder
- **Remove Folder:** allows you to remove any Folder from your list
- **Access Control List:** allows you set access privileges for individual users, as illustrated below

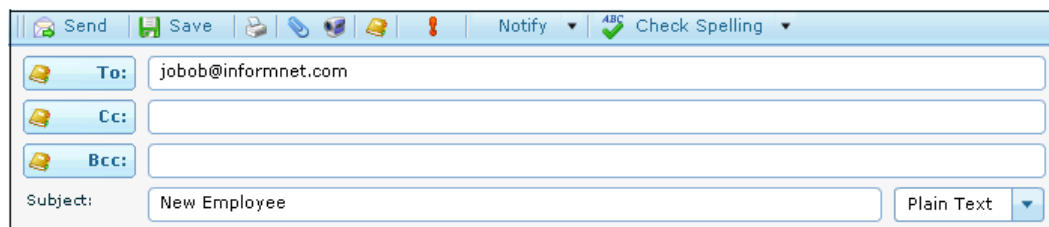


VideoMail

VideoMail is supported on computers running Windows NT/2000/XP/Vista and Macintosh OS X Operating systems. Adobe FlashPlayer 9.0 (www.adobe.com) or later must be installed and Java Script must be enabled in your Web Browser options for recording and playback of audio and video files. There may be additional charges for using this service and it may be necessary to contact Customer Service to enable this feature. .

VideoMail is made available to you via the Myplace Interface. When composing a message in MyPlace, you can record an audio or video message by selecting the **Add Video**  icon. A microphone and camera are required to record audio and video messages, respectively (Note, please refer to the section titled **VideoMail** for additional **VideoMail** information, including information on Camera Settings).

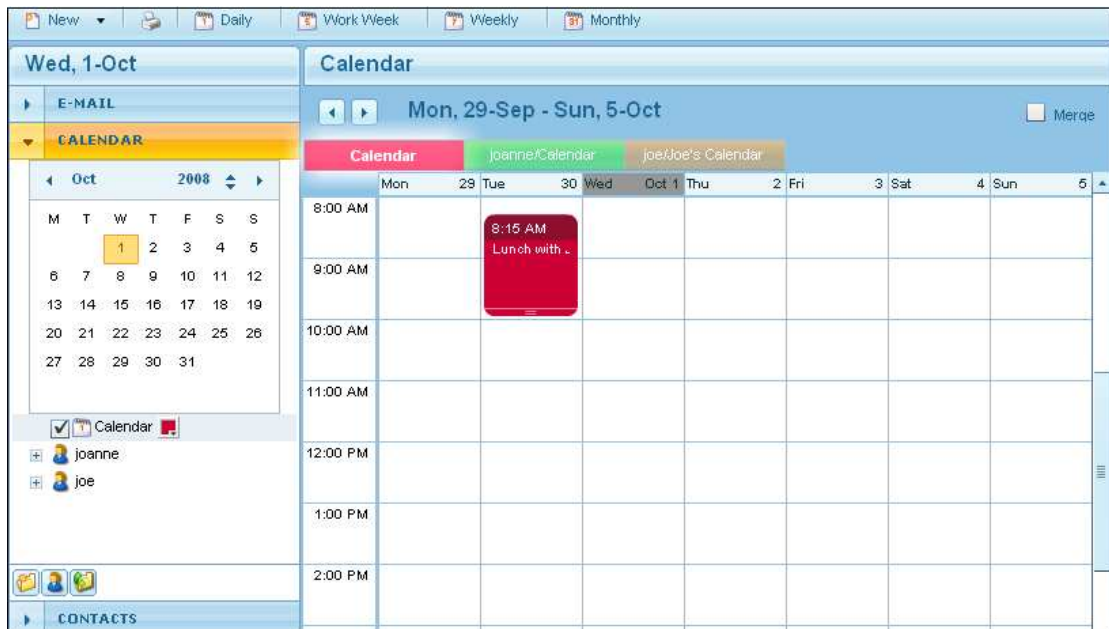
It is possible to send audio only or video only messages if you do not have both a microphone and camera available. A portion of the MyPlace interface, including the Add **VideoMail** icon, is shown below:



Now you can send an audio or video message just as easily as sending a text email. **VideoMail** allows you to record audio and video content to a streaming server. A link is then automatically placed in the email that directs the recipient to a webpage to initiate the audio and/or video stream playback. Email inboxes are never overloaded by large audio or video file attachments because there are none. Audio and video messages simply "stream" across the Internet from streaming servers. A broadband connection is recommended for recording and playback. Use of dialup connection, wireless routers or other connectivity options may impact recording and playback quality.

Calendar

MyPlace delivers powerful calendaring features, including shared calendar management. The figure below illustrates some of these features: Shared calendars, Calendar Merge and Meeting Management.



The Calendar toolbar allows you to view your Calendar, or a Shared Calendar, in four different views: **Daily**, **Work Week**, **Weekly** or **Monthly**. The Calendar view in the left-hand column can be used to view a simple month at a glance while the Calendar view to the right allows you to view the daily, weekly and monthly tasks in more detail. To remove a Shared Calendar from view, remove the check next to the **Joe's Calendar** icon of any given individual's calendar.

Within the Calendar view, there are three Icons (functions) that allow you to:



Create Folder: used to create a new Calendar

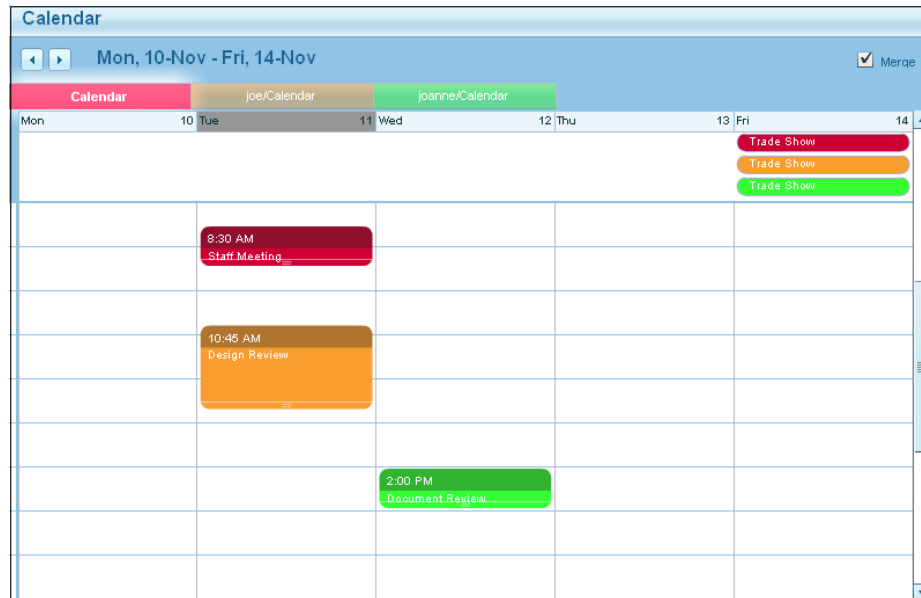


Shared Folder: allows you to access and share other MyPlace Calendars



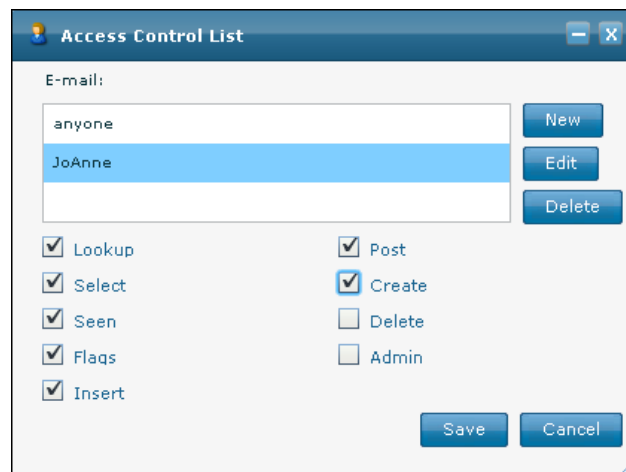
Import Calendar Data: used to import other MyPlace calendar data into your Calendar

Using the **Merge** check box in the top right corner of the Calendar screen allows you to merge all Calendar views into one simple view, as shown below. You can undo this view by un-checking the **Merge** check box.



Share a Calendar

From the **New** drop down menu, on the MyPlace toolbar, select **Folder**. Type the name of the user whose folder you wish to share, select **Calendar** from the drop down menu the click **Save**. This will automatically add the user to the list of calendars. Next, right click on the new calendar and select **Access Control List**. Check the controls that you want to allow the user, as shown below. Click **Save**. (Note, do NOT assign the 'Delete' or 'Admin' privileges to the other users. These functions should be used by the Network Administrator.)



Note, to successfully share a calendar, the other calendar holder must configure his/her calendar for **Sharing**.

Meeting Management

Planning a meeting is as easy as a few simple steps. Whether it is blocking time for a particular task or scheduling an office-wide meeting, you can manage your calendar and time in minutes. To add an event or task to your Calendar, click on the **New** drop down menu from the MyPlace toolbar. Select **Event**. Within the Event window, you can schedule time on your calendar for planned meetings or tasks, as shown below.

The screenshot shows the 'Event' window with the following details:

- Subject:** Staff Meeting
- Where:** Conference Room A
- Starts:** 10/23/2008 at 9:00 AM
- Ends:** 10/23/2008 at 10:00 AM
- Options:** All-Day Event, Send Requests, Status: Busy
- Description:** All personnel is expected to attend this mandatory meeting, as we will be reviewing the new benefits package for next year.

Click the **Attendees** button to construct a Meeting request and invite Attendees from your Address Book, as shown below. Once you have chosen the attendees, click the **Save** to send the meeting invitation. The invitation will go directly to the attendee's email address.

The screenshot shows the 'Event' window with the 'Attendees' section populated:

- To:** Joe Bob Smith
- Optional:** (empty field)
- Subject:** Staff Meeting
- Where:** Conference Room A
- Starts:** 10/23/2008 at 2:00 PM
- Ends:** 10/23/2008 at 4:00 PM
- Options:** All-Day Event, Send Requests, Status: Busy, [Show Availability](#)

Within the Event window are the following icons (functions):



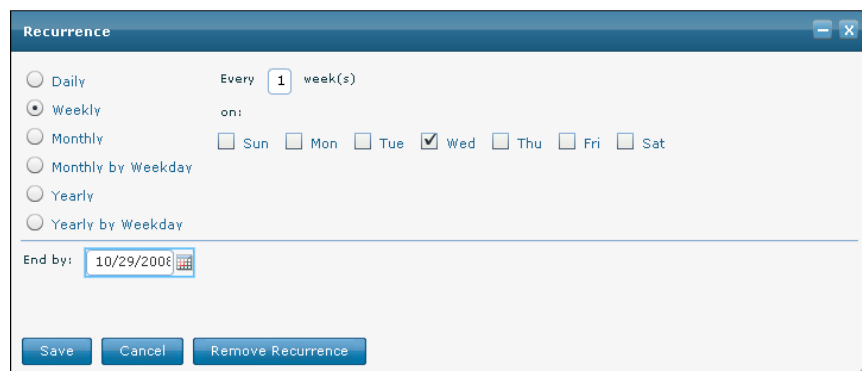
Attendees: populates the Event window that provides access to your contacts list and a view of the availability of potential attendees



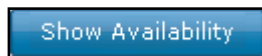
Contact: populates your Address Book allowing you to select your meeting attendees



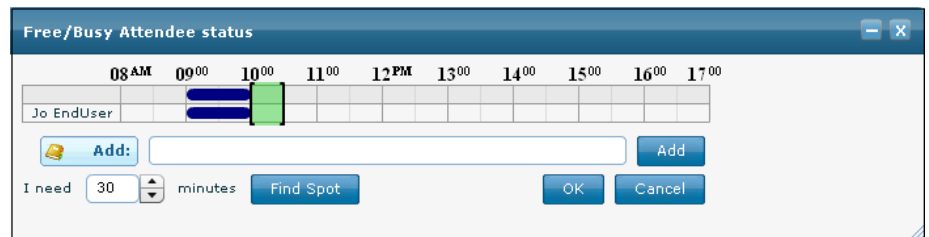
Recurrence: allows you to establish a recurring meeting, as illustrated below:




Attachments: allows you to attach a file to your meeting request



Show Availability: allows you to view the status/availability of a potential meeting attendee, as illustrated below (Calendar sharing required):

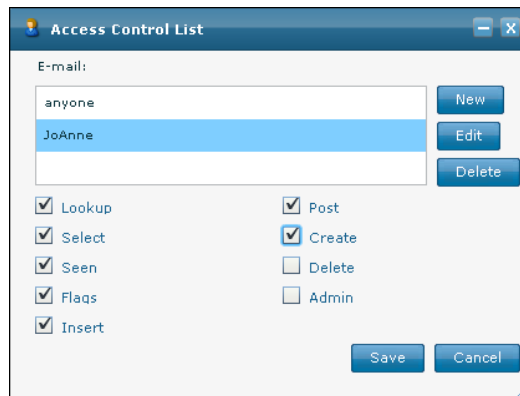


To delete a meeting at any time from your calendar, double click on the meeting within the Calendar View. From the Event window, click the Delete  icon.

Managing Calendar Folders

Right click on any of the listed Calendars in the Calendar view. You can perform any of the five functions listed below.

- **Create Folder:** allows you to create a New Folder for your Mailbox, Calendar, Address Book, Notes, or Tasks
- **Rename Folder:** allows you to rename any existing Calendar
- **Remove Folder:** allows you to remove any Calendar from your list
- **Access Control List:** allows you set access privileges for individual users, as illustrated below



- **Import Calendar Data:** allows you to upload iCalendar files (see the section below for instructions on importing iCalendar files)


Importing iCalendar files

You can import iCalendar files using this one-time set of steps to import calendar information in the iCalendar file format.

1. From your former calendar management program, you need to export your calendar files into an iCalendar file format (.iCal).
2. Right click on the Calendar Folder in MyPlace and select **Import Calendar Data**.
3. Select the path where the new .iCal file resides and click **OK**.

Contacts

The Contacts feature allows you to enter and organize data for individuals in your address book. Select **New** from the MyPlace toolbar then select **Contact**. The Contact window allows you to enter data such as Full Name, Job Title, Organization, Unit, Profession, Telephone number, email address, individual's photo, address and web site, as shown below. When selected, the Full Name, Photo, and Address buttons populate new windows for detailed data entry.

After new contacts have been added and saved, the entries will display in the Contacts view. A list of all Contacts will display in the middle window while an individual's detailed contact information will display in the right-hand window. This feature provides a search engine allowing you to search for an individual in your contact list. Using the Search  box, type the name of the desired contact then click the **magnifying glass**.

Managing Contacts Folders

The MyPlace toolbar allows you to move and copy contact information into specified folders. In addition, after right clicking on any of the listed Folders in the Contact view, you can perform any of the following 5 functions for each Folder:

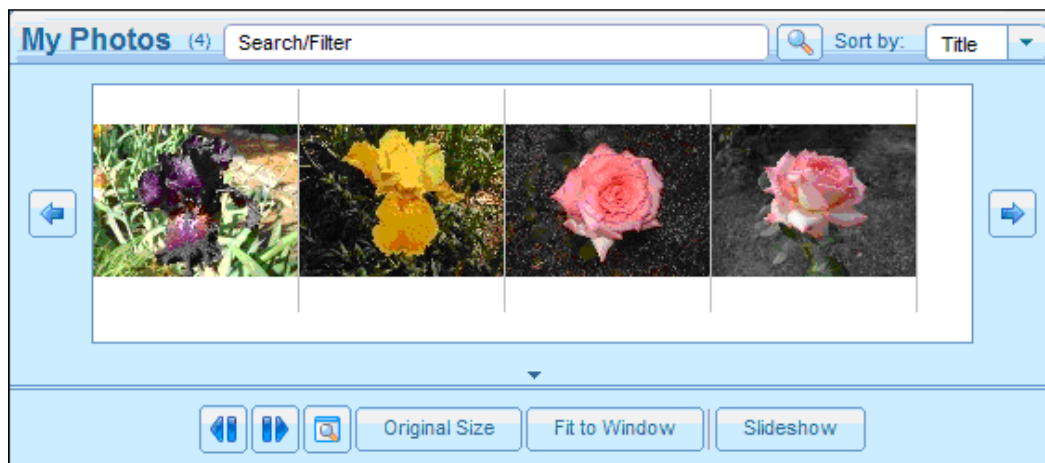
- **Create Folder:** allows you to create a new contacts folder
- **Rename Folder:** allows you to rename any existing folder
- **Remove Folder:** allows you to remove any folder from your list
- **Access Control List:** allows you set access privileges for individual users
- **Import VCard Data:** allows you to import virtual business cards to your list of contacts (see the section below for instructions on importing your email contacts from another email client.)

My Stuff Files

My Stuff contains the following three management tools for storing and viewing photos, uploading and playing music and playlists, and uploading and playing videos: **My Photos**, **My Music**, and **My Videos**. More about these management tools is described in the sections below.

My Photos

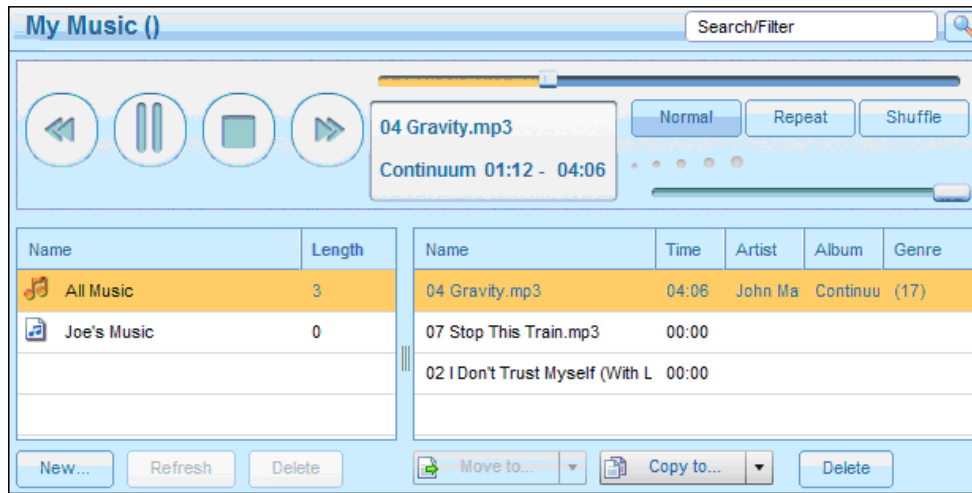
The My Photos interface provides a management tool allowing you to store, view, search and show slideshows of your favorite photos in jpeg format (.jpg.) You can view photos in a "thumbnail" format as shown below or individually in full screen mode. Clicking on the blue up or down arrow, in the middle of the My Photos screen, allows you to toggle between a more condensed screen, displaying your photos (as illustrated below) and the full screen, displaying your photos and file data.



The My Photos full screen allows you to view all file data as well as personalize your photos, by adding descriptive text. As your photo library grows, the **Search/Filter** function will come in handy allowing you to find files instantly. The **Slideshow** function allows you to turn your library of photos into a continual display of photos on your screen.

My Music

The My Music interface allows you to upload music files in MP3 format (.mp3), manage playlists, repeat, shuffle and search for music files.



To create or add a new playlist, click the **New...** button (the Add New Playlist window will display) and type the name of your new playlist in the **List Name...** field. To add the new playlist, click **Save**.

My Videos

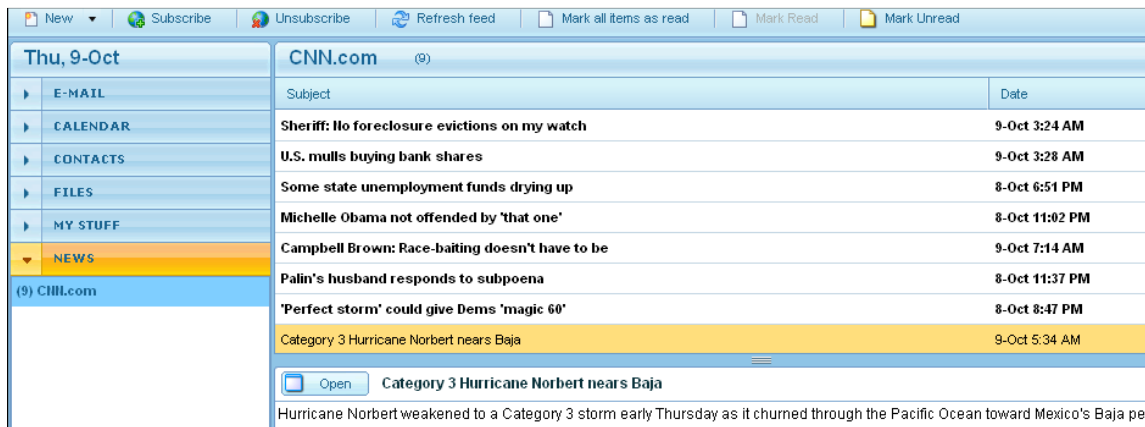
The My Videos interface provides an interface to upload, download and play videos in the Flash format (.flv.) You can control the playback, volume, repeat play, and see the counter of how much video has played and the total time for each video.



News

Within the MyPlace News feature, users can view the current news headlines in real time. These news feeds can be established using a simple graphical interface. The news headlines will be listed by Subject and Date, much like email listings in your email inbox. If more than one news sight is established, the user can simply highlight the news sight in the left window to view the current headlines.

To view any news story in its entirety, simply highlight the headline and click the  icon.



Use the following functions to configure the personalized RSS News feeds:



Allows the user to **Subscribe** to an automated news feed. The **Add News Feed Source** (see the next section, Add a News Feed, for instructions) window will display prompting the user to add the address (URL) for the site of the desired news feed.



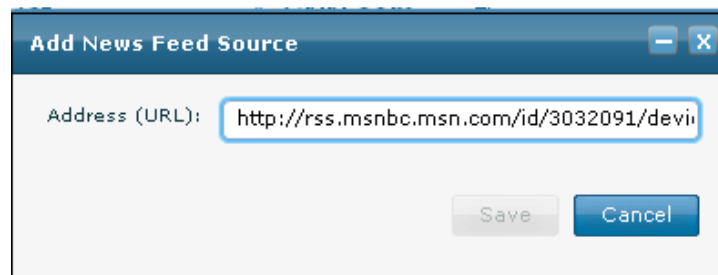
Allows the user to remove an automated news feed.



Allows the user to **Refresh** the current news headlines at any time.

Add a News Feed

You can establish your news feeds using the **Subscribe** icon on the toolbar. From the site of the desired news feed, copy the RSS link. Click the **Subscribe** icon and paste the RSS URL into the **Address (URL):** box and click **Save**, as shown below. This will immediately add the RSS News feed and current headlines to your headlines list.



Greymail

This link on MyAccount takes you to your Greymail account, where you will find emails determined to be spam or containing viruses. You may also access Greymail by browsing to <http://greymail.<domainname.xxx>> and logging in with your userid and password. The Greymail home page is shown below.



When you click on the **OPTIONS** link, you will see the advanced spam settings detailed in the Advanced Spam Settings section shown earlier in this manual. You can select Spam Confidence tabs to view messages below (**Normal**) your Spam Confidence setting, above (**High**) your setting or select **Both** to view all spam in Greymail, regardless of their spam score. Please note the icons at the top right of the Greymail home page which are shown below. :



Tag messages by selecting the **tag box** to the left of the message. You can tag **All** or **None** using these boxes in the header. Selecting the icons above will then take actions as described below.

- **Mark as Read** - You have the ability to tag an email (click on the box to the left of the email and you will see a checkmark appear) and then click the **Mark as Read** icon and that email will now show that it has been read.
- **Mark as Unread** - You have the ability to tag an email and then click the **Mark as Unread** icon and that email will now show that it has never been opened.
- **Delete Selected** - This icon allows you to delete emails you have tagged.
- **Forward Selected** - Check the box to the left of any email you would like forwarded to your inbox then click this icon. The email will be forwarded to your inbox.
- **Forward and Allow** - This icon forwards the selected email(s) to your inbox and places the sender's email address on your Allowed Senders list. You will be taken to the Greymail options page and must select **Save** under your Allowed Senders list to save your changes.
- **Allow Sender** - If you tag an email in your Greymail and then click **Allow Sender**, this email address will be placed on your Allowed Senders list. You will be taken to the Greymail options page and must select **Save** under your Allowed Senders list to save your changes.
- **View Stats** - By clicking on the **View Stats** icon, you will be able to view your spam and virus statistics for the months you have had service.

MyPatrol

This section of the MyAccount Control Panel allows you to manage your MyPatrol - Content Filtering and MyPatrol - Parental Controls. See below for descriptions of the options available on this screen. (Note: MyPatrol - Content Filtering and MyPatrol - Parental Controls may not be available to all users. These features require specific authentication methods in order to perform their function. Contact <Telconame> for further information.)

MyPatrol - Content Filtering:	Filter Enabled: <input checked="" type="checkbox"/> No Porn: <input type="radio"/> Super Clean: <input checked="" type="radio"/> Business: <input type="radio"/>
MyPatrol - Parental Control:	
<p>Add the time blocks for which you would like this account to be able to log in below. You may add multiple blocks of time in any denomination of 30 mins. Select the day(s) of the week, the start time and the end time, then hit add. After you add or delete a time block, you will need to hit save at the bottom of this page for your changes to take effect.</p>	
Day(s) of week: <input type="text" value="Monday thru Sunday"/>	
Start Time: <input type="text" value="12:00am"/>	
End Time: <input type="text" value="12:00am"/>	
<input type="button" value="add"/>	
Current Time Blocks: (to remove a time block, click on it, then hit delete)	
<div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <input type="button" value="Delete"/>	

In the screen shot above, you have the option to enable MyPatrol - Content Filtering and choose which level of filtering you want. Your three choices are described below.

You will not notice that MyPatrol - Content Filtering is in effect until you try to reach a site that has been deemed unacceptable, in which case you will see an "Access Denied" screen similar to the one below.



If enabled, the content filter automatically activates upon logging in, using the selected filter:

- **No Porn:**
No public proxies or pornography sites are allowed to be accessed
- **Super Clean:**
No alcohol, Anarchy, Criminal Skills, Cults, Drugs, Gambling, Hate Groups, Obscene & Tasteless, Public Proxies, Pornography, or R-Rated sites are allowed to be accessed.
- **Business:**
No Alcohol, Anarchy, Chat, Criminal Skills, Drugs, Employment, Financial, Gambling, Games, Hate Groups, Humor, Obscene & Tasteless, Public Proxies, Personals, Pornography, R- Rated, Shopping, Sports, Web Based Email, Web Based Newsgroups.

Once you have made your selections, you must click **Save** and your requests will be made within 30 minutes. You must logoff and re-enter the system for these changes to take effect, or they will take effect the next time you log in.

MyPatrol - Parental Controls Under the section labeled "MyPatrol - Parental Controls" above, you can add and delete time blocks for which you want an account to be able to access the Internet. You simply select the day(s) of the week, the start time and the end time, then hit **Add**. You will see your changes go into effect within 30 minutes. Again, you must logoff and re-enter the system for these changes to take effect, or they will take effect the next time you log in. (No entry allows access at any time.)

Email Settings

In the Email Settings panel, you have the ability to set-up email aliases, email forwards, alternate email addresses for Bulletins, and vacation messages, as well as opt-out of bulletin emails. <Telconame> reserves the right to make these controls available to you or manage them on your behalf. Upon clicking on the **Email Settings** link, you will see a screen like the one below:

The screenshot shows the 'Email Settings' panel with the following sections:

- Email alias(es):** A text input field followed by a dropdown menu showing '@ enloemun.com'.
- Forward all mail to:** A text input field with a note: 'Note: Separate multiple addresses with commas'. Below it are options: Enabled, Keep a Copy, No Automatic Messages, and Preserve To/Co fields.
- Alternate Email address:** A text input field containing 'rebulletin@neonova.net'. A note reads: 'When set, this address will be used when sending bulletins to this user. No other messages will be sent to this address automatically.'
- Vacation Message:** A text input field with a note: 'This message will be sent **once** to each person that sends you mail while the vacation message is active. The list of addresses is reset when the vacation message is disabled.'
- Active?:** A checkbox labeled 'Active?'.
- Bulletin Emails:** A checkbox checked with a green checkmark, followed by the text 'I want to opt-out of bulletins.' and '(Check this box to stop receiving most bulletin emails)'.
- Save:** A button at the bottom.

The Email Alias section above allows you to add up to 100 addresses for which email arrives at your one main account. For example, if your userid is "Bob" and you make an alias called "Jim", any mail sent to "Jim@domain.com" will be delivered to your "Bob@domain.com" account.

In the section labeled "Forward all mail to:" above, you can insert a new address for which you would like all email sent to your email address to be forwarded to. A number of options like keeping a copy of your email on the server, etc. are available. To remove a forwarder or alias, simply delete it, then click on **Save**.

You can create an Alternate email address for delivering bulletin messages, as well as opt-out of Bulletins using the checkbox above **Save**.

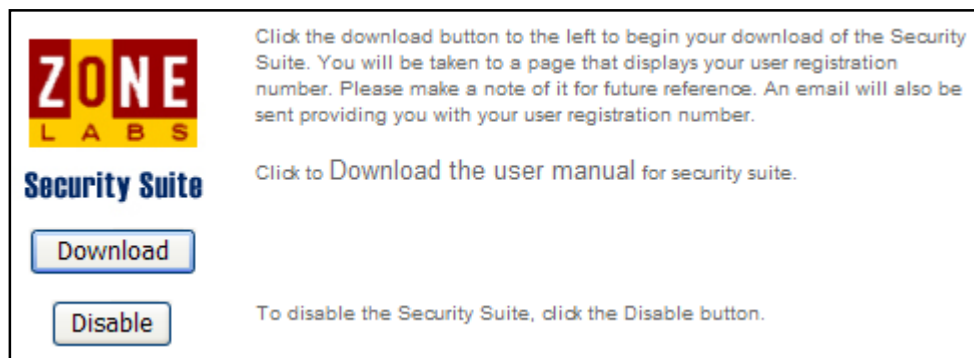
You can create a vacation message by inputting a message in the box and clicking **active**. Your vacation message will be sent once to each person that sends you email while the vacation message is active. Remember to select **Save** to implement changes to all panel settings.

MySecurity

In order to make your Internet experience safer and less risky, <Telconame> has introduced MySecurity, enabled by ZoneAlarm Internet Security Suite, provided by ZoneLabs, an independent software package. It can be accessed from the MyAccount Home page by selecting the **MySecurity** link. A screen with your license key will be displayed and you will be sent an email with this license key that must be entered during installation of the software. Save this email for future reference. (The license key is also displayed on the MyAccount Home page.)

The install process will activate a Configuration Wizard that will help configure your security suite. Select **Help** in the upper-right corner of the user interface or right click the Zone Labs Icon in the system tray and choose **Help** if you need help understanding how to use ZoneAlarm Security Suite. You can also download a user manual by selecting the **Download the User Manual** link.

Downloading this product may result in incremental charges. It is usually not necessary to Contact Customer Service to activate this feature. Contact Customer Service if you have any questions about using this service or questions regarding billing for this service. If you decide to no longer use this product, it is recommended that you disable your license key by selecting the **Disable** button.



ZoneAlarm provides PC users with the following:

- Triple Defense Firewall – makes your computer invisible to Internet users, blocks hackers, and protects your programs and operating system from malicious programs and worms
- Anti-Spyware/anti-virus – automatically updates, scans and removes Spyware viruses and worms in a single operation, clears legitimate monitoring software (cookies) so they do not get picked up in spyware scans
- SmartDefense Advisor – automatically distributes new spyware and virus signatures to your PC for up-to-date protection
- Identity and Privacy Protection – prevents your personal data from leaving your computer without your approval and automatically stops pop-up ads
- IM Protection – protects your instant messages so they cannot be monitored
- Automatically detects wireless networks and secures your PC from hackers

<MyBackup> Remote Network Storage

Storing critical files on the network reduces the risk or impact of malicious attacks, viruses, hardware problems, accidental deletion and lost or damaged equipment. <MyBackup> Remote Network Storage provides a safe and secure storage facility on a network server for storing text documents, photos, web pages, spreadsheets and other files. <MyBackup> combines the security of network storage with the convenience of a local drive. Once <MyBackup> is enabled, the network drive is accessible from within applications just like a local drive on your computer. You can drag and drop or copy files to or from the network drive server using Windows Explorer or using DOS commands or Save/Save-as commands within many applications. Searches can also be extended to network drives. <MyBackup> can also be accessed via MyAccount by selecting the **Manage <MyBackup>** button, providing ftp access from anywhere to your <MyBackup> files similar to the **Manage Website** button. **Upload file size is limited to 20MB on this interface.**

Backups can be scheduled and run automatically using the File Transfer Manager, and full or incremental backups are supported. <MyBackup> makes using remote storage quick, easy, and reliable. <MyBackup> allows users to securely transfer, store and access files, without having to learn a new application. FTPS using Secure Sockets Layer (SSL) is supported by <MyBackup> by creating an encrypted "tunnel" through which FTP transfers data. Secure FTP or SFTP is also supported by <MyBackup> and provides 128-bit encryption of all transmitted data. Server side support is required for both of these secure protocols. These capabilities are dependent upon Operating Systems, SSL certificates for domains as well as other factors and may not be available for all users. Contact Customer Service if you are interested in ensuring you have this capability.

Downloading the <MyBackup> Client

Selecting the **<MyBackup>** link on the MyAccount Control Panel will display the System Requirements/Download page shown below. Selecting the **Download** link will begin the download process. Versions of Windows Operating systems not shown on the System Requirements page will not work with <MyBackup>. It is recommended that you upgrade to a supported Operating System in order to use this product. It is necessary to contact Customer Service to activate this product. Be sure and ask about a number of storage capacities that are available. This product may incur additional billing when used.

System Requirements:

- Windows NT 4.0/2000/XP/Vista (32-bit)
- Pentium class or higher
- 40 MB of available hard disk space
- Internet access (Broadband recommended, 56k required)
- Minimum system RAM: 32 MB

Download MyBackup client application:

- Windows NT 4.0/2000/XP/Vista users

Installing the <MyBackup> Client

After selecting the **download** box, you will be asked if you want to run or save the installer application. Select **Run** or **Save**. If **Run** is selected, the installer will begin and open the Install Wizard. If **Save** is selected, the installer file will be downloaded to the location specified in the **Save As** dialog box. Once saved, locate the installer application and double click on it to begin the install process. The installer application is typically named setupXYZ.exe, where XYZ refers to the version of the Windows Operating system supported by the installer.

The Install Wizard will prompt you for the folder destination to install the <MyBackup> program files. You can browse to select the folder for the installation and then click on **Next** to install or click on **Cancel** to exit the Install Wizard. The Install Wizard will copy the program files to the destination folder and then install the program. A restart is required to activate the <MyBackup> application.

The Install Wizard will also create shortcuts in the Start Menu\All Programs\<MyBackup> folder for <MyBackup> and Uninstall <MyBackup>. Select the shortcut to run the program. The Uninstall shortcut is used to uninstall the program, should this be required.

Starting <MyBackup>

When the <MyBackup> program is initiated for the first time by selecting the program icon in the Start Menu Programs list, system tray, or double clicking the shortcut, the following screen is shown: (Your Userid will be displayed in the Username field.)

The screenshot shows a Windows-style dialog box titled "Version 8.21" with a menu bar containing "File", "Utilities", and "Help". The dialog is used for configuring a connection. It features several input fields and checkboxes:

- Address:** A text box containing "mybackup@informnet.com".
- Connect:** A button in the top right corner.
- Connect Offline:** A checkbox that is currently unchecked.
- Restore drive at login:** A checkbox that is currently unchecked.
- Secure connection:** A checkbox that is currently checked.
- Drive:** A dropdown menu showing "W:".
- Username:** A text box containing "joeuser@informnet.com".
- Password:** A text box with masked characters (dots).
- Save username/password:** A checkbox that is currently checked.
- Exit:** A button in the bottom right corner.

This screen serves several functions as detailed below:

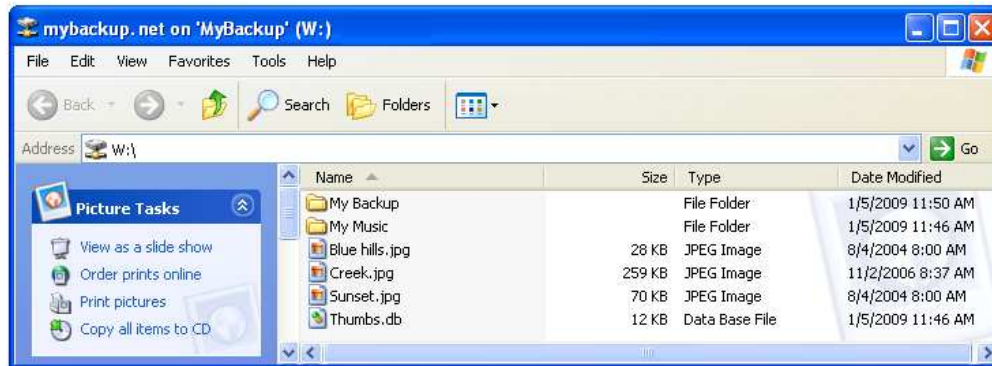
- Allow access to network storage functionality through your full email username and password. (This functionality must be activated by Customer Service.)
- Selecting the Drive letter associated with the network drive from the drop down menu (Typically, letters D thru Z can be assigned as the drive designator.)
- Selecting whether you want the drive to connect at system startup by clicking on this checkbox. This will connect the drive each time your system starts or restarts.
- Select whether you want SSL (Secure Sockets Layer) protocol used in file transfers by clicking on this checkbox.
- Access to General settings for the network storage application by clicking on the **Settings** tab (It is recommended to leave these settings at their default values.)
- Access to Advanced settings for the network storage application by clicking on the **Advanced** tab (It is recommended to leave these settings at their default values.)
- When the username, password, and drive letter selections are complete, and choices are made for Connection at startup, SSL encryption, General, and Advanced Settings, click on **Connect** to connect the network drive and finish the initiation of the program.

Using <MyBackup>

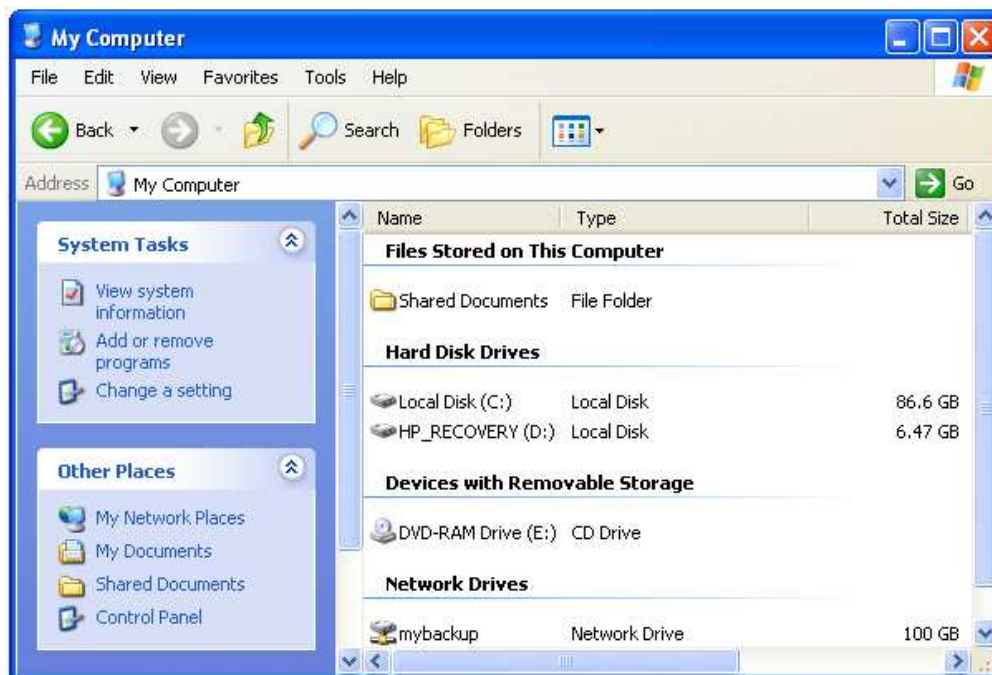
If users elect not to have the network drive connect on system start-up, they can connect the drive by selecting the **Start Menu, All Programs**, and the <MyBackup> program icon from the program list to connect the drive. The same starting network storage connection screen above will appear. The username and password will already be populated and should not be re-input unless a change is required (Your Userid will be displayed in the Username field.) The same selections are available for Connection at startup, SSL encryption, General, and Advanced settings. Click on **Connect** to connect the drive.

Alternatively, you can access your <MyBackup> files by selecting the **Manage <MyBackup>** link on MyAccount, similar to the **Manage Website** link. This link can provide ftp access to your <MyBackup> files remotely from the Web. See the Manage Website section above for details about using this interface.

The network drive will appear in most Windows applications when users select a **Save As** function and can be chosen as the target drive for saving files or creating folders. The network drive is available for file and directory manipulation using DOS commands. The network drive is also available for most search applications and will display folders or files matching the search criteria.



The network drive will appear when the user selects **My Computer** to display other hard disk drives and devices with removable storage (Hard Drive/CD/DVD/Floppy drives**). Files and folders can be “dragged and dropped” onto the drive icon to create copies of these files and folders on the network drive.



** Note: (100GB free space for network storage is shown incorrectly in these screens and is a function of how the Windows Operating System interacts with network drives. Actual capacity will be determined by the network storage package/offering.

We hope you find this to be a safe, secure and convenient method of using network storage to reduce the risk of lost, deleted or damaged information by scheduling automatic backups of your critical files.

Contact Customer Service if you have additional questions.

MySupport (PC Diagnostics)

MySupport is a desktop application designed to detect and correct common computer networking and connectivity issues without the need to call into a Technical Support Center or Help Desk. MySupport can run in the background and monitor connectivity, or can be invoked when problems occur. MySupport runs a series of tests on your computer to ensure that all systems are running properly, and can provide the status of your computer using a series of Global Status ID's (GSID's) and a decoder (Help Desk use only) that translates these GSID's into specific computer or connectivity problem descriptions.

Within MySupport you are able to perform tasks such as add, modify and delete email accounts in variety of supported email clients, retrieve system and network information, request an online Chat session with a Help Desk Agent, request a remote Desktop Assistance session with a Help Desk Agent, view ISP news and alerts, and see the status of your home network and modem. Additionally, MySupport will also help restore Internet connectivity and repair email account settings automatically, or through guided help suggestions.

System Requirements

MySupport is designed to work with the following Operating Systems: Windows® 2000 Professional, Windows® XP platforms, and Windows® Vista, (32 and 64 bit), and Windows® 7 (32 and 64 bit.) MySupport requires that Internet Explorer 6.0 or later be installed and that the latest service pack(s) be installed to ensure full functionality. The main MySupport interface is shown below:



Installing MySupport

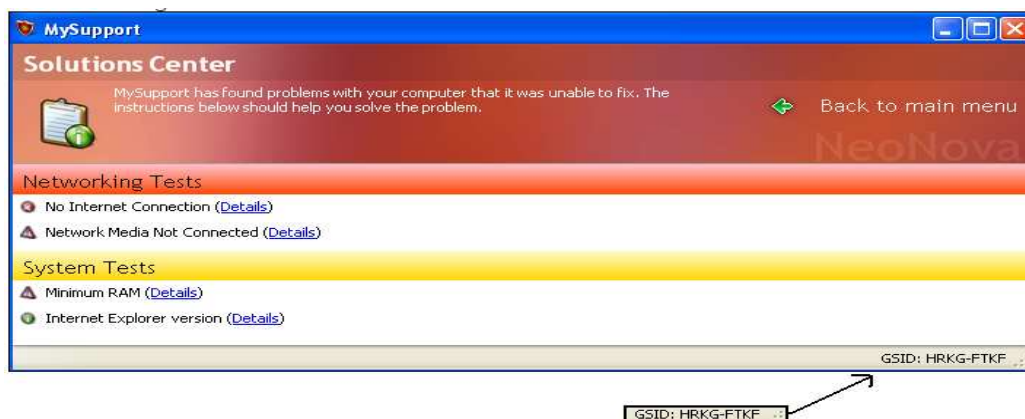
Select the **MySupport** link on your MyAccount Control Panel and you will be taken to the download page for MySupport. Select the **Download** tab and follow the instructions in the installation wizard to complete the installation. A desktop icon is created for easy access upon installation. In order to run the MySupport program, double-click the MySupport desktop icon. During the installation process you will have the option of selecting to run MySupport when Windows starts. This is required in order for MySupport to solve email, networking and various other system issues automatically. Otherwise, you can start MySupport by double-clicking the desktop icon when issues arise. (This method will consume less of your computer's resources on an ongoing basis, but you lose some of the auto response corrective actions until the program is initiated.)

System Tests

Once MySupport is activated, it will run a series of tests to determine if the computer is in good working order and it will continue to run these tests on a periodic basis. These four tests are Computer Details, E-mail tests, Network Tests, and Modem Status. It is therefore recommended that your computer and email programs be in good working condition when you download the MySupport software and initiate the program so that a valid initial test run can be completed.

MySupport Banner

The top banner of MySupport is used to provide feedback to the end user with regards to the outcome of the above tests. When the top banner is **Green**, it means there are no system issues, when it is **Yellow** it means that some system items are at warning levels and when it is **Red** it means that the tests have resulted in a critical error. For example, if you receive a **Red banner** error, you can click on the Solutions Center **Details** links to gather details on the system warnings and errors, as shown in the figure below. Note the GSID shown in the lower right hand corner of the Banner:



MySupport Help Files

Additional information about the use of MySupport, requesting a Chat session or a Remote Desktop support session, viewing status of your modem or network is available from the Help file on the MySupport Download page. Click on the **Help** Link to display the MySupport Help file.

Using Accelerated Dialup with <DialupAccelBrand>

With <DialupAccelBrand>, you can now surf at near DSL speeds and still keep your low cost dialup connection. This service speeds up your Internet experience by up to five times, using your existing dialup phone line and modem at just a fraction of the cost of DSL. Contact <Telconame> or log in to www.<domainname.xxx> for pricing and availability of <DialupAccelBrand> in your area.

This high speed solution with the convenience of dialup is easy to install, runs seamlessly and doesn't alter any of your existing software. The compression process allows a smaller amount of data to be sent, up to five times smaller in some cases, making the download time of your web pages and your online experience that much faster.

In addition to accelerating web pages, images, animations, and email, <DialupAccelBrand> is bundled with a pop-up blocker and an integrated diagnostic support tool.

Getting Started

Download

<DialupAccelBrand> service is enabled by downloading a program from the <Telconame> website. To download the program, visit www.<domainname.xxx> and click on the link associated with <DialupAccelBrand>. You may be required to contact the Customer Service department to activate this service.

Install

Follow the instructions for installing the program. Once the installation finishes you will be prompted for a userid and password. The userid should be in the form of your full email address. Enter your email userid and password. In order to avoid having to keep entering your userid and password each time, ensure that the **Save password** box is checked (if your Operating System supports this feature.)

Starting <DialupAccelBrand>

<DialupAccelBrand> is automatically started when your computer starts up. Acceleration will begin as soon as a supported browser (such as Internet Explorer or Netscape) or a supported email client (such as Microsoft Outlook or Eudora) is started. On some Windows platforms a bubble icon will appear when <DialupAccelBrand> service has been established. On other Windows platforms, you can verify that <DialupAccelBrand> has been established by hovering over the system tray icon (you should see a "Service Enabled..." message).

Using <DialupAccelBrand>

Browse the web or download email as you normally would. Your web and email access will be automatically accelerated. If you desire to stop the application, right click the system tray icon and select **Stop** from the pop-up menu, or if you desire to exit the application completely, click **Exit** from the pop-up menu.

Roaming

Tired of traveling with no access to the Internet? We've got you covered. Roaming allows you to access your Internet services while traveling or when you are away from your home or business connections. Several types of roaming may be available and are reviewed below. Contact <Telconame> or log in to www.<domainname.xxx> for pricing and availability of Roaming Access services in your area. You may be required to contact the Customer Service department to activate either of these services.

National Roaming

With National Roaming, you can now travel all over the country with access to local dialup numbers anywhere in the United States! Remember, even while roaming, to log in, you must use your full email address and password.

Before you leave your local service area, please visit <Telconame>'s website or log in to www.<domainname.xxx> and click on the **Roaming** or **Remote Access** link. You will then see the map of the United States below:



The coverage map above will help you determine the local dialup number you will need to use while traveling. To find the number for your location you can do one of three things:

Interactive Map Search:

Click on the state in which you wish to find a local access number. If available, the numbers will be listed as in the example below.

Search By Area Code:

Select an area code from the drop-down list and click **Go!** to view a listing of all access numbers in that area code.

Search By State:

Select a state from the drop-down list and click **Go!** to view a listing of all access numbers in that state.

Access Number	City	State
(808) 443-5233	HILO	HI
(808) 482-2072	LIHUE	HI
(808) 442-3276	MAUI	HI
(808) 356-4928	MILILANI	HI

Roaming Access via 800 Number

Roaming access via an 800 number will also enable traveling subscribers to access their email account(s) while away from their home or business connections. Contact <Telconame> or log in to www.<domainname.xxx> for pricing and availability of Roaming Access services in your area. You may be required to contact the Customer Service department to activate this service. Again remember, to log in, you must use your full email address and password.

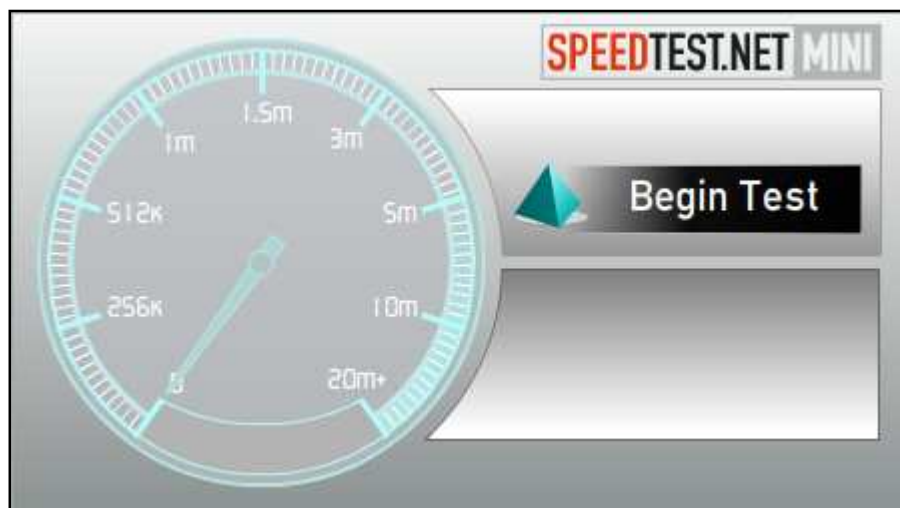
Bandwidth Speed Test

Ever wonder what kind of speed you are really getting? With Speed Test you can find out easily and quickly by running a test on your upload and download connection speeds. Here's how.... First enable **JavaScript** in your Web Browser settings. To access the speed test, you must visit the following website: <http://speedtest.<domainname.xxx>>, or click the **Speedtest** link on MyAccount.

Please enter your email address.

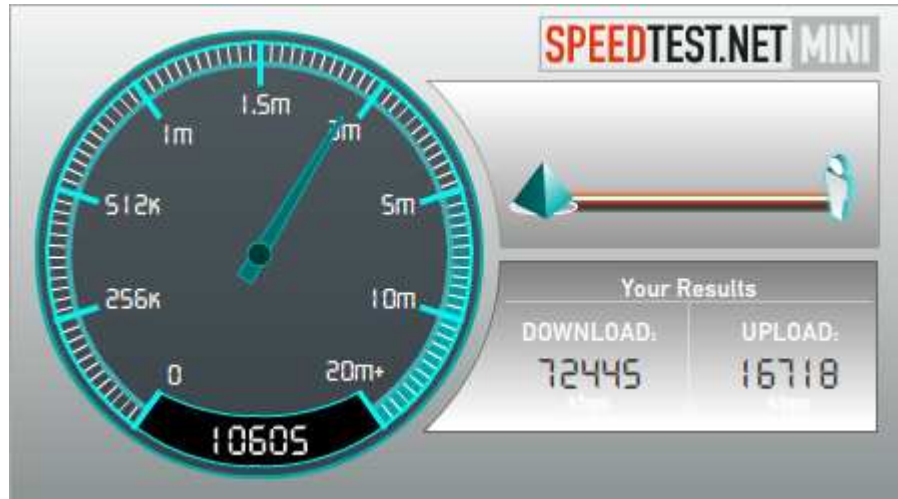
Please remember to enable JavaScript for this test!

You must enter in your email address and click on **Go!** (This may be optional.) Once your email address is verified, you will see the following screen:



Select **Begin Test** and the Speed Test will begin calculating your download and upload speeds.

Speed Test will display a "Tachometer" and test results while your download and upload speeds are analyzed.



When the Speed Test is complete, the screen below will be displayed showing your download and upload speeds and allowing you to initiate a speed test from another network in your geographic region or to restart the local test by selecting **Restart**.



This third party software may contain links to additional services not associated with your Internet service provider.

Additional Resources

Log in to <domainname.xxx> for further information regarding your email and Internet services.

You can contact our Customer Service department at <CustomerServicePhone>.

For technical support questions regarding your email or Internet services, contact our <Technical Support/Help Desk> at <HelpDeskPhone>.

Userid and Password Attributes

The following attributes represent the acceptable parameters for Userid's and passwords.

Userid's

Userid's must be **at least 2, but not more than 20 characters in length. (No spaces)**

Userid's may only contain the following characters:

Letters A thru Z,

Digits 0-9

Underscore (_)

Dash (-)

Period or Dot (.),

Userid's may not begin or end with dot, dash or underscore.

Upper and lower case Userid's will be accepted, but any uppercase characters will converted to lowercase automatically. Many email systems only accept lower case email addresses or convert them to lower case. (Since our systems use the email address as the userid, this convention ensures that Bob@domain.com and bob@domain.com do not get each others email.)

Passwords

Passwords must be at least 2 but no more than 16 charters in length. (No spaces)

Passwords are case sensitive. Case matching will be enforced for passwords.

Passwords may only contain the following characters:

Letters A thru Z,

Digits 0-9

Special Characters: The following special characters are **NOT ALLOWED** in passwords:

Spaces, Single Quotes (Apostrophes), Colons, Semicolons, and Equal Signs

Other special characters are generally accepted in passwords.