



## **Important: Customer “Quick Start” Information**

Welcome to WildBlue brought to you by Northland Connect Broadband LLC! Thank-you for giving us the opportunity to provide you affordable, reliable, high-speed Internet access, e-mail and Web services.

Please read this “Quick Start” information carefully. It will provide important information that will make your use of the WildBlue service more useful and enjoyable. Please keep it handy for future reference.

Your installer has given you a “sticky” strip with important phone numbers and you have chosen an e-mail address and password. Later on we will tell you how to change your password if you wish but for now you may want to keep a record someplace.

### **The Customer Agreement**

If you have not already done so please read the Customer Agreement. The full copy is posted on our website at [www.northlc.com](http://www.northlc.com) The agreement contains important information on usage of your WildBlue System including the WildBlue **Fair Access Policy** and the Northland Connect **Acceptable Use Policy**. It also describes how you the subscriber are required to have updated **Anti-Virus software** installed on your computer. The Customer Agreement also describes the **electronic billing and payment process**.

### **Managing your Account**

You don’t have to carve out time of your busy schedule to call Technical Support to change your password or to check your account information! You can manage your own account by using the Subscriber Admintool. This tool will allow you to; change passwords, download pop-up blocking software, set auto-reply messages, set FrontPage access, forward E-mail accounts to other accounts, delete accumulated e-mail, review your usage and settings and print or – mail account information.

To access your Subscriber Admintool go to: [www.northlc.com](http://www.northlc.com) (You may want to add our website to your favorites list or even make it your home page). Once you are there click on “Manage My Account”. This will take you to the [admintool.northlc.com](http://admintool.northlc.com) screen.

Enter your **User name** and **Password** in the appropriate fields on the login page and click the **Log In** button. Remember – your name and password are case – sensitive. Please make sure that you enter them exactly as when the account was created or last modified. (If you have lost your password please call Technical Support at 888-817-8962).

A “**Subscriber AdminTool User Guide**” is also posted on the [www.northlc.com](http://www.northlc.com) website. Look for it along with other helpful subscriber guides by clicking on “**User Guides**”

### **Webmail**

We know that when you are sometimes on the move but don't want to be disconnected from friends and family or your business. That's where webmail comes in. With webmail you can access e-mail from any computer with an internet connection. You will have the same features as other popular e-mail software such as Microsoft Express. A “**Webmail User Guide**” is posted on the Northlc.com website under “User Guides” for you to review and/or print.

You can Login to Webmail by entering <http://webmail.northlc.com> on your Internet Explorer or other browser. Please note this is not a www address – enter it exactly as you see above. Once you are there enter you user name and password.

### **Dial-up Access**

Those of you who need dial-up access to the internet when traveling may be interested in our National Roaming service. This service can be purchased for \$4.95 per month with a limit of 10 hours of service per month. Once you are enrolled in this service a downloadable dialer will be available to you through your Subscriber AdminTool. This dialer contains hundreds of local dial-up connections throughout the United States. Call the billing department at 866-567-1919 to add National Roaming.

### **Creating Your Own Website**

Including with your WildBlue subscription is 10 or 20 MB (depending on the package) for you to create your own web page. An extensive “**Site Creator User's Guide**” is posted under “**User Guides**” at [www.northlc.com](http://www.northlc.com) . If you wish you can purchase additional web space by calling the Billing Department at 866-567-1919.

### **Other User Guides and Information**

You can access other useful information at [www.northlc.com](http://www.northlc.com) . For example we have created a manual that show how easy it is to set up and manage the **Spam Filtering** tool You can access these and other helpful documents by clicking on “**User Guides**”.

**If You have questions on using any of these tools and services call our Technical Support line at 888-817-8962.**