

Two New Features from Your ISP

Your ISP has two great new features that can give you more control over your Internet account: more e-mail storage space and the ability to add “child,” or additional e-mail accounts.

Mail storage increased to 100 MB

Has your e-mail box seemed a little full lately? Are you finding that you have to delete mail just to be able to send or even get mail?

Well, those days are over because we’ve increased the size of e-mail storage to 100 MB across all of your accounts.

Depending on the type of account you have with us, you can distribute this 100 MB to one address or divide it among all of the addresses in your account. With Northland Connect Broadband you will receive 5 email addresses per account for the Value Pak and the Select Pak. With the Pro Pak you receive 10 email addresses per account.

So, if you have only one address, you could allocate all 100 MB of storage space to that one account. If you have five addresses, you could give them each 20 MB or distribute it in any variety of ways.

We do require that each e-mail address have 5 MB of space as a minimum.

Add an address anytime

Your ISP is now giving you the power to add an e-mail address any time you want—without the need to call customer service!

The number of e-mail addresses that come with your account will vary, depending on the service level you have selected. If you want more, call 866-567-1919 to see what options are best for you.

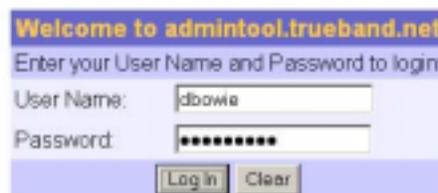
Take a look. . .

1. Login: Log in to your AdminTool, the online place where you can change your password and do other tasks related to your Internet account.

The Web address for your AdminTool is admintool.northlc.com.

To login, enter your Internet account user name and password and click “Log In.”

For this example, Jean Genie is logging into her account with trueband.net. Her user name is “dbowie.”



Welcome to admintool.trueband.net

Enter your User Name and Password to login.

User Name:

Password:

2. Select “Child Accounts” from the menu on the left of screen.



3. Review the page. From this screen, you can do a number of tasks related to your account, including adding new e-mail addresses or child accounts as well as changing the size of the account’s e-mail storage.

In this example,

- The ISP has allocated 100 MB of mail storage space to Jean Genie’s account.
 - Right now, only 85 MB of space has been allocated among the addresses that Jean has in her account.
- Jean Genie is the parent account.
 - Parent accounts are listed in blue.
- Jean Genie has three child accounts.
 - Child accounts are listed in grey.
- All of the accounts are “active,” which means they can receive and send e-mail.
- Jean Genie gets five accounts as part of the ISP’s standard offer.
 - Jean could call her ISP to purchase more child accounts.

Child Account Information:

User Name	First Name	Last Name	Status	Mailbox	View	Edit
debbie	Debbie	Harry	active	25.00	View	Edit
bobwhite	Bob	White	active	5.00	View	Edit
jean	Jean	Genie	active	50.00	View	Edit
child	Child	Account	active	5.00	View	Edit

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Edited: Username = Parent Account (last 2000 = Child Account (max 500))

A total of 4 accounts are allocated, out of a possible 5.

You have allocated 85 MB out of your available total of 100.00 MB for mailbox sizes.

To add a new child account, click the button below, and provide information as necessary. Child accounts will be subject to the same restrictions and usage limits as this parent account. When adding a new child account, its mail quota will be subtracted from the parent account's mailbox, so please make sure there is at least 10 MB allocated to the parent first.

Add a new address

Jean Genie wants to add a new child account (or e-mail address). As it states on the screen above, Jean has used four of the 5 accounts available, so she can add one new child account.

To add the new account, Jean clicks the “Create New Child Account” button.

At the “Child Accounts” screen, Jean will enter the information about the account.

The screen is divided into three sections:

- Identity and Password Information
- Access Settings
- E-mail Settings

Now, we will go over what you do in each of these sections.

Webmail

Child Accounts

Identity and Password Information

First Name: Last Name:
 User Name: Password:
 Account: 1004 Password Verify:
 *Required Fields

Access Settings

Access: Dial Access Enabled
 Max Hours/Day: Maximum Usage
 Max Hours/Month: (Use 0 for no limits)

Time Ranges:
 Login 1: Eastern DST
 Login 2: Eastern DST
 Login 3: Eastern DST
 Login 4: Eastern DST
 Login 5: Eastern DST
 (Time-ranges limit when a child account may dial in. Leave blank for no limits. You may specify up to two separate time ranges.)

E-Mail Settings

Forward all emails to:
 (separate multiple addresses with ";")

Spam Filtering Type:

Spam/Virus E-mail Notifications:

Spam Defense with Friends Circle:
 Make sure you never miss e-mail from the people who matter most: your friends and family. Most users will want the power and flexibility of this level of Spam protection. You set the level of Spam Defense you want and define your Friends Circle by allowing email from specific addresses or domains. With Spam Defense and Friends Circle you get the e-mail you want yet block the e-mail you don't!

Friends Circle Only:
 Your Friends circle allows you to receive email only from the addresses or domains that you authorize. If you subscribe to mailing lists, be sure to include those addresses in your Friends Circle.

Friends Circle with Confirmation:
 Almost all spam is sent by automated computer systems. To help prevent automated systems from sending you mail, anyone not in your Friends Circle will be requested to authenticate or prove they are human. This helps to stop emails from automated systems from showing up in your inbox! If you subscribe to mailing lists, be sure to include those addresses in your Friends Circle.
The simple addition of Spam protection that stops most Spam from reaching our e-mail servers. If mail blocked by these servers will not reach your mailbox--even if you have indicated that address in your Friends Circle.

Identity and Password

Jean is creating an account for Fava Bean and fills in all of the information for that new child account. All required fields appear in blue.

The screenshot shows a web form titled "Child Accounts" with two main sections:

- Identity and Password Information:**
 - First Name: Fava
 - Last Name: Bean
 - User Name: nicechianti
 - Password: fritobandito1974
 - Account: 1984
 - Password Verify: fritobandito1974
- Access Settings:**
 - Access: Enabled
 - Max Hours/Day: 3.00
 - Max Hours/Month: 3.00 (Use 0 for no limits)
 - Time Ranges:
 - Login 1: All Week, 02:00 PM to 10:00 PM Eastern DST
 - Login 2: [blank], 00:00 to 23:59 Eastern DST
 - Login 3: [blank], 00:00 to 23:59 Eastern DST
 - Login 4: [blank], 00:00 to 23:59 Eastern DST
 - Login 5: [blank], 00:00 to 23:59 Eastern DST

(Time-ranges limit when a child account may dial in. Leave blank for no limits. You may specify up to two separate time ranges.)

The User Name is the name that Fava Bean will enter when he logs in to check e-mail. In this example, Fava Bean’s User Name is “nicechianti.” So, Fava Bean’s e-mail address is nicechianti@trueband.net (remember that trueband.net is the name of the ISP used in this example).

Note: Because Jean controls the parent account that is adding the child account, she will enter and verify the password for the child account. Here, the password is “fritobandito1974.”

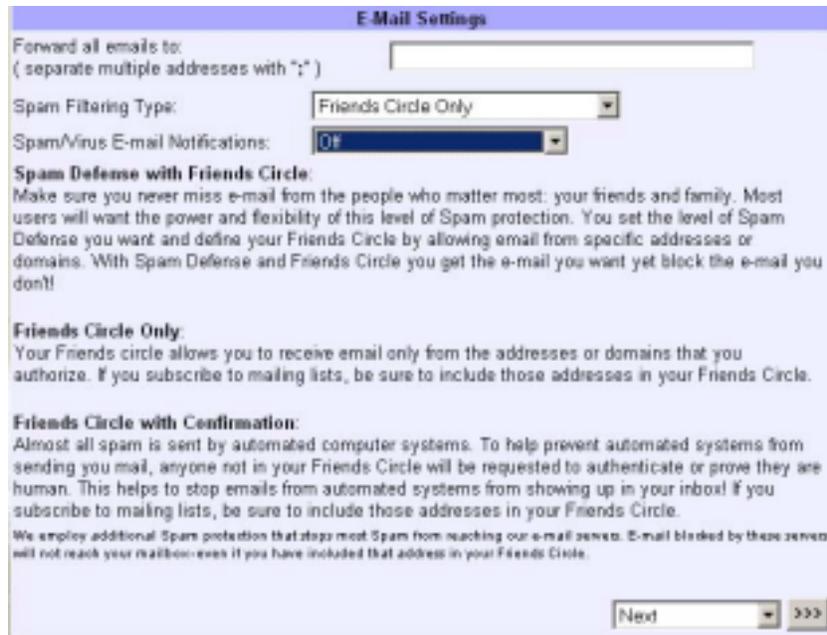
Access Settings

Jean Genie skips over the access settings section because WildBlue access does not come with limits.

E-mail Settings

In the E-mail Settings area, you can:

- Enter e-mail addresses to which you want to forward mail from this account.
 - This feature is useful, if you don’t get to check this account very often.
- Set Spam Filtering Type.
 - You can choose from three levels of Spam protection.
 - Spam Defense with Friends Circle.
 - Friends Circle Only.
 - Friends Circle with Confirmation
- Set the type of notice you want to receive when the system blocks Spam or Viruses from entering your mailbox.



In this example, Jean Genie:

- Gives no forwarding e-mail addresses.
- Sets Spam Filtering Type to “Friends Circle Only.”
 - This means that Fava Bean will receive e-mail only from addresses or domains that are authorized.
- Sets Spam/Virus notices to “Off.”

When she finishes, she clicks the “Next” button.

Spam Settings

At the next screen, Jean Genie sets the Spam detection and blocking levels and can enter the e-mail addresses that are part of Fava Bean’s friends circle.

In this example, she sets:

- Spam Detection at “Medium.”
- Spam Blocking at “Block most Spam.”

When Spam is detected by the system, Jean has set it to be moved to the Junk Mail folder, which means it will not go to Fava Bean’s mailbox.

Child Accounts

Spam Defense:

Detection:

Blocking:

When spam is detected:

Set your Subject Flag to (Visible in webmail or IMAP capable mail client)

Move to Junk Mail folder (We will create the Junk Mail folder automatically)

Friends Circle:
Accept e-mail from the following e-mail addresses or domains:

Never accept e-mail from the following e-mail addresses or domains:

Enter e-mail address or domain

You can allow or block one e-mail address at a time or an entire domain.
 • To allow or block an individual e-mail address, enter the complete e-mail address (for example, johndoe@domain.com).
 • To allow or block an entire domain, enter the domain address (for example, @domain.com).

We employ additional Spam protection that stops most Spam from reaching our e-mail servers. E-mail blocked by these devices will not reach your mailbox—even if you have included that address in your Friends Circle.

After making the changes to this screen, Jean Genie clicks the “Next” button.

Create account

At the next screen, Jean Genie reviews the information for the account before submitting the information.

In this example, all of the account information for the Fava Bean account is correct.

If any information were not correct, Jean would select:

- **Modify User Data** to change identify information such as password, the name of the account, etc.
- **Modify User Access** to change Internet or e-mail access information.



Because the information is correct, Jean Genie clicks the “Create User” button.

Print or E-mail information

The final screen displays the information for the new account and gives the option to print or e-mail the information:

- Click the “Print” button in the upper left corner of the screen to print.
- Click the “E-mail” button to send the information via e-mail.

Child Accounts Parent Email

User Name: nicolaisti [MCCIFY] Password: fitobandto1974
 Account: 1964 Status: active
 Account Profile: Default Customer Type: resident
 Name: Fava Bean
 Business:
 Address: 12345 Stardust Lane
 Memphis TN 38045
 Telephone: 555-555-5555
 Other:

Creation Date: 08/24/2005 10:56:08 EDT Last Modified: 08/24/2005 10:56:08 EDT

Internet Access:

- Dial-Up Access
- Only One Login Permitted
- Login Timings: A1800-0159
All Week: 14:00 - 21:59 Eastern DST

E-mail Access:

- Maximum Mailbox Size: 5.00 Mb
- Maximum Message Size: 5.00 Mb
- Spam/Virus E-mail Notifications: Off
- Spam Filtering Type: Spam Defense with Friends Circle
- Detection: Medium - 90% Spam Detected
- Blocking: Block most Spam
- When spam is detected: Move to Junk Mail folder (Viewable in webmail or IMAP capable mail client)
- Auto-Reply: Off

Usage:

- Number of E-mails in Mailbox: 0
- Mailbox Size: 0.00 MBs out of 5.00 MBs

Delete Emails [All] ▼

Last Three Months of Access:

August 2005	July 2005	June 2005
• Logins: 0	• Logins: 0	• Logins: 0
• Hours: 0	• Hours: 0	• Hours: 0
• Transfer: 0 Mb	• Transfer: 0 Mb	• Transfer: 0 Mb

Allocate mailbox space

Now that Jean Genie has created a new child account, she must give the account e-mail storage space.

To do that, she selects “Child Accounts” from the menu on the left.



At the Child Accounts—Child Data screen, Jean reviews all of the e-mail accounts associated with her account. There are four child accounts and one parent, making a total of five accounts.

Notice that the account for Fava Bean has been added and is in “active” status.

Notice also that the mailbox size (in megabytes, or MB) is provided.

Child Accounts - Child Data

Child Account Information:

5 Accounts Page 1 of 1

User Name	First Name	Last Name	Status	Mailbox	View	Edit
storic	Dobbie	Hery	active	25.00	View	Edit
bwhite	Bob	White	active	5.00	View	Edit
dbrowe	Jean	Gerse	active	20.00	View	
nicechiant	Fawn	Beas	active	5.00	View	Edit
suu	Child	Account	active	5.00	View	Edit

2 Accounts Page 1 of 1

Color: Use Name = Parent Account Use Name = Child Account (small only)

A total of 5 accounts are allocated, out of a possible 10.

You have allocated 60 MB out of your available total of 100.00 MB for mailbox sizes.

To add a new child account, click the button below, and provide information as necessary. Child accounts will be subject to the same restrictions and usage limits as the parent account. When adding a new child account, it's mail quota will be subtracted from the parent account's mailbox, so please make sure there is at least 10 MB allocated to the parent first.

Create New Child Account Modify Mailbox Sizes

If Jean would like to change the e-mail storage amounts for any of the accounts, she can do so by clicking the “Modify Mailbox Sizes” button.

At the next screen, Jean can:

- Review the mailbox storage for all of the accounts
- Check the amount of storage available
 - In this case, the account has allocated 60 of the 100 MB available
 - Jean could distribute 40 MB among the five accounts
- Check the limits the ISP has set
 - In this case, the ISP has set a maximum of 20 MB per account
- Add or subtract mailbox size

Child Accounts

Child Account Mailbox Sizes:

A total of 5 accounts are allocated, out of a possible 10.

User Name	Status	Maximum Mailbox Size	Current Mail Usage
storic	active	25.00 MB	0.00 MB, 0 Messages
bwhite	active	5.00 MB	0.00 MB, 0 Messages
dbrowe	active	20.00 MB	0.00 MB, 2 Messages
nicechiant	active	5.00 MB	0.00 MB, 0 Messages
suu	active	5.00 MB	0.00 MB, 0 Messages

Color: Use Name = Parent Account Use Name = Child Account (small only)

You have allocated 60 MB out of your available total of 100.00 MB. Each username may have a maximum of 20.00 MB allocated to it.

Save Mailbox Sizes Cancel

How to add or subtract mailbox space

To be able to add mailbox space to a child account, the parent account must have at least 10 MB in it.

In this example, Jean Genie has 20 MB. So, Jean can add mailbox space to any of the accounts.

The child account “nicechianti” has only 5 MB of mailbox storage. To increase the mailbox size for this account, Jean clicks the plus sign (+) one click until she reaches the desired size.

Child Accounts
Child Account Mailbox Sizes

A total of 5 accounts are allocated, out of a possible 10.

User Name	Status	Maximum Mailbox Size	Current Mail Usage
atomic	active	25.00 MB	0.00 MB, 0 Messages
twinkl	active	5.00 MB	0.00 MB, 0 Messages
dbowie	active	20.00 MB	0.00 MB, 2 Messages
nicechianti	active	15.00 MB	0.00 MB, 0 Messages
you	active	5.00 MB	0.00 MB, 0 Messages

Color: Username = Parent Account Username = Child Account (atomic@twinkl)

You have allocated 70 MB out of your available total of 100.00 MB. Each username may have a maximum of 20.00 MB allocated to it.

Save Mailbox Sizes Cancel

In this example, Jean increased the mailbox size for nicechianti to 15 MB.

Notice that now Jean has allocated 70 out of the total 100 MB available.

To save, Jean clicks the “Save Mailbox Sizes” button.

After saving, we return to the Child Accounts—Child Data screen. You can see that all changes have been saved.

Child Accounts Child Data

Child Account Information:

5 Accounts Page 1 of 1

User Name	First Name	Last Name	Status	Mailbox	View	Edit
atomic	Debbie	Henry	active	25.00	View	Edit
twinkl	Bob	White	active	5.00	View	Edit
dbowie	Jean	Genie	active	20.00	View	
nicechianti	Fava	Bean	active	15.00	View	Edit
you	Child	Account	active	5.00	View	Edit

Color: Username = Parent Account Username = Child Account (atomic@twinkl)

A total of 5 accounts are allocated, out of a possible 10.

You have allocated 70 MB out of your available total of 100.00 MB for mailbox sizes.

To add a new child account, click the button below, and provide information as necessary. Child accounts will be subject to the same restrictions and usage limits as this parent account. When adding a new child account, its mail quota will be subtracted from the parent account's mailbox, so please make sure there is at least 10 MB allocated to the parent first.

Create New Child Account Modify Mailbox Sizes

For more information. . .

Ask your ISP for other tips and guides for your account, especially if you want to learn more about:

- How to change your password
- How to set Spam Detection
- Other things about your account