Waldron Communication Company

WildBlue Internet Services

Subscriber AdminTool User Guide





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## 1. Introduction To This Guide

You don't have to carve time out of your busy schedule to call the ISP business office to change your password or to check your account information.

Save time and gain control over important account settings with the AdminTool! With this easy to use Web tool, you can make the changes you need to your account, set Spam filtering, and have your changes take effect immediately—no waiting.

Follow the quick and easy instructions in this handy reference to get started.

This manual provides step-by-step instructions to perform these tasks:

- Change password (section 3)
- Download popup-blocking software
- Set Auto-reply (section 6)
- Set FrontPage access (section 7)

- Forward e-mail to other accounts (section 8)
- Delete unopened e-mail from your account (section 9)
- Review account information (section 10)

To set Spam Filtering, please see the guide Spam Filtering from Your ISP.

## 2. Login To The Admintool

Type admintool.yourisp.yourdomain into the address bar of your Web browser and press the Enter key on your keyboard. The illustration below uses the address for <u>admintool.otecwb.com</u> (Figure 1).

Address 🛃 http://admintool.trueband.net



 Enter your User Name and Password in the appropriate fields on the login page and click the Log In button (Figure 2). Your User Name is the same as your Login Id.

Note: User Name and Password are case-sensitive. Please make sure that you enter the User Name and Password exactly as when the account was created (or last modified).

TrueBand	
	Welcome to admintool.trueband.net         Enter your User Name and Password to login:         User Name:         Password:
NRTC	Log In         Clear           omments and Feedback may be directed to:         ispwebmaster@trueband.net           Copyright @ 2001, NRTC All rights reserved.         Powered by TrueBand

Figure 2.

#### Note: If you have lost your Password, please call OTEC Communication Company, your ISP business office during normal business hours.

After successful login, the AdminTool homepage appears (Figure 3).





Menu items are listed on the left of the screen (Figure 4):



Figure 4.

### Return to login screen if inactive for two (2) hours.

To provide added security, the AdminTool returns to the login page if you have not worked in the tool for two hours. When you try to work in the AdminTool after having left it for two hours, you will receive the message that the session "has timed out" (Figure 3). To work in the application further, the user must login again.

Welcome t	o admintool.trueband.net
Your session h	as timed out, please log in again:
User Name:	
Password:	
	Log In Clear

Figure 5

### Logout of the AdminTool

The AdminTool provides two ways to logoff: leave the system or return to the Login prompt.

To leave the AdminTool, select the "X" in the upper-right of your Web browser.

To return to the Login prompt (Figure 2), select **Logout** from the menu on the left of the screen (Figure 5).

# 3. Change Your Password

Select **Change Password** from the menu to access the **Change Password** screen (Figure 6).

True	Band <sup>®</sup>		XI
Wasge/Settings     Change Password     Spam Filtering     Email Auto-Reply     Forward Emails     Frontpage     Extensions     Popup-Stopper	ebmail You can change your password here. Your pa Dial, E-mail, and Web. Change my password to: Password Verify:	ge Password ssword change will affect al hunkydory hunkydory	l of your services including,
Login: Jean Genie Logout			Next >>>

Figure 6

Your current password appears in the field. To change your password:

- Enter a new password into the **Change my password to** field
- Enter the same new password in the **Password Verify** field
- Click the **Next** button

At the Change Settings – Verify screen (Figure 6), make sure the password is correct.

Note: After changing your password, you will be prompted to login using the new password before you can perform other tasks in the AdminTool.

Change Settings - Verify				
Verify that the settings below are correct, then click on "Make Changes".				
If the settings are incorrect, cl	ick on your browsers "back" button to make changes.			
If you are changing your password, you will be prompted to re-login with your new user name and password as soon as you try doing any other functions in the admintool.				
Password:	hunkydory			
FrontPage Access:	On			
Site Creator Template Access	Off			
Spam Filtering Type:	Spam Defense with Friends Circle			
-Detection:	Medium - 90% Spam Detected			
-Blocking:	Block most Spam			
-When spam is detected: Set your Subject Flag to: **Possible_Spam**				
Forward all e-mails to:				
Auto-Reply:	On			
	Make Changes			

Figure 7

If you need to edit your changes, select **Change Password** from the menu on the left. To accept your new password, click the **Make Changes** button. The **Change Settings** – **Create** screen will appear (Figure 7).

True	Band			
N				
• W - Usage/Settings	ebmail			
Change Password	6	Change Setting		Print Email
Spam Filtering     Email Auto-Reply     Ensured Emails			keep this sheet for futur net, please contact the h	e reference. For assistance Help Desk at ext. 1461.
- Forward Emails - Frontpage	User Name: dbowie		Password: hunkydory	
Extensions	Account: 1984		Status: active	
- Popup-Stopper	Account Profile: Default		Customer Type: reside	ent
Login: Jean Genie	Name: Jean	Genie		
Logout	Business:			
	Address: 1234	5 Stardust Lane		
	Mara	TN 90045		
		555-5555		
	Other:			
	Creation Date: 07/30/200	01 19:40:17 EDT	Last Modified: 07/29/	2004 11:08:17 EDT
	Internet Access:			
	Dial-up Access			
	<ul> <li>Only One Login Permitt</li> </ul>	ted		
	E-mail Access: • Maximum Mailbox Size: 5.00 Mb			
	<ul> <li>Maximum Message Siz</li> </ul>			
	<ul> <li>Spam Filtering Type: S</li> </ul>		ls Circle	
	<ul> <li>Detection: Medium - 90</li> <li>Blacking: Black most 5</li> </ul>			
	<ul> <li>Blocking: Block most S</li> <li>When spam is detected</li> </ul>		to: **Possible Snom**	
	<ul> <li>Auto-Reply: On</li> </ul>	a. Oor jour oubjoor i lag	to: 1 ocoloio_opain	
	Web Page Access:			
	<ul> <li>Access to Vanity Page</li> </ul>		iet/dbowie/ )	
	With 10.00 MBs of we			
	<ul> <li>FrontPage Access: On</li> <li>Site Creator Template A</li> </ul>			
	Support Access: • Full Technical Support			
	Usage:			
	<ul> <li>Number of E-mails in N</li> </ul>	failhox: 4		
	<ul> <li>Mailbox Size: 0.01 MB</li> </ul>		Delete	E-mails All 🗸
	<ul> <li>Vanity Page disk usag</li> </ul>	e: 0.04 MBs out of 10.00	MBs.	
		Last Three M	onths of Access:	
	July 2004	June 2004	May 2	
	<ul> <li>Logins: 0</li> </ul>	<ul> <li>Logins: 0</li> </ul>	<ul> <li>Log</li> </ul>	
	<ul> <li>Hours: 0</li> <li>Transfer: 0 Mb</li> </ul>	<ul> <li>Hours: 0</li> <li>Transfer: 0 M</li> </ul>	• Hou	urs: U nsfer: 0 Mb
			• IIa	norer, o mp
V3.0 4/23/2004	DNS Server (Primary):	216.163.120.19		
	DNS Server (Secondary			
	Incoming Mail Server:	pop.trueband.ne		
	Outgoing Mail Server: News Server:	mail.trueband.n news.trueband.i		
and the second second second	Web Server:	www.trueband.r		
a Contraction	E-mail address format:	dbowie@trueba		
16mills	E-mail address format: Webmail URL:	webmail.truebar		
	Adminteel URL:	admintool.trueb		
1	Local Access 1:	703-787-0879	and not	
	Local Access 2:	877-787-4364		
	Looal House Li	0111014004		

Figure 8

## 4. Download Pop-up Stopper

We know how distracting it can be to have annoying Web advertisements pop up while you are surfing the Internet.

As your ISP, we want to help you have a quality Internet experience by reducing annoyances like pop-up and pop-under advertisements.

Our robust pop-up stopping software provides advanced ad-blocking technology:

- Block pop-up and pop-under ads, including X10 and Casino windows
- Allow pop-up windows from sites YOU choose
- Preserve bandwidth by stopping pop-ups before they load!
- View the number of pop-ups blocked, and from which site!
- Play a sound when a pop-up is blocked

Take advantage of this great service by downloading the software and follow the simple directions to install it on your computer.

To download the pop-up stopper, select Pop-up Stopper from the menu of the left of the screen.

Read the directions on the **Pop-up Stopper** screen before clicking the **Download** button to begin the download process (Figure 10).



Popup-Stopper
Download popup-stopper now!
Save popupstopper.exe to your harddrive, then run popupstopper.exe to install Popup-Stopper.
This is a Windows Internet Explorer only program.

Figure 9

Depending on the operating system you have installed on your computer, you may receive a message like the one below (Figure 11). Click the option to **Save** the program to your computer.



Figure 10

Logout of the AdminTool and close all programs, including your Internet connection, to install the program.

#### Install the Pop-Up Stopper

When download is complete, close all other applications and double-click the Pop-Up Stopper setup icon, or, select **Run** from the **Start** menu, browse to the desktop, and select **popupstopper.** 

Follow installation instructions (Figure 12).



Figure 11

#### **Register Pop-Up Stopper**

When installation is complete, the Pop-Up Stopper Setup Wizard opens (Figure 13). Follow the setup wizard instructions



Figure 12

Provide your e-mail address to receive the activation code (Figure 13).

7el	rieving your Activation Code Enter your valid email address to receive your free activation code.
	To receive your free activation/registration code, please enter your valid email address and the code will be sent to you immediately. Email Address
	Please send me additional information on special offers
	Your email address will not be shared with any 3rd party for any reason.
	< Back Next > Cano

Figure 13

After providing your e-mail address, the registration code will be e-mailed to you. Enter the registration code in the fields provided and click Next to complete setup. When setup is complete, a Web browser automatically opens to a "Welcome to Pop-Up Stopper" Web page. This page answers questions about using Pop-Up Stopper (Figure 15).



Figure 14

### Pop-Up Stopper tool bar appears

When installation is complete, the Pop-up Stopper tool bar should appear on your browser (Figure 16).



If the tool bar does not appear, place your mouse in a gray area of the Web browser and right click to reveal the selected tool bars. Make sure the tool bar for "Panicware Pop-Up Stopper" is selected.

# 5. Set Auto-Reply

Respond to e-mail automatically, even when you're not online! The Auto-reply feature is especially useful when you are on vacation or unable to access e-mail for a long period of time.

When E-mail Auto-Reply is on, your auto-reply message will be sent automatically to anyone who e-mails you.

To insert an Auto-reply message,

- Log on to the AdminTool
- Select **E-mail Auto-Reply** from the menu on the left side of the screen
- Default text is provided in the field (Figure 17). If you want to change it, enter your message in the field.

ł	Wet	omail	
	· Usage/Settings		Email Auto-Reply
		You can set from your en	ip an auto-responder to automatically reply to anyone who emails you. One such use of this is if you will be away nail for a length of time, you can setup an auto-responder telling people who email you that you will be away, and their email when you get back.
	- Popup-Stopper Login: Child Account Logout V3.0 4/23/2004	Auto-Reply On Off	Hello, Thank you for writing. I am away from my computer and am unable to check my e-mail. I look forward to reading your message when I return.
			Next>>>

Figure 16

- To turn Auto-reply on, select the "**On**" radial button
- Click the **Next** button
- Verify that Auto-reply is on by reviewing the settings on the Change Settings
   Verify screen (Figure 18)
  - o If settings are correct, click the Make Changes button
  - If settings are incorrect, click **E-mail Auto-Reply** on the menu to make the desired changes.

-				
	ebmail			
Usage/Settings     Change Password	Change Settings - Verify			
Spam Filtering	Verify that the settings below	are correct, then click on "Make Changes".		
- Email Auto-Reply	, ,	, i i i i i i i i i i i i i i i i i i i		
Forward Emails	If the settings are incorrect, c	lick on your browsers "back" button to make changes.		
Frontpage	in the settings are meencer, e	non on your promotion back ballon to make changed.		
Extensions	If you are changing your pass	If you are changing your password, you will be prompted to re-login with your new user name and		
· Popup-Stopper		doing any other functions in the admintool.		
Login: Jean Genie	passiona as soon as you ny	doing any other randoord in the adminitory.		
Logout				
	Password:	hunkydory		
	FrontPage Access:	On		
V3.0 4/23/2004	Site Creator Template	04		
	Access	Off		
	Spam Filtering Type:	Spam Defense with Friends Circle		
	-Detection:	Medium - 90% Spam Detected		
a set had been a set	-Blocking:	Block most Spam		
1912 111	-When spam is detected:	Set your Subject Flag to: **Possible_Spam**		
1012200	Forward all e-mails to:			
A DECIMA	Auto-Reply: On			
~	Make Changes			
~		Make citaliges		
and the second second				

Figure 17

## 6. Set FrontPage Access

Your ISP supports Microsoft FrontPage (98 and 2000) for making personal Web pages. To set FrontPage Access, select **FrontPage Extensions** from the menu on the left of the screen to access FrontPage Extensions screen (Figure 19).





Activating FrontPage Access will use approximately 3.5 megabytes (MBs) of your Web page space allotment.

To activate FrontPage access,

- Select "On" from the dropdown menu
- Click the **Next** button
- Verify settings by reviewing the Change Settings Create screen (Figure 7).

## 7. Forward E-Mail To Other Accounts

You may decide to forward the e-mail you receive from this account to another account so that all of your e-mail comes to one centralized location. To forward e-mail from this account to other e-mail accounts, select **Forward E-mails** from the menu on the left of the screen to access the **Forward E-mails** screen (Figure 19).

	Forward Emails			
You can have your e-mail forwarded to a different e-mail account, for example: dbowie@trueband.net can be forwarded to dbowie@yahoo.com, or dbowie@hotmail.com If you don't want your e-mail forwarded to a different account, just leave the following field bank. Separate multiple e-mail addresses with a ";"				
Forward my e-mails to:				
		Next >>>		

Figure 19

To forward your e-mail to multiple accounts; separate each e-mail addresses with a semicolon (;).

To forward your e-mail to other accounts:

- Enter the e-mail addresses to which you would like your e-mail forwarded in the field.
- Click the Next button
- Verify your settings by reviewing the **Change Settings- Create** screen (Figure 18)
  - o If settings are correct, click the Make Changes button
  - If settings are incorrect, click **Forward E-mails** on the menu to make the desired changes.

# 8. Delete Accumulated E-Mail

From the AdminTool, you can delete e-mail that has accumulated in your e-mail in-box. This powerful feature can save you time—if you know that you don't want to save any of the e-mail that has piled up in your account.

Be careful—there is no retrieval function.

To delete accumulated e-mail,

- Select the Usage/Settings menu item from the left of the screen
- From the **Usage/Settings** screen, scroll to the Usage section and select the amount of e-mail you would like to delete from the dropdown menu (Figure 20).
- Click the **Delete E-mails** button





Before accepting the deletion, check on the message prompt whether the amount of email to delete displays in the prompt. In the example below, the amount of accumulated e-mail the user has selected to delete is "All." To accept and delete the e-mail, click **OK**. To cancel the deletion and keep the e-mail, click **Cancel**.

Microsoft Internet Explorer					
Are you sure you want to delete e-mails: All					
	OK	Cancel			
Figure 21.					

After processing the deletion request, the AdminTool returns the user to the **Usage/Settings** screen.

## 9. Review Usage and Settings

On occasion, it is a good idea to review your account information, usage, and settings to make certain that all information is current.

To do so, select the Usage/Settings menu option from the left of the screen (Figure 4).

Review the following areas of the Usages/Settings screen and follow the instructions provided if changes are required:

User Name and PasswordIf you would like to change your password, please refer to the Change Your Password section of this guide.AddressIf the recorded address is different from you current one, please call the ISP business office to update your account.TelephoneIf the recorded telephone number is different from you current one, please call the ISP business office to update your account.E-mail AccessTo increase the size of your e-mail box, please call the ISP business office. Charges may apply. To set Spam filtering, refer to the guide Spam Filtering from Your ISP. To set auto-reply, please refer to Set Auto-Reply in this guide.Web page AccessTo increase your Web space, please call the ISP business office. Charges may apply. To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide. To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide. To increase your Web space, please call the ISP business office. Charges may apply.		
<ul> <li>ISP business office to update your account.</li> <li>Telephone If the recorded telephone number is different from you current one, please call the ISP business office to update your account.</li> <li>E-mail Access To increase the size of your e-mail box, please call the ISP business office. Charges may apply.</li> <li>To set Spam filtering, refer to the guide Spam Filtering from Your ISP. To set auto-reply, please refer to Set Auto-Reply in this guide.</li> <li>Web page Access To increase your Web space, please call the ISP business office. Charges may apply.</li> <li>To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide.</li> <li>To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.</li> <li>Usage Check mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide.</li> <li>To increase your Web space, please call the ISP business office. Charges may apply.</li> </ul>		
Please call the ISP business office to update your account.E-mail AccessTo increase the size of your e-mail box, please call the ISP business office. Charges may apply. To set Spam filtering, refer to the guide Spam Filtering from Your ISP. To set auto-reply, please refer to Set Auto-Reply in this guide.Web page AccessTo increase your Web space, please call the ISP business office. Charges may apply. To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide. To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide. To increase your Web space, please call the ISP business office. Charges may apply.	Address	
office. Charges may apply.To set Spam filtering, refer to the guide Spam Filtering from Your ISP. To set auto-reply, please refer to Set Auto-Reply in this guide.Web page AccessTo increase your Web space, please call the ISP business office. Charges may apply. To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide. To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide. To increase your Web space, please call the ISP business office. Charges may apply.	Telephone	
Web page AccessTo set auto-reply, please refer to Set Auto-Reply in this guide.Web page AccessTo increase your Web space, please call the ISP business office. Charges may apply.To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide. To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide. To increase your Web space, please call the ISP business office. Charges may apply.	E-mail Access	• •
Web page AccessTo increase your Web space, please call the ISP business office. Charges may apply.To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide. To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide. To increase your Web space, please call the ISP business office. Charges may apply.		To set Spam filtering, refer to the guide Spam Filtering from Your ISP.
<ul> <li>Charges may apply.</li> <li>To use FrontPage to create your personal Web page, turn FrontPage Access On. To do so, refer to Set FrontPage Access in this guide.</li> <li>To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.</li> <li>Usage</li> <li>Check mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide.</li> <li>To increase your Web space, please call the ISP business office. Charges may apply.</li> </ul>		To set auto-reply, please refer to Set Auto-Reply in this guide.
Access On. To do so, refer to Set FrontPage Access in this guide.To use Site Creator templates to create your Web page, call the ISP business office. Charges may apply.UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide.To increase your Web space, please call the ISP business office. Charges may apply.	Web page Access	
UsageCheck mailbox size. If you are near capacity for e-mail space, you may need to delete accumulated e-mail. See Delete Accumulated E-mail in this guide.To increase your Web space, please call the ISP business office. Charges may apply.		
need to delete accumulated e-mail. See <b>Delete Accumulated E-mail</b> in this guide. To increase your Web space, please call the ISP business office. Charges may apply.		
Charges may apply.	Usage	need to delete accumulated e-mail. See Delete Accumulated E-mail in
Check usage for the last three months. This report provides a summary of your online activity, including the number of times you have logged on, hours spent online, and amount of material transferred within the month.		

## 10. Print or e-mail account information

Keep a copy of your account information for your records:

- Print: Click the Print button in the upper right of the screen. Follow the directions for printing to your printer.
- E-mail: Click the E-mail button in the upper right of the screen to access the View User – User Data Listing screen (Figure 8). Enter the address to which you want to e-mail your account information. Enter any comments in the Comments field. To send, click the E-mail Subscriber Data button.

	View User - User Data Listing		
	Email Subscriber Data		
Email to:	arate multiple addresses with ";")		
Comments:			
comments.			
	ployee account is setup. Please keep this sheet for future reference. For assistance		
in configurin	g your computer to access <i>nrtc.net</i> , please contact the Help Desk at ext. 1461.		
User Name: dbow	vie Password: hunkydory		
Account: 1984	Status: active		
Account Profile:	Default Customer Type: resident		
Name:	Jean Genie		
Business:			
Address:	12345 Stardust Lane		
	Mars TN 90045		
Telephone:	555-555-5555		
Other:			
Creation Date: 0	7/30/2001 19:40:17 EDT Last Modified: 01/12/2004 10:31:55 EST		
Internet Access:			
Dial-up Access			
Only One Login Permitted			
E-mail Access:	hav Sizar 5 00 Mb		
Maximum Mailbox Size: 5.00 Mb     Maximum Message Size: 5.00 Mb			
	Type: Spam Defense with Friends Circle		
	lium - 90% Spam Detected		
<ul> <li>Blocking: Block</li> </ul>	k most Spam		
	detected: Set your Subject Flag to: **Possible_Spam**		
Auto-Reply: On			
Web Page Access:			
<ul> <li>Access to Vanity Page (http://users.trueband.net/dbowie/) With 10.00 MBs of web space.</li> </ul>			
	FrontPage Access: On		
	mplate Access: Off		

Figure 22