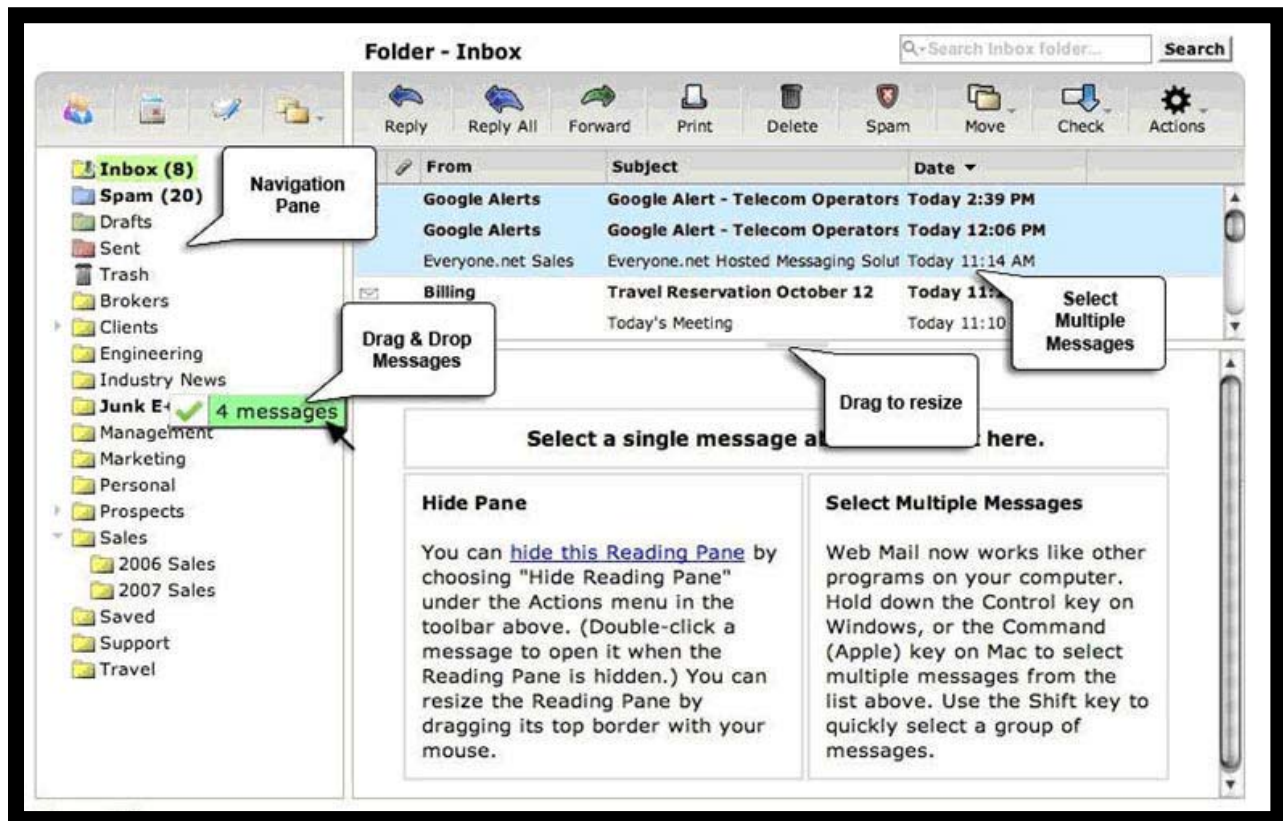




Getting Started with Your New E-mail Services



March 2011

We are pleased to present you with a new e-mail service as a way to thank you for being a loyal customer. You will access your e-mail the same way, and **your username and password will not change**. And, as before, you will have five e-mail addresses at 1G each for each account.

New Features

These are just some of the new features for you to enjoy.

- It's now much easier to set your spam filter.
- You can pre-set your out-of-office notifications and specify the date ranges.
- You can forward your e-mail to another service (like g-mail) and keep a copy of the e-mails that are forwarded in this account.
- You can integrate various calendars into this system (iCal) – be sure to switch your subscriptions over.
- You have online storage through “One-Storage.”
- Your e-mails are archived for 5 days in case you need disaster recovery assistance.

Get the Most Out of Your New Service

To get started, please take a few moments to do the following tasks:

1. Configure Your E-mail Client Settings

If you use an e-mail client (like Windows Mail or Outlook) to send and receive messages, you will need to check to make sure your e-mail client is configured correctly on **all your computers and smart phones within 90 days** so that you can send and receive e-mail. Instructions for the two most commonly used e-mail clients are below:

SMTP Authentication Setup for Windows Mail / Windows Live Mail

1. Open the mail application and go to Tools -> Accounts.
2. Select the mail account you'll be working with by clicking on it, then click the Properties button.
3. Click the Servers tab, then select "My server requires authentication."
4. Click the Settings button, then select "Use same setting as my incoming email server" and click Ok.

SMTP Authentication Setup for Outlook

1. Open Outlook. Go to Tools -> Account settings.
2. Click the E-mail tab, then select the email account to be modified and click the Change button.
3. Click the More Settings button.
4. Under "Outgoing Server" tab, select "My outgoing server (SMTP) requires authentication" and choose "Use same settings as my incoming mail server."
5. Click OK.

If you have no idea what this whole section means, our apologies. Call our help desk at 724.356.2000 and they'll walk you through it!

2. Strengthen Your Password

You have many options when setting up your new e-mail and we'd like to highlight the most important ones. First, how secure is your password? Not sure? If you use "abc," "123" or "password," it's not secure at all. Those are some of the most common passwords, and identity thieves love the people who use them.

Identity thieves use computer programs to identify accounts that have common usernames and passwords. When they find them, they infiltrate. They set up phishing scams and send out spam or viruses under the account holder's name. If you use the same password in multiple locations, like your online bank account, they can even break into your bank account and steal your money!

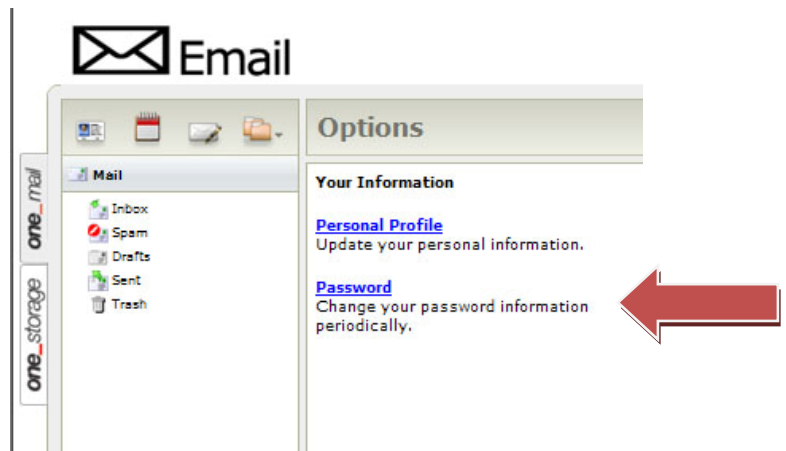
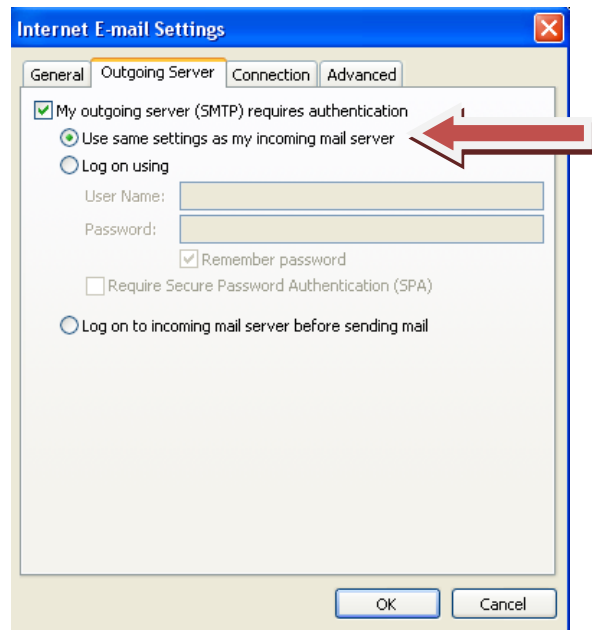
The more sophisticated your password, the less likely you'll be victimized. Therefore, to thwart criminals before they strike:

1. Choose a password with at least eight characters
2. Use lower and upper case letters
3. Avoid using dictionary words
4. Use numbers
5. Throw in a symbol (!@#&*+)

Here's a trick. Think of a sentence you'll remember. For example, "I love my dog, Rover." Then, turn the sentence into a password using the hints above so it looks something like this: 1LmDr0veR!

To change your password on the new system, **click on "Options"** in the top right-hand corner of the screen and then you'll see the following screen. **Click on "Password"** to reset your password.

Sample for Outlook

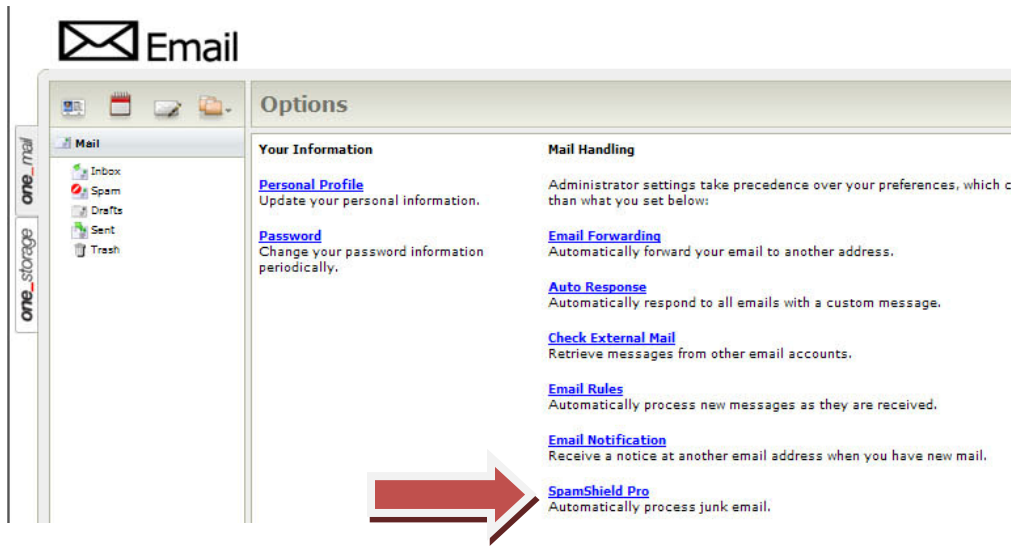


3. Set Your Spam Filter

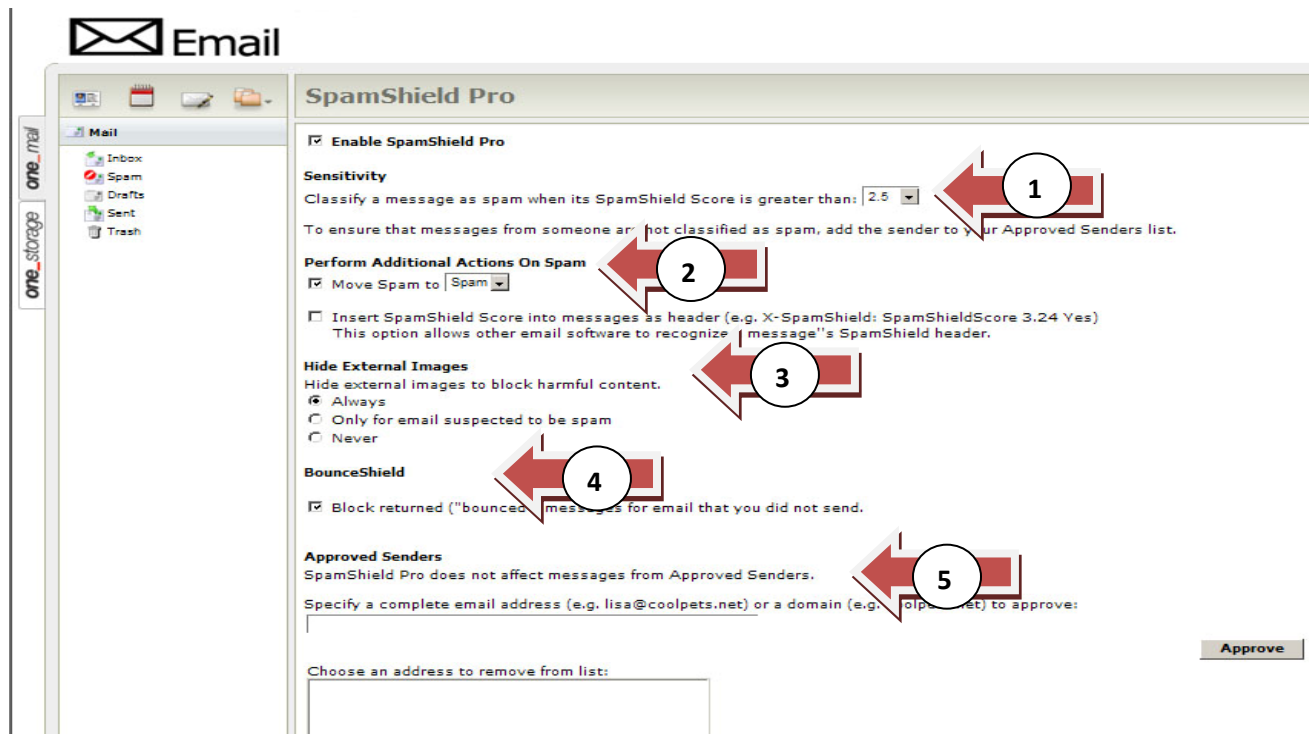
To get the most of your new e-mail service, please read the following directions for handling spam. Also, note that these directions may change in the future, so please refer to the latest help section on this website: http://www.everyone.net/support/online_guides.html.

Although our new system blocks most spam messages, you can reduce the number you receive even more. To change your spam settings on the new system, log into the site at and use your regular username and password. If you have trouble or don't remember your username, contact Tech Support.

Go to the “Options” page and click on “SpamShield Pro.”



Once you click on “SpamShield Pro,” you’ll have many choices for weeding out and welcoming in e-mails. The numbered arrows in the following diagram match your options described below.



1. **Sensitivity:** If you feel you are getting too much spam in your in-box, choose a lower number in the dropdown. Choosing a higher number will have an opposite effect. For example, if you want to make sure you receive all your e-mail, even spam, set it on 5.
2. **Perform Additional Actions on Spam:** You can move your spam to a spam folder, the trash or your in-box.
3. **Hide External Images:** Sometimes images in spam can carry viruses. You have the choice of hiding them outright, never hiding them or hiding them only when they are suspected of being spam.
4. **BounceShield:** By checking this box, you can block returned ("bounced") messages for e-mails that you did not send.
5. **Approved Senders:** Choose the e-mail addresses and domains that you want to block or approve automatically.

Again, if you have any questions, please don't hesitate to call the help desk at 724.356.2000.

Thank you!