

Manage Your Email Accounts

Two new features from touchnc.net

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 up to 250 MB for touchnc.net WildBlue subscribers depending on the service pak selected

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 125 MB for Value and Select Paks and 250 MB for the Pro Pak.

Depending on the type of account you have with us, you can distribute this storage to one address or divide it among all of the addresses in your account.

The maximum number of email accounts depends on your service Pak. Value and Select subscribers can have 5 email accounts. The Pro Pak can have 10 email accounts.

So, if you are on the Value Pak, have only one address, you could allocate all 125 MB of storage space to that one account. If you have five addresses, you could give them each 25 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

Touchnc.net 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 919.863.6350 or toll free 877.908.6824 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.

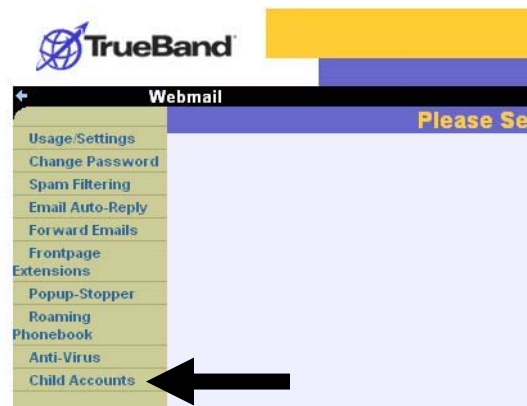
The Web address for your AdminTool is <http://admintool.touchnc.net>.

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.”



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 Accounts - Child Data

Child-Account Information:

4 Accounts: Page 1 of 1

User Name	First Name	Last Name	Status	Mailbox	View	Edit
atomic	Debbie	Harry	active	25.00	View	Edit
bwhite	Bob	White	active	5.00	View	Edit
dbowie	Jean	Genie	active	50.00	View	
sue	Child	Account	active	5.00	View	Edit

4 Accounts: Page 1 of 1

Colors: UserName = Parent Account UserName = Child Account (email only)

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, 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.

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: 1984 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.

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

Next

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.

Child Accounts			
Identity and Password Information			
First Name:	Fava	Last Name:	Bean
User Name:	nicechianti	Password:	fritobandito1974
Account:	1984	Password Verify:	fritobandito1974
*Required Fields			
Access Settings			
Access:	Dial Access:	<input checked="" type="checkbox"/> Enabled	
	Max Hours/Day:	0.00	Maximum Usage
	Max Hours/Month:	0.00	(Use 0 for no limits)
Time Ranges:	Login 1:	All Week	02:00 PM ⇄ 10:00 PM Eastern DST
	Login 2:		00:00 ⇄ 23:59 Eastern DST
	Login 3:		00:00 ⇄ 23:59 Eastern DST
	Login 4:		00:00 ⇄ 23:59 Eastern DST
	Login 5:		00:00 ⇄ 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

[Access settings apply only to dial access—not to WildBlue access.]

If you are sending this to WildBlue subscribers, please include the following paragraph:

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

If you are sending this to dial access subscribers—and you get your dial access through NRTC—use the following paragraph:

In the Access Settings area, Jean Genie can limit Fava Bean's access to e-mail or the Internet by setting:

- A maximum number of hours of access for each day.
- A maximum number of hours of access for each month.
- Time ranges during which the child account can access.
 - Parent accounts can set up to two separate time ranges for each child account.

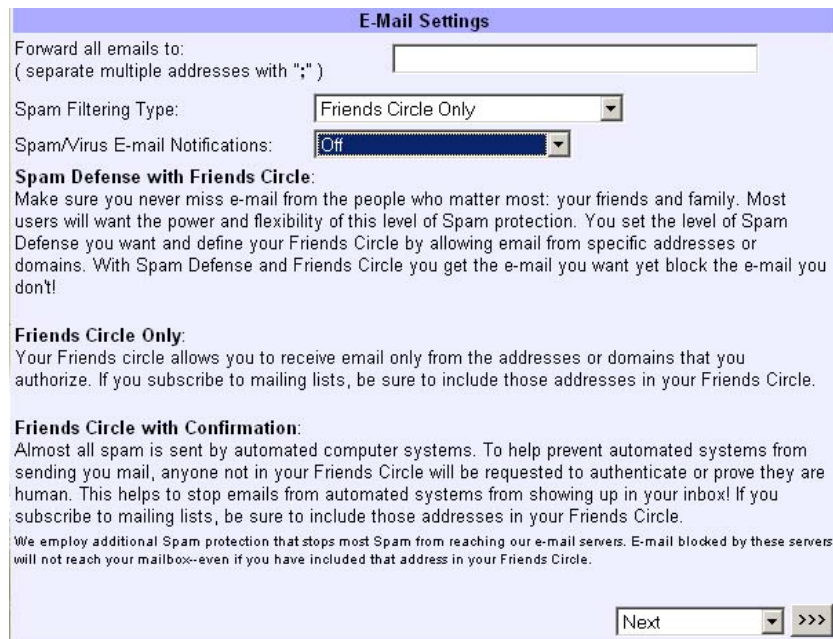
As you can see in the example above, Jean limited Fava Bean's access by time. Fava Bean can go online every day from 2 until 10 p.m., Eastern time.

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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.



The screenshot shows the "E-Mail Settings" window. At the top, there is a header "E-Mail Settings". Below it, there are three main settings:

- Forward all emails to:** (separate multiple addresses with ";") - This field is currently empty.
- Spam Filtering Type:** A dropdown menu is set to "Friends Circle Only".
- Spam/Virus E-mail Notifications:** A dropdown menu is set to "Off".

Below these settings, there are three sections of explanatory text:

- 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.

At the bottom of the window, there is a "Next" button and a "Next" dropdown menu.

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: Medium - 90% Spam Detected

Blocking: Block most Spam

When spam is detected:

Set your Subject Flag to (Viewable in webmail or IMAP capable mail client. We will create the Junk Mail folder automatically)

Move to Junk Mail folder

Friends Circle:

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

no names entered

Add Remove

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

no names entered

Add Remove

johndoe@domain.com

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 email 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 servers will not reach your mailbox--even if you have included that address in your Friends Circle.

Next >>>

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.

The screenshot shows a webmail interface with a sidebar on the left containing options like 'Usage/Settings', 'Change Password', 'Spam Filtering', 'Email Auto-Reply', 'Forward Emails', 'Popup-Stopper', 'Anti-Virus', 'Child Accounts', 'Login: Jean Genie', and 'Logout'. The main content area is titled 'Child Accounts' and displays the following information:

Modify User Data:	User Name: nicechianti Account: 1984 Account Profile: Default Name: Fava Bean Business: Address: 12345 Stardust Lane Mars TN 90045 Telephone: 555-555-5555 Other:	Password: fritobandito1974 Status: Active Customer Type: Residential	Other Users Under Account: [1984]
Modify User Access:	Internet Access: <ul style="list-style-type: none"> • Dial-up Access • Only One Login Permitted • Login Timerange: All1800-0159 All Week: 14:00 > 21:59 Eastern DST E-mail Access: <ul style="list-style-type: none"> • 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 		

At the bottom of the page, there is a 'Create User' button.

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		Print	Email
User Name: nicechianti [MODIFY]	Password: fritobandito1974		
Account: 1984	Status: active		
Account Profile: Default	Customer Type: resident		
Name: Fava Bean			
Business:			
Address: 12345 Stardust Lane			
	Mars TN 90045		
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:			
<ul style="list-style-type: none"> • Dial-up Access • Only One Login Permitted • Login Timerange: All1800-0159 • All Week: 14:00 > 21:59 Eastern DST 			
E-mail Access:			
<ul style="list-style-type: none"> • 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:			
<ul style="list-style-type: none"> • Number of E-mails in Mailbox: 0 • Mailbox Size: 0.00 MBs out of 5.00 MBs. 			
		Delete E-mails	All
Last Three Months of Access:			
August 2005	July 2005	June 2005	
<ul style="list-style-type: none"> • Logins: 0 • Hours: 0 • Transfer: 0 Mb 	<ul style="list-style-type: none"> • Logins: 0 • Hours: 0 • Transfer: 0 Mb 	<ul style="list-style-type: none"> • Logins: 0 • Hours: 0 • 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
atomic	Debbie	Harry	active	25.00	View	Edit
bwhite	Bob	White	active	5.00	View	Edit
dbowie	Jean	Genie	active	20.00	View	
nicechianti	Fava	Bean	active	5.00	View	Edit
sue	Child	Account	active	5.00	View	Edit

5 Accounts: Page 1 of 1

Colors: UserName = Parent Account UserName = Child Account (email 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 this 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.

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
atomic	active	+ 25.00 MB -	0.00 MB, 0 Messages
bwhite	active	+ 5.00 MB -	0.00 MB, 0 Messages
dbowie	active	+ 20.00 MB -	0.00 MB, 2 Messages
nicechianti	active	+ 5.00 MB -	0.00 MB, 0 Messages
sue	active	+ 5.00 MB -	0.00 MB, 0 Messages

Colors: UserName = Parent Account UserName = Child Account (email 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.

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.

The screenshot shows the 'Child Accounts' mailbox size management interface. At the top, it says 'Child-Account Mailbox Sizes:'. Below that, it states 'A total of 5 accounts are allocated, out of a possible 10.' There is a table with the following data:

User Name	Status	Maximum Mailbox Size	Current Mail Usage
atomic	active	+ 25.00 MB -	0.00 MB, 0 Messages
bwhite	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
sue	active	+ 5.00 MB -	0.00 MB, 0 Messages

Below the table, there are radio buttons for 'Colos: UserName = Parent Account' and 'UserName = Child Account (email only)'. A text box shows '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.' At the bottom, there are 'Save Mailbox Sizes' and 'Cancel' buttons.

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.

The screenshot shows the 'Child Accounts - Child Data' screen. At the top, it says 'Child-Account Information:'. Below that, there is a table with the following data:

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

Below the table, there are radio buttons for 'Colos: UserName = Parent Account' and 'UserName = Child Account (email only)'. A text box shows 'A total of 5 accounts are allocated, out of a possible 10.' Another text box shows 'You have allocated 70 MB out of your available total of 100.00 MB for mailbox sizes.' At the bottom, there are 'Create New Child Account' and 'Modify Mailbox Sizes' buttons.

For more information. . .

Ask touchnc.net 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