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## **Registration Options**

### **I wish to register a new account**

If you are setting up a new account then select this option. You will be asked a series of simple questions about yourself. When the account has been set up, your PC will be configured to use it.

### **I have already registered my account and wish to configure my PC**

If you have already registered your account but you need to re-configure your PC (perhaps due to re-formatting or a change of computer), then select the second option. This will fetch the configuration details for your account and use them to configure your PC.

### **I wish to change my account details**

If you have already registered your account and would like to change the account details then select the third option. This option will also allow you to change a number of things such as email addresses and passwords.

### **Select Provider**

Select one of the Internet service providers from the list. Your choice of ISP will determine your email domain (the part after the @) and home page. If the software is for a single ISP, this screen is not displayed. Mandatory.

**Serial Number**

Enter your CD serial number. The number is located on the packaging that the CD came with. You must enter the code exactly as it appears on the packaging. If a serial number is coded into your software, this screen is not displayed. Mandatory.

## **Name and Company Details**

### **Title**

Select your title from the drop down list. Mandatory.

### **Surname**

Enter your surname. Mandatory, maximum length 60 characters.

### **First Name**

Enter your first name. Mandatory, maximum length 30 characters.

### **Middle Name(s)**

Enter any middle names you have. Optional, maximum length 30 characters.

### **Company**

Enter your company name. Optional, maximum length 60 characters. This field may be hidden.

## **Address Details**

### **Address**

Enter your address. Mandatory, maximum length 255 characters.

### **Town or City**

Enter your post town or city. Mandatory, maximum length 30 characters.

### **County**

Enter your county. Optional, maximum length 30 characters.

### **Postcode**

Enter your postcode. Mandatory, maximum length 12 characters.

### **Telephone**

Enter your telephone number.

## **Personal Information**

### **Age**

Select your age range from the drop down menu. Optional.

### **Gender**

Select either male or female from the drop down menu. Optional.

### **Marital Status**

Select your marital status from the drop down menu. Optional.

### **Profession**

Enter your profession. Optional.

### **Level Of Internet Expertise**

Select your level of Internet expertise from the drop down menu. Optional.

### **My Primary Use Of The Service**

Select your primary use of the service from the drop down menu. Optional.

### **Where I Heard Of The Service**

Select the place where you heard about the service from the drop down menu. Optional.

### **The Reason I Chose The Service**

Select the reason why you chose the service from the drop down menu. Optional.

### **I do not want to receive offers of any other services and products**

Check this box if you do not wish to receive offers of other services or products that are related to this one.

Depending on the requirements of your Internet service provider, this screen may not be displayed.

## **Computer Configuration**

### **PC Manufacturer**

Enter the manufacturer of your PC. Optional.

### **Processor**

This should display the processor found in your computer. If it is incorrect or not displayed, enter your computers processor, e.g. Pentium 133. Optional.

### **RAM**

This should display the amount of memory installed in your computer. If it is incorrect or not displayed, enter the size of your computers RAM. Optional.

### **Operating System**

This should display your operating system. If it is incorrect or not displayed, enter the operating system running on your computer, e.g. Windows 95. Optional.

### **Version**

This should display your operating systems version number. If it is incorrect or not displayed, enter the version number of your operating system. Optional.

Depending on the requirements of your Internet service provider, this screen may not be displayed.



### **Fetch Subscription Plans**

This screen is provided for information only. When you click Next, the Registration Wizard fetches information about the subscription plans and the Terms and Conditions from the registration server.

## **ISP Specific Information**

This screen asks you for information that your Internet Service Provider requires in order to provide you with a quality service.

**Security Details**

If you forget your password and need to call the help desk, you will be asked for your favourite place and your mothers maiden name to check that the account belongs to you.

**Favourite Place**

Enter your favourite place. Mandatory, maximum length 30 characters.

**Mothers Maiden Name**

Enter your mothers maiden name. Mandatory, maximum length 30 characters.

## **Connection Type**

### **Local Area Network**

If you are connected to a local area network then you may be able to make a connection through that. By selecting the *Local Area Network* choice the registration process will try and connect to the server through the network.

### **Modem**

If you have a modem connected to your computer then you may connect using this. Select the *Modem or ISDN Connection* choice and the following screen will allow you to set up the modem properties.

If your service is provided for modem access only, this screen will not be displayed.

## **Connect**

### **Modem**

Select the modem you wish to use from the drop down list.

### **Setup**

Clicking on this button will take you to the Windows modem setup process. Once you have set a modem up, it will appear in the Modem drop down list and you may select it.

### **Number**

Displayed here is the number that your modem will dial. On Windows 95/98 and NT, if the number appears to have incorrect leading digits, click the Edit Locations button and in the My Locations tab of the displayed dialog, check that the Country is correctly set to the country you are in, the Area Code is the area code for the area you are in and that there are no unnecessary local or long distance dialling prefixes.

### **Local Rate Call**

Select this option if you are calling from within the same country as your internet provider.

### **International Call**

Select this option if you are calling from a different country than your internet provider.

### **From**

Displayed here should be the location from where you are dialling from. To change the properties of the location, e.g. to add a dial prefix, or to add another location then click on the *Edit Locations* button. This field is not available on Windows 3.1.

### **Prefix**

On Windows 3.1, enter the prefix you need to dial to get an outside line.

This screen will not be displayed if you are connecting by a local area network.

### **Subscription Details**

The subscription plans obtained from the server are listed on this page. Normally the plans are fetched before the page is displayed. Select one of the plans from the list (there may be only one plan).

#### **Fetch Plans**

Click on this button to discard any existing plan information and fetch the latest subscription plans from the registration server.

This screen will not be displayed if your service has only one subscription plan and it is free.

### **Terms and Conditions**

The Terms and Conditions obtained from the server are displayed on this page. If there is more than one subscription plan available, each plan may have its own terms and conditions.

#### **I have read and accept the above Terms and Conditions**

You must click this button before you can continue with the registration.

#### **I do not accept the above Terms and Conditions**

If you select this option, you will not be able to complete your registration.

**Account Name**

**Account Username**

Enter your account username. Mandatory.

**Password**

Enter your account password. Mandatory.



### **Alternative Mail Addresses**

If your Internet service provider supports infinite email addresses, you may use an alternative form of email address. A normal address is of the form *name*@mail.domain where you select name and mail.domain is provided by your ISP. With infinite email addresses you are provided with your own sub-domain name.mail.domain. All emails sent to this sub-domain are routed to your inbox. You may create as many email addresses of the form *anything.you.like*@name.mail.domain as you like. Note that these email addresses do not have separate inboxes, however you may be able to set up your mail program to filter incoming mail for different addresses into different folders.

Enter the new name for your account.

Enter your new password. You will have to confirm the password.

### **Update Email Account**

#### **Add Email Account**

Select this option if you want to add another email account.

#### **Update Email Account**

Select this option if you want to change an email address or password.

#### **Deactivate Email Account**

Select this option if you want to deactivate an existing email account.

#### **Activate Email Account**

Select this option if you want to reactivate an email account that has previously been deactivated.

### **Account Registered**

Your account has been registered with the Internet server and your PC has been configured. You must remember your account username and password because without them you will not be able to access your account.

### **Download Configuration**

The Registration Wizard needs to fetch your account details from the Registration Server before you can proceed any further.

Note that if the account username and/or password you entered on a preceding screen are incorrect, you must restart the Registration Wizard before you can re-enter them.

### **Register Account**

Your details have to be sent to the Internet server so that your account can be registered. Once this is done your account will then be set up. Your details will not be visible on the Internet because they will be sent across a secure connection.

## **Credit Card Details**

### **Card Holder**

Enter the name of the credit card holder. Mandatory, maximum length 60 characters.

### **Holders Address**

Enter the address of the cardholder. Mandatory, maximum length 255 characters.

### **Town or City**

Enter the post town or city where the cardholder lives. Mandatory, maximum length 60 characters.

### **County**

Enter the county where the cardholder lives. Mandatory, maximum length 30 characters.

### **Country**

Enter the country where the cardholder lives. Mandatory, maximum length 60 characters.

### **Post Code**

Enter the postcode of the cardholder. Mandatory, maximum length 12 characters.

### **Card Type**

Select a card type from the drop down list. Mandatory.

### **Issue**

Enter the cards issue number. Optional.

### **Card Number**

Enter the credit card number. Mandatory.

### **Start Date**

Enter the month and year of the cards start date. Mandatory.

### **Expiry Date**

Enter the month and year of the cards expiry date. Mandatory.

This screen will not be displayed if your selected subscription plan is either free or for payment by direct debit.



**Phone Numbers**

Enter your daytime and evening telephone number and fax number.

## **Update Email Account**

### **Change Name**

Click on this button to change the email address name.

### **Change Password**

Click on this button to change the password for the selected email account.

## **Update Account**

### **I wish to update the main account details**

Select this option if you want to change the main account details such as your address.

### **I wish to update an email account**

Select this option if you want to change your email address or password, add another email address or deactivate an email address. This option is not available if your Internet Service Provider does not allow you to change your email address.

### **I wish to change my email password**

Select this option if you want to change your email password. This option is only available if your Internet Service Provider does not allow you to change your email address.

## **Account Details**

### **Email Address**

Enter the email account name you wish to have for your email account. The address will be in the form of *name@DOMAIN.NAME* where DOMAIN.NAME is the name of the organisation you are registered with. You can choose the name part of the address, but bear in mind the following restrictions:

The maximum length of the email account name is 32 characters

The name may only contain alphabetic characters and numbers, plus the full stop . hyphen -and underscore \_ characters

Email account names must be unique to the domain, so there can only be one john.smith belonging to DOMAIN.NAME

Simple first names will nearly always be taken up already so try combining your name and surname eg. fred.bloggs or fred\_bloggs - or adding an initial fredb or fred.b

If you have an email account with another Internet Service Provider, avoid using the same account name because this can cause complications with your mailboxes in Outlook or Outlook Express eg.

*fredb@OLD.DOMAIN* may get overwritten with *fredb@NEW.DOMAIN*

If your chosen email account name is not available, the Registration Wizard will display a list of suggested alternatives. You do not have to choose one of them, and you can have as many tries as you like to choose your email account name.

It is possible to change your email account name later, but you will no longer be able to access email on the server which has been sent to the previous account name. So it is best to decide carefully now.

### **Password**

You must enter a password. Remember your username and password because you will be asked for them when you want to use that email account.

### **Verify Password**

Because the password is hidden from view, you are asked to type your password again, in case you inadvertently typed something other than what you intended.

### **(Re)configuring your PC**

If you have already set up an account and then buy a new computer or format your hard disk then you will need to re-configure the PC to use your account. To do this, select the second option, *I have already registered my account and wish to (re)configure my PC*, on the first screen and click *Next*. You will then be prompted for your username and password. Once you have entered these and clicked on the *Next* button the connection screen will be displayed. On this screen you must choose how you wish to connect. Once the connection details are correct, click on *Next* and a connection will be established with the server. A small message will appear informing you to click the *Next* button to download the configuration details and (re)configure your PC. Once you have done this, your PC should be configured. Click on *Finish* to exit the program.

### **Registering a new account**

To register a new account, select the first option, *I wish to register a new account*, and click on *Next*. You are then prompted to enter your serial number. Once you have done this click on *Next* button and you will be taken through a series of screens requesting personal information so that the account may be registered to you. The fields with an asterisk by them are optional. Once you have passed through these screens you must connect with the server. Once you have connected you must choose a subscription rate that is right for you. Click on the *Fetch* button to download the latest subscription rates so that you may select one. When the rates are downloaded, select one from the list (there may only be one) and click on *Next*. Then you must enter your credit card details. The program assumes that the card details will match the account holder, however, if this is not the case the details are easily amended. Once you have entered your credit card details click on *Next*. Now you must enter the email address and password. Finally, you are asked to enter your favourite place and favourite colour. Click on *Next* and then *Next* again on the next screen to register the account. Once this is done, your main account username and password will be displayed. These details cannot be changed and your must remember them so that you can change your account details in the future. Click on *Finish* to configure your PC.

Note : The details are sent across a secure connection, which means they are NOT visible on the Internet.\_

### **Changing Account Details**

To change your account details select the third option, *I wish to change my account details*, and click on *Next*. You will then be prompted for your username and password. Once you have entered these and clicked on *Next*, you are presented with two options. You can update your main account details or, you can update an email accounts details.

- **Updating your main account**
- **Updating an email account**

### **Updating your main account**

To begin with you will have to connect to the server so that your present details can be downloaded. Once you have selected your modem and clicked on *Next*, a screen will be displayed indicating that the computer is ready to download the account details. Click on *Next* to proceed. You are now presented with the screens that you will have seen when you first registered the account containing the personal account details. Move through the screens using the *Next* button, changing the details as necessary. Once you reach the screen which informs you that the details are ready to be sent to the server click on *Next* to send the details. Once the details have been sent your account has been updated. Click on the *Finish* button to configure your PC.



### **Updating an email account**

To begin with you will have to connect to the server so that your present details can be downloaded. Once you have selected your modem and clicked on *Next*, a screen will be displayed indicating that the computer is ready to download the account details. Click on *Next* to proceed. The next screen will display your present email accounts. To add another email account, click on *Add Email Account*. To modify an existing email account, select the account you want to update and then click on *Update Email Account*. To delete an existing account, select the account you want to delete then click on *Deactivate Email Account*.

### **Add Email Account**

### **Update Email Account**

### **Deactivate Email Account**

### **Add Account**

On this screen, select an email address and password. Once you have entered your address and password click on *Next*. Now you are ready to send the details to the server so that the account can be registered. Click on *Next* to proceed. When your information has been sent, a screen will appear informing you that your account has been registered on the Internet server. Click on *Finish* to exit the program and configure your PC.

Note : The details are sent across a secure connection which means they are NOT visible on the Internet.

## **Update Account**

You will be presented with two options. You can change the email account name by clicking on *Change Name*, or you can change the password for that account by clicking on *Change Password*. Bear in mind the restrictions on email account names described in the section Account Details. Once you have made your changes click on *Next* and a confirmation message is displayed. If you are sure you want to modify the accounts details then click on *Yes* and then click *Next*. Once the details have been updated a message will appear informing you that the account is now registered with the Internet server. Click on *Finish* to exit the program and configure your PC.

Note : The details are sent across a secure connection which means they are NOT visible on the Internet.

### **Delete Account**

Once you have selected which account to delete and clicked on *Next*, a screen appears informing you that the changes have to be sent to the account server. Click on *Next* to send the information and to delete the account. Once this is done you must click on *Finish* to configure your PC.

Note : The details are sent across a secure connection which means they are NOT visible on the Internet.

