

TotalAccess Registration & Utilities



If you are a **new user**, [click here](#).

If you **already have an EarthLink Network account** (but without TotalAccess), [click here](#).

TotalAccess Registration lets you create and manage your EarthLink Network account. This is done through the following features:

Account

[New](#) (Register new account)

[Update](#) (Update account information)

[Retrieve](#) (Retrieve existing account)

Utilities


[Dial-Up #](#) (Change dial-up number)

[Uninstall](#)

If you are **having trouble with your modem**, [click here](#).

Welcome to EarthLink Network TotalAccess!

To begin your Internet adventures, you need to register an EarthLink Network account. This is done with TotalAccess Registration.


To start TotalAccess Registration, locate the  Access group in the Program Manager and double-click the [Registration & Utilities](#) icon:

From the main screen, select [Account](#). From the Account Setup screen, select [New](#). TotalAccess Registration will request various information necessary for your account. When you finish entering the requested information in each dialog box, click the [Done](#) button. You can return to earlier dialog boxes by clicking the [Previous](#) button.

If at any time you would like additional help, simply click the [Help](#) button on the dialog box.

Welcome to EarthLink Network TotalAccess!

EarthLink Network TotalAccess is new and improved set of Internet Access Tools. TotalAccess Registration will upgrade and configure your existing EarthLink Network account to use this new software.

To start TotalAccess Registration, locate the **T**otalAccess group in the Program Manager and double-click the **Registration & Utilities** icon: 

From the main screen, select **Account**. From the Account Setup screen select **Retrieve**. Type in the your current EarthLink Network login (not mail) username and password. Your login username usually has a P or S in front of it.

Continue to follow the on-line instructions to retrieve and install your EarthLink Network account. If at any time you would like additional help, simply click the **Help** button on the dialog box.

NOTE: TotalAccess will only work for standard dial-up PPP users. TotalAccess is not compatible with SLIP type accounts. If you would like to change your to account to a PPP type account, please send email to support@earthlink.net.

New: Register New Account

Register New Account guides you through the process of registering for an EarthLink Network account. You can register multiple accounts on one computer if you desire.

To register, select [New](#) from the Account Setup screen. Additional help is available on each step of registration:

[General Information](#)

[Registration Information](#)

[User Information](#)

[Modem Information](#)

[Location](#)

[TotalAccess Southern California](#) or [TotalAccess USA](#)

[Subscription Agreement](#)

[Credit Card Information](#)

[Local Phone Number](#)

Update: Update Existing Account Information

After you register an EarthLink Network account you can update your password, credit card, or general account information. To do this, select [Update](#) from the Account Setup screen. Additional help is available on each step:

[Existing Account](#)

[General Information](#)

[Password](#)

[Credit Card Information](#)

[Modem Information](#)

[Local Phone Number](#)

Retrieve: Retrieve an Existing Account

Retrieve an Existing Account lets you do the following:

[Use an existing account issued without TotalAccess.](#) If you have an EarthLink Network account issued before TotalAccess, you can use this option to configure your existing account with TotalAccess.

[Install an existing account on a different computer.](#) You can install your EarthLink Network account on a different computer than the one you originally registered it on. For example, if you registered your TotalAccess account from your computer at work, you can use this feature to also install the TotalAccess software on your computer at home.

[Re-install an existing account.](#) If you uninstall or erase TotalAccess, you can use this option to quickly and easily re-install your account.

To perform any of these functions, select [Retrieve](#) from the [Account Setup](#) screen. Additional help is available on each step.

[Existing Account](#)

[Subscription Agreement](#)

[Modem Information](#)

[Local Phone Number](#)

Uninstall: Uninstall TotalAccess

Warning: Do not use this function unless you want to completely remove TotalAccess from your computer.

To re-install your account later (on any computer), insert the TotalAccess disk and run a:SETUP.EXE (or b: if it is appropriate). Once you are in the TotalAccess Registration, select Account. From the Account Setup screen, select Retrieve. Enter your username and password and TotalAccess will automatically re -install your account for you.

Dial-Up (Change Dial-Up Number)

To change your dial-up number, click [Utilities](#) on the main screen followed by [Dial-Up #](#). Select a number from the list and click [Change](#). Your dial-up will be changed to your new selection.

If you moved and your local area code changed, enter your new area code in the box marked [Your new area code here](#).

TotalAccess lets you use the 800# if you have a Southern California or USA account, or vice versa. This means if you are out of town and want to access your account, you can use the 800#.

You will be billed based upon account type and usage time. To see how you will be billed for using another account type, select your **current** account type below:

[EarthLink Network TotalAccess Southern California](#)

[EarthLink Network TotalAccess USA](#)

[EarthLink Network TotalAccess USA 800](#)

Dial-Ups for TotalAccess Southern California

If you are a TotalAccess Southern California subscriber, you may use the 800# when travelling. It costs \$4.95 per hour (calculated per minute).

If you move to another location with a Southern California local dial-up number, you can switch to the new dial-up number free of charge.

Dial-Ups for TotalAccess USA

If you are a TotalAccess USA subscriber, you may use the 800#. It costs \$4.95 per hour (calculated per minute).

If you move to another location with a local dial-up, you can switch to the new dial-up number free of charge.

Dial-Ups for TotalAccess USA 800

If you are a TotalAccess USA 800 subscriber, you may use a local dial-up number. It will cost \$1.95 per hour (calculated per minute).

Contact EarthLink Network directly if you move and would like to switch pricing plans.

Existing Account (Update)

To update an existing EarthLink Network account, you need to enter your select your current username and enter your current password. Enter this information in the following fields.

Username

Password

Existing Account (Retrieve)

To retrieve and install an existing EarthLink Network account, you need to enter your current username and password. Enter this information in the following fields:

[Username](#)

[Password](#)

Remember to enter your **login** username and password -- not your mail username and password.

Username

Every EarthLink Network account is stored with a unique username. EarthLink Network locates your account with your username (i.e., jdoe is John Doe).

Password

Your password is the key to your EarthLink Network account. To authenticate you as the account owner, EarthLink Network needs your password.

Question

1. I registered with TotalAccess Registration or by calling EarthLink Network and requesting TotalAccess.

Select this option if your registered your account one of the following ways:

You got the TotalAccess package and went through the automated TotalAccess Registration process to register your account.

You called EarthLink Network and requested TotalAccess. They setup my TotalAccess account for me.

2. I registered before TotalAccess was released and have a Basic, Extended, or Power User account.

Some people already had an EarthLink Network account before TotalAccess was released. You are one of these people if your account is one of the following types:

- Basic
- Extended
- PowerUser

If you are unfamiliar with these account types, select the first option.

General Information

EarthLink Network needs some basic information to maintain your account. When you are done entering this information, click Done.

First name

Last name

Address

City

State

Zip

Day phone

Day fax (not required)

Home phone (not required)

Home fax (not required)

General Information (Update)

If you would like to update any of your general information, click the check box labelled, [Click here if...](#) Once you are done making any changes, click Done.

First name

Last name

Address

City

State

Zip

Day phone

Day fax (not required)

Home phone (not required)

Home fax (not required)

Local Area Code

The **Local Area Code** is the area code you are dialing from. If you have a portable computer, or if you move your computer and start dialing from another area code, you can change it later.

Registration Information

EarthLink Network needs some information to help determine how your heard about us.

Registration No.

Referring Subscriber

Registration No.

The Registration No. is located on the back of the TotalAccess packaging. If there is no number, leave this field blank.

Referring Subscriber

If an EarthLink Network subscriber referred you to sign up for TotalAccess, click the check box labeled, [Check here if...](#) Then enter the username in the field below.

The subscriber will receive their next month of access **free!** (monthly base fee waived)

User Information

The User Information dialog box asks for two items: username and password.

Username

Password

At the bottom the dialog box is your Internet address. Other people on the Internet will use this address to write email to you.

Change Password

If you would like to change your password, click the check box labeled, [Click here if...](#)
Choose a new password and enter it in both the Password and Confirm fields. When you are done, click Done.

Password

Confirm Password

Username

On the Internet, you will be referred to by your username. Often your username is a combination of your first and last names, such as [billw](#) for the name [Bill Williams](#). Your username can also be a nickname or any name you choose up to 12 characters.

Your complete Internet electronic mail address will be a combination of your username and [@earthlink.net](#), ([billw@earthlink.net](#), in the above example).

Since EarthLink Network has thousands of users, the username you pick first may be taken. If the username you pick is already taken by another EarthLink subscriber, you will be asked to pick a different username later in the registration process. For this reason, you might want to write down a few choices right now.

Your username is not case-sensitive. But in order to avoid confusion, you should always refer to your username in all lower-case.

Password

Your password is your key to the Internet. Select a password that is not obvious (i.e., not your name, address, etc.) and that you will remember. Make sure to write down your password in a secure place!

Modem Information

If you are **having trouble with your modem**, [click here](#).

TotalAccess must communicate with EarthLink Network to prepare your account. This is done with your modem. Additionally, the TotalAccess Internet Dialer will use these modem settings to provide your day-to-day Internet connection.

You need to supply TotalAccess with the following information about your modem and phone line:

[Modem](#)

[COM Port](#)

[Baud Rate/Port Speed](#)

[Dial 1 before 800 number?](#)

[Dial Prefix](#)

[Local Area Code](#)

Modem (type)

To communicate properly using your modem, TotalAccess needs to know what type of modem you have. If you see the name of your modem in the list, select it. Otherwise select -- Default Modem Settings --.

COM Port

COM Port stands for Communications Port. It is the channel through which your computer talks to your modem.

Usually, external modems (boxes outside your computer) are attached to [COM2](#), while internal modems (cards inside your computer) are attached to [COM2](#), [COM3](#), or [COM4](#).

Baud Rate/Port Speed

The Baud Rate/Port Speed is the speed at which your modem talks to your computer. New modems are either **14400** or **28800** baud. Old modems are mostly **2400** or **9600** baud.

Select **19200** if you have a 14400 baud modem.

Select **38400** if you have a 28800 baud modem.

Your modem is connected to your computer through a serial port. The above Port Speed setting determines how fast your modem and computer talk to each other through your computers serial port. Because of compression technology, your computer and modem may be able to talk to each other faster than the speed rating of your modem, resulting in better performance.

But until recently, most computers could not communicate faster than 9600 baud on their serial ports. Serial port speed is controlled by a computer chip called a UART. If you have a 8250 or 16450 UART, your serial port probably wont be able to communicate to your modem faster than 9600 baud, even if you have a 14400 or 28800 modem. In this case, leave the default setting as above for your modem, and lower it if you have difficulty connecting.

If you have a new computer with a UART of 16550 or greater, you may be able to set your port speed faster than the speed listed above. For example, if you have a 14400 modem, you can try setting your port speed to 38400, and if you have a 28800 modem, you can try setting your port speed to 57600. The result may be better performance.

If you modem is slower than 2400 baud (which very few are), you cannot use TotalAccess.

Dial 1 before the 800 number?

If you normally dial 1 before dialing a long distance number, keep this box checked. If you dial some other prefix (such as 9 or a code), enter it in the Dial Prefix field.

Dial Prefix

If you normally dial a special prefix (such as 9 or a code) before dialing an 800 number, enter it in this field.

If you need to enter a pause after the prefix is dialed, you can use a comma (i.e., 555,) to have the modem pause 1 second.

Location

EarthLink Network needs to know which region of the country you live in. Select the appropriate region from the list displayed.

TotalAccess Southern California

EarthLink Network TotalAccess Southern California

Local dial-up for much of Los Angeles and Southern California.

\$25.00 setup fee.

\$19.95 per month, includes 50 primetime* hours and unlimited non-primetime hours for a total of up to 450 free hours per month.

To ensure EarthLink Network has a Southern California dial-up number local to you, click the button marked [View List](#).

If none of the dial-up numbers are local to you, click the button marked [No Local Number](#). This will switch you to the [TotalAccess USA](#) pricing plan.

*Primetime is Mon-Fri 9am-12am.

TotalAccess USA

EarthLink Network has the following pricing plans available:

[EarthLink Network TotalAccess USA](#)

Local dial-up points in most major cities in the United States.

\$25.00 setup fee.

\$19.95 per month, includes 15 free hours, plus \$1.95 each additional hour.

[EarthLink Network TotalAccess USA 800](#)

Toll free dial-up from anywhere in the continental United States.

\$25.00 setup fee.

\$24.95 per month, includes 5 free hours per month, plus \$4.95 each additional hour.

To ensure EarthLink Network has a dial-up number local to you, click the button marked [View List](#).

Subscription Agreement

Once you have read the Subscription Agreement, click [I Agree](#) to accept the agreement terms and continue.

Dial-Up Numbers

Your computer dials into the Internet through one of EarthLink Networks many dial-up access points. These are either a local phone number for your area or an 800 number for toll-free access from anywhere in the continental United States.

EarthLink Network is expanding rapidly and new dial-up numbers are constantly being added. To retrieve the latest list of dial-up numbers, click [Get Updated List](#).

Credit Card Information

EarthLink Network needs the following credit card information for billing:

Credit Card
Card Number
Expiration Date

All information is keep secure and confidential.

Credit Card Information (Update)

If you would like to update your credit card, click the check box labelled, [Click here if...](#)
Once you have entering the following information, click Done.

Credit Card
Card Number
Expiration Date

NOTE: If you are on a special billing program (not by credit card), just skip this screen. If you want to change to credit card billing, enter the credit card information and you will be switched to credit card billing.

Choose Local Dial-Up Number

Select a phone number that is local to you and click Done. This is the number that TotalAccess Internet Dialer will use on a day-to-day basis to connect you to the Internet.

Modem Trouble

Modems are often difficult to configure because there is no solid standard for modem commands and modems differ greatly from brand to brand. Here are some tips to help you get setup:

Are you getting any of these errors?

- [Cannot locate your modem...](#)
- [Cannot initialize your modem...](#)
- [Cannot dial because there is no dial tone...](#)
- [Cannot connect to the 800#....](#)
- [Another application is using your modem...](#)

Here is what to do for general problems:

Turn your modem off, then on again. This will clean out any possible garbage data in the modem.

Make sure your modem is plugged into a working phone line. To test if the phone line works, plug it into a normal phone and check if you here a dial tone.

Make sure no other communication programs are running. Communication programs often conflict and cause modem problems.

Use the Default Modem Settings. On the Modem Information dialog box, select the item -- Default Modem Settings -- from the modem list. This should work with almost all modems.

Select your [modem COM port](#). On the Modem Information dialog box, select the COM Port your modem is plugged into.

Select your [modem baud rate/port speed](#). On the Modem Information dialog box, select your modem Baud Rate/Port Speed from the baud rates available.

Retry the registration process. From the Modem Information dialog box, click Done to retry communication.

For speed tuning, refer to [modem baud rate/port speed](#).

Cannot locate your modem...

This may mean you selected the wrong COM Port for your modem.

Return to the Modem Information dialog box and try a different COM Port.

Also, ensure your modem is correctly connected to your computer and that your modem is powered on.

Cannot initialize your modem...

This means you selected the wrong modem and/or baud rate.

Return to the Modem Information dialog box and select -- [Default Modem Settings](#) --. If you already selected this it did not work, look for your modem in the list.

For your modem baud rate/port speed, try selecting 19200. If this is not working, try going to a lower baud rate, such as 9600 or 2400.

Cannot dial because there is no dial tone...

This means your modem is not attached to a working phone line.

To check your phone line, plug the line into a normal phone and check if there is a dial tone.

Cannot connect to the 800#...

This means you selected the wrong modem and/or baud rate.

Return to the Modem Information dialog box and select -- [Default Modem Settings](#) --. If you already selected this it did not work, look for your modem in the list.

For your modem baud rate/port speed, try selecting 19200. If this is not working, try going to a lower baud rate, such as 9600 or 2400.

Another application is using your modem...

This means another program is running that is using your modem.

Close any applications that use your modem, such as terminal programs or dialers. If you cannot find any, restart Windows to flush any garbage from memory.

Modem COM Port

If you do not know which COM port your modem is attached to, try each COM port starting with COM2.

Modem Baud Rate/Port Speed

If you have a 2400 baud modem, select 2400 baud rate.

If you have a 9600 baud modem, select 9600 baud rate.

If you have a 14400 baud modem, select 19200 baud rate.

If you have a 28800 baud modem, select 38400 baud rate.

