



Frequently Asked Questions



Your account is already set up! See inside for important information about installing the Juno software.

Why have I received this CD-ROM from Juno?

This CD-ROM contains the Juno software, which you'll need to use the Juno Web account you opened recently. Once you've installed this software, you'll be ready to use the Internet!

What if I've already installed the software and set up my account?

If you've already installed this software by downloading the current version from Juno's Web page, there's no need for you to use this CD-ROM. Congratulations on your successful installation, and welcome to Juno Web!

How do I set up my Juno Web account with this software?

It's easy—just follow these three steps:

1. Insert this software into your CD-ROM drive. When the installation screen appears, click "Install Juno."
2. When the software is finished installing, you should see the Juno login screen. Your Juno e-mail address should already appear in the "User name" box. Enter your Juno password as requested. Then click "E-mail." (If you don't see your Juno account listed, click "Import account" and follow the instructions on your screen.)
3. Juno will ask if you want to check for new mail. Click "Yes."

That's it! Wait a moment while your modem dials into Juno's central computers and downloads account information. Then you'll be ready to start using Juno.

What if I'm having trouble with the installation?

If you're experiencing problems setting up your account with this software, please call our technical support number at 1 (888) 426-0045. We're open seven days a week.

What phone charges will I incur with Juno?

When you use Juno, your computer communicates with our central computers over your telephone line. We provide more than 2,300 telephone numbers for our members to use, and expect to offer even more in the future. Check with your local phone company if you're concerned that the access number you've selected is not a local one.

How does Juno's Tell-a-Friend program work?

Juno's Tell-a-Friend program rewards you for helping us sign up more Juno Web members. When your friends sign up for Juno Web and enter your Juno user name as the referring party, you become eligible for a cash reward. When one of your referrals has been with us for 90 days, we'll send you a check for \$20. It's that simple!

What do I need to be able to use Juno?

- A PC-compatible computer (486 or faster)
- A 9600-baud modem (14400-baud or faster recommended)
- Microsoft Windows 95, Windows 98, or Windows NT 4.0
- A CD-ROM drive
- At least 8 MB of memory (RAM)
- At least 20 MB of free hard disk space
- A mouse and an SVGA monitor

Local telephone charges may apply. Users of Juno must agree to the terms of Juno's Service Agreement, which is displayed during account creation.

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