Welcome to Prodigy!

Version 1.0

New Member Guide

For Help on using Help, press F1 on your keyboard.

Contents:

Introduction
Get Connected!
Access Phone Numbers
A Word About Passwords
Navigation Basics
Your Trial Membership
Adding Members
Where To Start Exploring
A Note To Parents
Where To Get Help
Common New Member Questions and Answers
Troubleshooting Connection Problems

Welcome to the Prodigy Service!

What is Prodigy?

PRODIGY is the nation's most recognized online service, offering a broad range of information, communications, computer and software information, educational features, entertainment, shopping, banking and brokerage, travel reservations and the fullest Internet access of any major online service.   PRODIGY is the country's largest dial-up access provider to the World Wide Web.

PRODIGY also offers a wide array of other services including: Living Digital - an interactive web-based magazine; up-to-the minute news and weather, reference databases including a multimedia encyclopedia; stock quotes and charts; chat; thousands of bulletin board topics; email; kids and teen features; music and pop culture segments and much more.

What is the Internet?

The word "internet" in it's most general sense, refers to a collection of distinct networks around the world which can work together. The   "Internet" (capitalized) is the nebulous "network of networks" connected by the TCP/IP computer protocol, which form the backbone for many regional, academic, governmental , private and commercial networks.

Access to the internet couldn't be easier than with PRODIGY.   We offer access to internet email, allowing you to exchange messages to and from anyone with an internet e-mail address, the World Wide Web, a graphical interface to the information available at Web servers (sites) around the world, and Usenet Newsgroups, topical international discussion forums on almost every conceivable subject.   <u>Go To</u>: Internet   for more information.

See Also
Where To Start Exploring

Get Connected!

Signing On And Enrolling
To get started, just click on the PRODIGY Service icon in the Prodigy Software group.   You'll be taken through a brief enrollment process and be issued a PRODIGY service ID.   You'll also be asked to create a password to access your account.

Good to Know
Your PRODIGY service ID is your household's "address" (and your e-mail address) on the PRODIGY service. The last letter (always an A) indicates that you are the membership holder (the first member of your household to enroll in the PRODIGY service). Up to five additional household members can also become PRODIGY service members (using B, C, D, E and F) all sharing one membership. See Adding Members below for more information.

The PRODIGY Phone Directory is an on-line 800-number service where you can find the PRODIGY service phone number nearest to you. Once you have selected a PRODIGY service phone number, you will use that number to sign on to the service in the future. Once online, go to: phone numbers to check for other access numbers available.

To change the phone number, COM port, phone type or modem speed in the future, select Set-Up from the Sign-On page.

Since alternate numbers are sometimes available, you can list more than one phone number in Set-Up.

See Also
A Word About Passwords
Access Phone Numbers
Adding Members

Access Phone Numbers

There are a number of tips about phone numbers you may find helpful. You can locate a phone number for the PRODIGY service while you are on-line. In most areas, you can also disable Call Waiting during your PRODIGY service session.

To Find a Phone Number Online

1.   Sign on to the PRODIGY service, and <u>Go To</u>: phone numbers.
2.   Follow the instructions provided to locate a phone number.

To Find a Phone Number Using the PRODIGY Phone Directory

1.   Select Set-Up

2.   Indicate whether you need to dial a "9" or some other prefix number on the phone line you are going to use.

3.   Indicate whether you need to dial a "1" before an 800-number.

4.   Follow the instructions in the PRODIGY Phone Directory to find the service number closest to you.

Once you have selected a service number, you will be given the option of connecting directly to the PRODIGY service.

Call Waiting

If you have Call Waiting on your phone service and do not want your PRODIGY service sessions interrupted by incoming calls, you can temporarily disable the Call Waiting feature in some phone areas. Try adding the characters *70, for tone or 1170, for pulse service, before the phone number to disable Call Waiting for the duration of that session. In some areas there may be an additional charge for disabling Call Waiting. Check with your local phone company for more information.

Good to Know

If you are unable to sign on to the service to locate a phone number, call 1-800-PRODIGY (1-800-776-3449) and select the option for phone information.   Here you can hear a listing of all access numbers available.

To change a phone number, select Set-Up on the Sign-On page and follow the instructions provided.   Prodigy is not responsible for any phone charges you may incur connecting to the service.

If it appears there is not a "local" access phone number in your area, <u>Go To</u>: call option for information about other alternatives.

A Word About Passwords

Your password is your key your Prodigy Service account.   If you tell others your password, they will be able to read your mail and incur fees on your account for extra-fee features of the service.   If you store your credit card number on-line for shopping purposes your credit card will be accessible to them to make purchases on-line (this does not mean that if you pay for Prodigy by credit card that someone using your account can see that information).   Remember, keeping your password secret helps ensure that you control purchases made with your cards on the Prodigy service.

We recommend changing your password regularly for the sake of security.   It's easy to do. Go To: change password when you're connected to the service.

If you lose your ID or password, contact Member Services by telephone. For security reasons, there are special procedures regarding lost passwords.

Prodigy Services Company will never ask you to disclose your password.   If anyone asks you to tell them your password, or change it to a specific password, do not do so and contact Member Services immediately.

See Also
A Note To Parents
Adding Members
Get Connected!
Common Questions And Answers

Navigation Basics

Choose from the list of navigational tools below:

A To Z
Go To
Tool Bar
Menu Bar
"More About" Window

Your Trial Membership

During your trial, your first month's membership fee is waved.   In addition, you will have an extra allotment of free hours above the current level of usage.   Usage beyond this allotment will result in extra fees, even in the first month.   To determine the number of free hours you have in your trial, <u>Go To</u>: Activity Detail.   Remember, your free trial begins the day you first sign-on to Prodigy and complete the enrollment.

For more information on other pricing plans available to suit they way you use the service, <u>Go To</u>: fees.

Adding Members

Your PRODIGY membership entitles up to six members of your household to have their own PRODIGY service ID. Each of these members will have their own Mailbox, Hot List and the ability to customize many of the features of the service to their own needs and preferences.

To Add Members

1.   The membership holder (the member who enrolled first and whose ID ends with "A") must sign on to the PRODIGY service, and <u>Go To</u>: add member (or from the <u>Go To</u>: menu, select Tools, then select Add a Member).

2.   The "A" member will be guided through the process of providing the names of additional household members and assigning each member their own ID (for example, B, C, D, E, or F).

3.   Each new household member can then sign on to the service, using their ID and the temporary password for your household, and enroll in the PRODIGY service. The temporary household password is displayed on-line when you use Add Member.   Remember to write it down so the new household member can use it to sign on the first time.

Good To Know

Complete instructions for adding members, which you can also print, are provided on-line when you use Add Member.

The membership holder ("A" member) may block access of other household members to certain information and features of the service, and restore access at any time. For more information on-line, <u>Go To</u>: change access (or from the <u>Go To</u>: Menu, select Tools, then select Member Access).

See Also:
A Word About Passwords
Note to Parents

Where to Start Exploring

Highlights
The first screen you see when you connect to Prodigy.   Begin your cyberspace exploration from this convenience launch pad and click on whatever you're into!

Interest Groups A - Z
Whatever you're into, chances are that Prodigy has an Interest Group just for you. There are dozens of groups available right now, such as Auto Racing, Baseball, Crafts, Investing, Military and Veterans, Personal Connection,   Small Business,   Space and Flight,   TV Online, and   Writing Workshop   More are being added all the time. Check them out!   <u>Go To</u>: Interest Groups.

Web Browser
Bring the rich global resources of the Net within easy reach - with a full complement of search tools, multiple hot lists, to revisit your interest areas.   <u>Go To</u>: World Wide Web.

Newsgroups
Newsgroups - It's an easy connect to people worldwide.   Speak out, share views, or simply listen-in.   <u>Go To</u>: Newsgroups.

Email
Use this rich person-to-person tool to keep in touch with all the people who count in your live.   With a personal online address book, easy file attachments and online spell-checking, it's a super-convenient time and money saver.   <u>Go To</u>: Mail box.

A Note to Parents

Prodigy provides strong safeguards to protect children and young adults from content that might not be appropriate for kids.   Access to some areas is determined by the designated responsible person for the account (the "A" member).   In other areas, access is determined by age.   Prodigy provides these tools at no extra charge, but it is the responsibility of the "A" ID holder to utilize them.

To control the features that other household members can access, <u>Go To</u>: change access.

See Also
A Word About Passwords
Adding Members

Where to Get Help

"Help" On The Menu Bar
On the far right of the Menu Bar, you'll allways see the option for help.   From there, you can find information on billing, general account information, and much more.

New Member BB
Where new members go to help each other with tips, tricks and valuable insights into getting the most from your PRODIGY membership.   You can use this bulletin board for the first 90 days of your membership. Go To: New Member BB.

Live Help
Have questions? Now you can get instant answers in the Member Services Help area in Chat. Choose from one of three newly created Auditoriums...New Prodigy,   General Question, Internet/Web.   While you are in a Member Services Help Auditorium, the   timer is off. Once you leave the room,   the timer is turned back on. Give it a try next time you want a quick reply.   Go To: Chat, and select Member Services from the list of Chat areas.

Member Help Highlights
The Member Services help center is the best place to begin looking for help and information about Prodigy. Go To: Help anytime you've got questions about your Prodigy account, what's on the service, or how to get around.   All the answers you need are online and free!

Assist
Assist is a program that helps diagnose technical problems you might experience connecting to the service.   Click on the "Assist" icon in the Prodigy program group for more information.

Troubleshooting
A help file which explains common service error codes and how to correct them.   Go To: Troubleshooting .

Member Help Bulletin Board
Prodigy members are always helping other members on this free bulletin baord.   Get answers to all your questions and keep up with all that's new on Prodigy.   Go To: Help BB.

See Also
Common Questions And Answers

Common Q's & A's

What is Jump?

Jump is a navigational tool to move from one area or feature to another.   To use it, press F6 on your keyboard or select <u>Go To</u> from the Menu and choose "Jump To" or "Navigate".

Can I use more than my Free Hours the first month?

Of course!   Check out new Internet sites or other areas of interest every day.   (There is a charge for additional hours, <u>Go To</u>: fees for more details.)

What happens after the first month?

You'll be billed for any extra usage in your first month and your PRODIGY service membership fees will continue to be billed to your chosen payment method.

How can I keep track of how much time I've used?

<u>Go To</u>: Account Statements (for a status update at any time).

How many ID's do I get with my membership?

Up to six.   The account owners ID ends with the letter "A", the others with B-F. The "A" member must <u>Go To</u>: Add Member and select Add/Manage ID's. to add additional household members.

How do I keep my children from using the services meant for adults?

<u>Go To</u>: Add Member (and give your kids their own ID's), then <u>Go To</u>: Change Access (where you can block them from specific applications).

How do I transfer PRODIGY information to my word processing and spreadsheet applications?

Use the COPY feature on the EDIT menu.   Then use the PASTE option in your software to add the information.

Can I exchange email with people who are not PRODIGY members?

Yes, as long as you know their Internet address.   Your internet address is your 7 character PRODIGY ID with @prodigy.com added to the end (e.g. ABCD99A@prodigy.com).

Is PRODIGY email really private?   Who else can read it?

It is private.   Only the person you address can read your message.   Remember, public bulletin board notes and responses are open for all to read.

Do I have to join a group to try a bulletin board?

No.   Write a note or reply at any time by following the simple on-screen directions.

I have a computer at home and at the office.   Can I install PRODIGY on both systems at no extra charge?

Sure.   Just use the same ID on both systems.   You can access your account from any computer that has the PRODIGY software installed.

Am I charged for downloading the most current version of PRODIGY or any of the updates that occur?

No, these are free downloads.

What is Autologon?

Autologon allows you to sign on to ther service without having to manually input your PRODIGY ID and password.   This is recommended only if your computer is not located in a shared or public area, since others could use this feature to access your account.   <u>Go To</u>: autologon for more details.

What do I do if I lose my password?

Please call Member Services at 1-800 PRODIGY.

Go To

From the Go To window, you can reach any destination on Prodigy or the Internet. You can also go directly to your personal Hot List, where you can select any previously-saved destination.

To open the Go To window, open the GoTo Menu on the Menu Bar at the top of the Prodigy window, then select Navigate.

Choose the type of destination by clicking on the radio button next to it. Prodigy displays the correct prefix for the type you selected, such as Jump: for a Prodigy feature, or http:// for a Web destination. You need to type only the JumpWord or remainder of the URL. When you're done, select OK or press Enter.

Tip: The fastest way to open the Go To window is to press the [F6] key.

HOW TO USE DESTINATION TYPES
Prodigy: Type the Prodigy JumpWord for your destination. You can use both upper and lower case. For an alphabetical list of all Prodigy JumpWords, select A-Z Index from the Go To Menu.

Web URL: A Uniform Resource Locator, or URL, is an address on the World Wide Web (WWW). Be sure to type URLs carefully. Most URLs are case sensitive -- it's critical whether a character is upper or lower case.

USENET Newsgroups: USENET is a collection of global bulletin board discussions on almost any topic you can imagine.

FTP and Gopher: FTP and Gopher are commonly used Internet information and file distribution systems. To reach a Gopher or FTP site, you must use FTP or Gopher-specific URLs.

A To Z

The A-Z Index is an alphabetical listing of JumpWords for every feature on Prodigy. Just as you turn to the index of a reference book to get an idea of its contents, our A-Z Index will help you find just what you're looking for on Prodigy.

To view the A-Z Index, open the Go To Menu at the top of the Prodigy window, then select A-Z Index.

Tip: The fastest way to reach the A-Z Index is to press the [F7] key.

Tool Bar

Check out the Tool Bar at the bottom of the Prodigy screen. Commonly-used navigation commands plus shortcuts to our most popular features are just a click away.

Highlights: Go directly to Highlights, Prodigy's "front page" and a great place to start exploring.

Next/Back: When available, go backward or forward one page or screen.

Menu: When available, go back to the previous menu; convenient when you want to try different choices within a single feature.

Hot List: Opens your personal Hot List of favorite destinations. You can add both Prodigy and Web content to your list.

World Wide Web: Takes you to our World Wide Web browser, your gateway to the global Internet.

Mailbox: Opens your online Prodigy Mailbox to read or write electronic mail, or email. Watch for the envelope icon at the right end of the Tool Bar -- when it appears, you have new mail!

Chat: Talk live to other Prodigy members about a host of topics. Don't forget to check the Chat Calendar and see when popular celebrities and well-known public figures will be appearing live in a Chat Auditorium.

Bulletin Boards: Join the fun! With more than a thousand active topics, Prodigy Bulletin Boards have something for everyone.

USENET Newsgroups: Visit the bulletin boards of the Internet for global discussions and helpful advice on just about any topic you can imagine.

"More About" Window

"More About" is your gateway to Prodigy and Internet content that relates to the screen you're currently viewing. Each "More About" window contains these categories:

Interact: Choose from relevant live Chat discussions and Prodigy bulletin boards.

Web Pages: Our intrepid Web surfers locate the best related sites and offer direct links here.

Newsgroups: Get a new slant on the subject by joining the global discussion.

Features: Discover a wealth of related Prodigy offerings.

All Highlights: Your shortcut to Prodigy's primary categories of content, plus dozens of specialized interest group pages -- chances are there's at least one you'll enjoy.

Menu Bar

The Menu Bar, located at the top of your Prodigy screen,   provides quick and easy access to PRODIGY service commands, and a variety of service features. As you start the PRODIGY software, sign on and use the service, specific menus and menu items may be added, activated or removed from the Menu Bar and its menus.

To Use the Menu Bar with a Mouse

1.   Click on the Menu of your choice to open it.
2.   Click on the command or service feature of your choice.

To Use the Menu Bar with Keyboard Keys

1.   Press the Alt key and then press the underlined letter for the menu you wish to open.
2.   Press the underlined letter to select the command or service feature of your choice.