CompuServe Information Service Member Signup Procedure
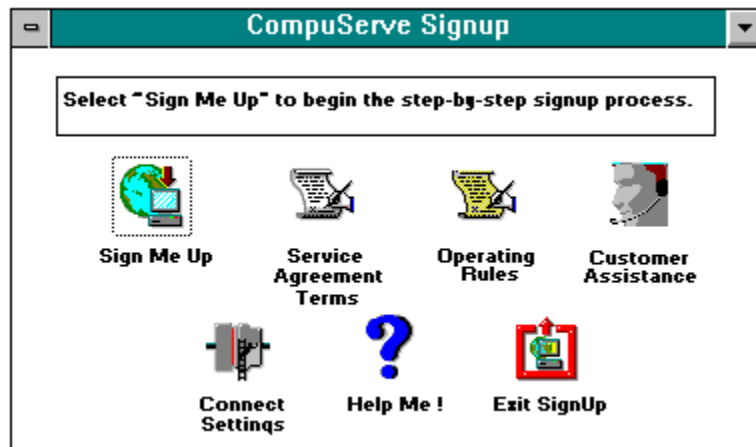
Before you can begin using CompuServe, you need to complete a one-time <u>member signup procedure</u>. This window is where you start.

The text box above the icons describes the function of the icon that your mouse is currently pointed to.

Introduction
<u>What Is CompuServe?</u>
<u>Why Should I Become a CompuServe Member?</u>

How To...
<u>Become a CompuServe Member</u>
<u>Get Assistance from Customer Service</u>
<u>Get Online Help While Signing Up</u>
<u>View a Troubleshooting/Startup Checklist</u>

The **Sign Me Up** icon starts the member signup procedure.

The **Service Agreement Terms** icon enables you to review the terms for using CompuServe.

The **Operating Rules** icon enables you to review the operating rules for CompuServe.

The **Customer Assistance** icon takes you to a list of phone numbers for CompuServe Customer Service.

The **Connect Settings** icon enables you to review and modify the communications information that the signup software uses to connect to CompuServe.

The **Help Me** icon displays general information about the member signup procedure.

The **Exit SignUp** icon takes you back to the Program Manager.

Member signup procedure: During the member signup procedure you will be assigned a User ID number and Password with which you can access the CompuServe Information Service.   The member signup procedure is free of all connect-time charges and communications surcharges.

What Is CompuServe?

CompuServe is the largest personal information and communication service in the world, with more than two million members worldwide.

All you need to use CompuServe is a personal computer, a modem, communications software, and a telephone line.

As a member you can access CompuServe whenever you like -- any time day or night -- as often as you like.

What you should know
Executive Service OptionMembership Rates/Charges

Service Agreement Terms

These are the terms you must abide by in order to use CompuServe software and services.   When you click the Proceed button at this dialog, you indicate your agreement with these terms, so please read them carefully.

Operating Rules

These are the rules that govern CompuServe operation.   You should read through them to get a basic understanding.

Customer Service Offices

This is a list of CompuServe Customer Service offices, arranged alphabetically by country (except that the United States appears first because the majority of members live there).   You can use this list to find the phone number, mailing address, and fax machine number for the Customer Service office in your country. Please do not hesitate to get in touch with us if you need assistance.

Executive Service Option

Members with the Executive Service Option have access to exclusive financial and demographic services, as well as the ability to create personal clipping folders in the Executive News Service.   They also receive discounts on some online services and other CompuServe products, plus additional benefits. In return, members incur a monthly minimum charge of $10; all service charges, including the monthly flat rate for basic services, are automatically applied toward this minimum.

Discounts
Exclusive Databases
Direct Marketing Offers
Online Storage Capacity
Personal File Storage
Monthly Minimum Fee

Discounts: Members with the Executive Service Option enjoy a 10 percent discount on the purchase of most products at the CompuServe Store, as well as volume discounts on information retrieval from selected transaction-priced financial databases.

Direct Marketing Offers: Members with the Executive Service Option enjoy special direct marketing offers for goods and services from our affiliated merchants and manufacturers.

Online Storage Capacity: Members with the Executive Service Option enjoy a 50 percent increase in the amount of online storage available in their personal file area, along with an opportunity to purchase additional storage space at a reduced weekly rate.

Personal File Storage: Members with the Executive Service Option enjoy a six-month storage period for personal files without charge (30 days is standard).

Exclusive Databases: Members with the Executive Service Option enjoy exclusive databases including: Company Analyzer, Disclosure II, SuperSite, Institutional Brokers Estimate System, Securities Screening, and Return Analysis.

In addition, they can also create up to three personal folders in the Executive News Service.   Personal folders automatically save news stories that match criteria defined by a member.

Monthly Minimum Fee: Members with the Executive Service Option do not have to pay the monthly minimum fee associated with direct debit billing, but are subject to a $10 monthly minimum fee.   All service charges are automatically applied toward the minimum, including the flat monthly rate for basic services.

Note: Network communications surcharges do not apply toward the monthly minimum.

Membership Rates/Charges

The member signup procedure offers you a Standard Pricing Plan membership which gives you unlimited access to a selected set of basic services for a very low monthly flat rate.   Charges for using other services are calculated on the basis of usage time, and there are also premium charges for some services.

Note: There are communications surcharges for
 accessing CompuServe through some networks from some locations.   These surcharges apply to all services.

CompuServe also offers an Executive Service Option, which obligates the member to pay a monthly minimum dollar amount in exchange for exclusive access to a select group of services, discounts on some services and CompuServe Store products, and other benefits.

How do I...
Learn about rates

Price: The charge for using extended services beyond the set of basic services is calculated on hourly connect rates and is subject to communications surcharges and premium surcharges where applicable.

Learning about rates: You can learn rate information at any time after becoming a member by going to the RATES area on CompuServe.

Why Should I Become a CompuServe Member?

As a CompuServe member, you have access to an information and communication resource that can enrich your life in lots of ways:

CompuServe Mail
Personal Computing Forums
Financial Databases
News Services
Special Interest Forums
Many Other Services

CompuServe Mail enables you to communicate not only with other CompuServe members, but also with users of other electronic mail services, such as MCI Mail, AT&T Mail, AT&T Easylink, SprintMail, Internet, and any registered MHS worldwide.   You can even send a Telex or fax message through CompuServe Mail.

Personal Computing Forums give you computer software and hardware support from over 300 companies, such as Aldus, Borland, Lotus, Microsoft, WordPerfect, and more.

Financial Databases enable you to take control of your investments with the same electronic tools and information that experts depend upon daily.

News Services keep you informed of news stories as they happen, from news sources such as Associated Press, Reuters, U.S. Company News Alert, Deutsche Bundespost, Dow Jones, and others.

Special Interest Forums let you meet others who share your interests and hobbies around the world.

CompuServe has many other services too, such as services that allow you to book airline reservations, browse electronic shopping malls for specialty and discounted goods, learn weather conditions around the world, participate in live multi-player games, and more.

Becoming a CompuServe Member

How to:
Obtain a User ID and Password

What you need to provide:
Personal Information
Billing and Country Information
Member Options
Dial Type
Communications Port
Serial Number and Agreement Number
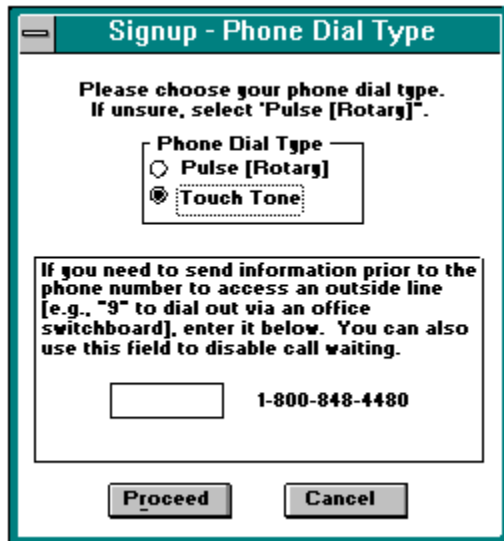
There is no default phone number for the Signup program to use.   To obtain the best phone number, telephone the nearest CompuServe Customer Serviceoffice.

The phone number specified in your <u>signup session settings</u> is not the default phone number for signing up.   Usually, the default number is the best one to use.   You can instruct the Signup program to use the currently specified number or revert to the default number.

Selecting a Dial Type

During the member signup procedure, you will be asked to select a dial type at a dialog like this:

This dialog also offers the option of including <u>prefixes</u> to the phone number that WinCIM dials to access CompuServe:

Direct Connection
If you are hardwired to another computer which connects to CompuServe for you, you should not use this dialog.   Instead, click the Cancel button to return to the CompuServe Signup window.   There, click the **Connect Settings** icon.   At the resulting dialog, click the Direct button under Dial Type and then click the OK button.   When you return to the CompuServe Signup window, click the **Sign Me Up** icon.   This takes you back through the dialogs you have already completed, but all you have to do is click Proceed at each dialog.

Error Messages
You will see an error message instead of the dialog in either of two cases:

There is **no default phone number** for the country where you are signing up.   To obtain a signup phone number, call CompuServe Customer Service.

The phone number in your signup session settings **does not match the default phone number**.   The default phone number is almost always the best number to use when signing up.   To change the phone number in your signup session settings, click the Cancel button and then click the Connect Settings icon in the resulting CompuServe Signup window.

Type in the appropriate prefix for <u>dialing an outside line</u> or <u>disabling call waiting</u>.

If you must reach an outside line to make a telephone connection, include the appropriate prefix number followed by a comma (examples: 9, or 0,).   The comma tells your modem to wait two seconds before sending the rest of the telephone number.

If you have call waiting, you should disable it before connecting to CompuServe so that you will not be disconnected by incoming calls.   In most locales, you can disable call waiting by including one of the following prefixes: *70, (12-button touch tone) or 1170, (10-button touch tone or rotary dial) or 70^# (many GTE systems).   If you cannot disable call waiting, contact your telephone company for instructions.

The telephone number shown here is for signup only.   It is either a default number provided by CompuServe for signing up, or a number that you have specified in your signup session settings.   When the software connects to CompuServe, it will obtain a new number for member access to the services, and automatically place that number in your WinCIM session settings.   From that point on, whenever you take any action that requires connection to CompuServe, WinCIM will dial the new phone number.

Pulse (Rotary): Pulse dialing sounds like a rotary telephone.

Touch Tone: Touch Tone dialing sounds like a touch tone telephone.   Even if you have a rotary telephone, you can generally use Touch Tone dialing through your modem.

Proceed: Records your Dial Type preference and takes you to the next dialog.

Cancel: Closes the dialog without recording any of your changes.   You are then prompted about whether or not you truly wish to cancel the entire Signup procedure.

Selecting a Communications Port

A communications port, sometimes called the COM port or just the port, is the mechanism that provides the channel for data to be transferred between your computer and a modem.

You can specify any communications port, although it must be the proper one for your computer.   Please consult the hardware documentation that came with your computer to learn about the communications port you should use.

If you need additional help, you can contact CompuServe Customer Service.

How To...
Get Assistance from Customer Service

Providing a Serial Number and Agreement Number
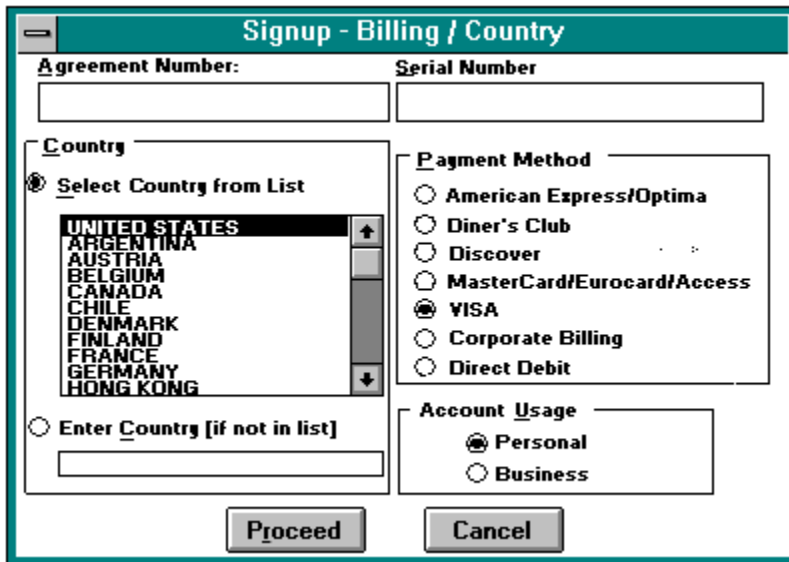
During the member signup procedure, you will be asked to type a Serial Number and an Agreement Number.

You will find your Serial Number and Agreement Number on the Quick Setup Instructions card that comes with your WinCIM disks.

If you do not have a Quick Setup Instructions card, you can telephone Membership Sales at 1-800-848-8199 to obtain one.

Providing Billing and Country Information

During the member signup procedure, you will be asked to specify your billing and country information at a dialog like this:

Billing Methods
Credit Card Billing
Corporate Billing Account
Direct Debit

Corporate Billing Account Information

If you are a business with established credit in the United States, Canada, or Europe and want to set up separate memberships (User ID numbers) within your organization, you will probably want to open a corporate billing account.   If you select **Corporate Billing**, you will need to provide bank and trade references, which CompuServe will verify before authorizing access to CompuServe services.

Administrator Account Information
Credit References

Administrator Account Information

The administrator of a corporate billing account is the contact person for all administrative and billing information, including information related to new accounts, monthly invoicing, and changes to any existing accounts.

Credit References

Please make sure that the information you provide is up-to-date and accurate.   Credit references must be verified before you will be able to access CompuServe services.

Credit Card Billing Information

If you want to bill your CompuServe charges directly to your credit card, select a credit card billing option. The name and address you use during the member signup procedure must be identical to those used by your credit card for billing.   Members outside the United States must use an international card.

Direct Debit Information

Direct debit billing is only available in the United States and some European countries.   If you select this option, CompuServe debits your checking account monthly for accumulated charges. If you select this option, CompuServe may need to call you within 24 hours of your signup to verify your bank information.

Bank Name and Address

Name on Checking Account

Check Number (Used for acct. number verification only)

MR & MRS JOHN DOE
123 ANY STREET
SOMETOWN, NJ 99999

182

19 _____ 25-2/440

PAY TO THE
ORDER OF _____ $ _____

_____ DOLLARS

THE NATIONAL BANK
COLUMBUS, OHIO 43213

MEMO _____

:044000024: 123456789123 . 0182

Routing Transit Number   Checking Account Number

Agreement Number: Type your Agreement Number here.   You will find your Serial Number and Agreement Number on the Quick Setup Instructions card that comes with your WinCIM disks.   If you do not have a Quick Setup Instructions card, you will need to telephone Membership Sales at 1-800-848-8199 to obtain one.

Serial Number: Type your Serial Number here.   You will find your Serial Number and Agreement Number on the Quick Setup Instructions card that comes with your WinCIM disks.   If you do not have a Quick Setup Instructions card, you can telephone Membership Sales at 1-800-848-8199 to obtain one.

Country: Highlight the country from which you are connecting to CompuServe.   If the country is not on the list, click the radio button below and then type the country name into the blank field.

You must select one of the payment methods listed in the box.   To select a payment method, click the corresponding radio button.

VISA: Select this if you want to bill your CompuServe charges to your VISA card.   The name and address you use during the member signup procedure must be identical to those used by your charge card for billing.   Members outside the United States must use an international card.

MasterCard/Eurocard/Access: Select this if you want to bill your CompuServe charges to your MasterCard, Eurocard, or Access card.   The name and address you use during the member signup procedure must be identical to those used by your charge card for billing.   Members outside the United States must use an international card.

American Express/Optima: Select this if you want to bill your CompuServe charges to your American Express or Optima card.   The name and address you use during the member signup procedure must be identical to those used by your charge card for billing.   Members outside the United States must use an international card.

Diner's Club: Select this if you want to bill your CompuServe charges to your Diner's Club card.   The name and address you use during the member signup procedure must be identical to those used by your charge card for billing.   Members outside the United States must use an international card.

Discover: Select this if you want to bill your CompuServe charges to your Discover card.   The name and address you use during the member signup procedure must be identical to those used by your charge card for billing.   Members outside the United States must use an international card.

Direct Debit: Select this if you want CompuServe to automatically debit your checking account one a month for the charges you accumulate.   This option is only available in the United States and some European countries.   If you select this option, CompuServe may need to call you within 24 hours of your signup to verify your bank information.

Corporate Billing: Select this if you are a business with established credit in the United States, Canada, or Europe and want to set up separate memberships (User ID numbers) within your organization.   If you select this, you will need to provide bank and trade references, which CompuServe will verify before authorizing access to CompuServe services.

Enter Country Name: If the name of the country from which you are connecting to CompuServe is not listed above, click the adjacent button and type it here.

Use this box to indicate what kind of CompuServe account you want: <u>personal</u> or <u>business</u>.

Personal: Select this if you want to set up a private, non-corporate account.

Business: Select this if you want to set up a corporate account.

Proceed: Takes you to the next screen in the member signup procedure.

Cancel: Closes the dialog without recording any of your changes.   You are then prompted to cancel the entire signup procedure.

Providing Personal Information

During the member signup procedure, you provide your name, address, phone number, and other personal and corporate information at this dialog.   You must also provide billing information, which varies according to the payment method you selected in the preceding Signup - Billing/Country dialog.

Be sure to Include the area code in all phone numbers.

The company name is required only if you selected business as your account usage type in the preceding Signup - Billing/Country dialog.

Click the Proceed button when you are ready to move on.   Click the Cancel button if you want to cancel the signup procedure and return to the initial CompuServe Signup window.

Payment Methods
Corporate Billing Account
Credit Card Billing
Direct Debit

Selecting Member Options

During the member signup procedure, you will be asked to provide your membership options information at this dialog.

The status line at the bottom of the dialog provides a brief description of the currently selected option. Selecting an option automatically unmarks it if it is marked, or vice versa.

CompuServe Magazine: Mark this if you wish to receive the CompuServe Magazine publication free each month.   CompuServe Magazine is written exclusively for CompuServe members and keeps you up-to-date on service changes, tips, and how other members are getting the most out of CompuServe.

Member Directory: Mark this if you want to be included in the CompuServe Member Directory.   The Member Directory contains names, addresses (city and state), and User ID numbers of CompuServe members.   Once included in the Member Directory, you can always have your own entry excluded, or re-included if you have excluded it.

Promotional Mail: Mark this if you want to receive mail sent by CompuServe explaining new services, special offers, and other valuable information.

External Mailings: Mark this if you want to receive promotional materials from organizations other than CompuServe, explaining their products and services.

Obtaining a User ID and Password

During the member signup procedure you will be assigned a CompuServe User ID number and a temporary Password at this dialog, so that you can start accessing the CompuServe Information Service immediately.

For security reasons, a permanent Password will be sent to you by postal mail within 10 days.   Some services on CompuServe will not be available until you receive your permanent Password.

You are asked to retype your new User ID number and Password for confirmation purposes.

User ID: Your User ID number is your electronic identification, or address, on CompuServe.   You should make a note of it, because you will be asked to type it in the next dialog.

Password: This is your temporary Password.   You should make anote of it, because you will be asked to type it in the next dialog.   You will receive a permanent Password via postal mail within 10 days.   Some services on CompuServe will not be available until you receive your permanent Password.   Keep your Password in a secure place.   Do not share your Password with anyone!

Usage Credit: Some offers from CompuServe give you a usage credit which is applied automatically to your account.

Local Access Phone No: This is the telephone number you will want to specify in your communications software in order to connect to CompuServe.   **Not Available** means you signed up from a location that does not have a local access telephone number, such as a country not included in the list of countries provided in the **Billing/Country** dialog.   If you see **Not Available**, you can telephone <u>CompuServe Customer Service</u> for assistance.

Network: If there is a local telephone number for the CompuServe network, it will always be the best and least expensive network.   If there is no local telephone   number for the CompuServe network, however, you can connect to CompuServe through a variety of other networks.   There are always surcharges for using other communications networks, and sometimes surcharges for using the CompuServe network.
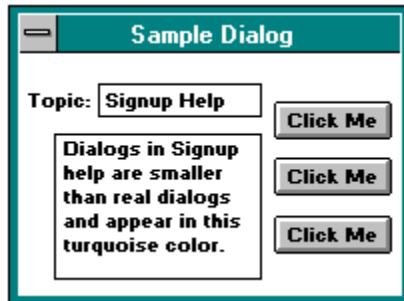
Proceed: Takes you to the next dialog where you will be asked to confirm receipt of your User ID number and Password.

Getting Online Help While Signing Up

If you want help completing the signup procedure, press **F1**.

Reproduced Dialogs
When you see a dialog in help, click on parts of it for more help.

Navigational Buttons
These buttons at the top of the Signup Help window help you find information quickly.

Click Me: This is how the Signup Help System displays help for the various components of a dialog, in a popup window.   When you finish reading the information in the popup window, click again, and the popup window disappears.

Click Me: You know when to click by watching your pointer.   When it becomes a tiny hand you can click and expect to see a popup window.   When you finish reading the information in the popup window, click again, and the popup window disappears.

Click Me: Dialogs in help are fake dialogs.   Clicking on a button only tells you what the button does. When you finish reading the information in the popup window, click again, and the popup window disappears.

Contents: Displays the major help topics.

Search: Finds information about a topic you specify.

Back: Displays the previous help page.

History: Displays titles of all the help pages you have viewed, so that by double-clicking on any listed title you can go directly to that help page.

Getting Assistance from Customer Service

CompuServe Customer Service is available worldwide.   Most members can contact Customer Service through a local telephone call.   You can also communicate with Customer Service by sending a <u>fax</u> or an electronic mail message.

For an alphabetical list of Customer Service phone numbers, click the **Customer Assistance** icon in the CompuServe Signup window.   If there is no Customer Service office in your country, please try contacting the Customer Service office nearest you or calling CompuServe Customer Service in the United States for further assistance.
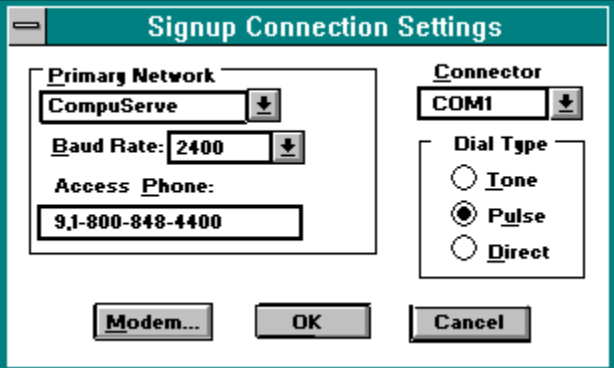
Other

If there is no local Customer Service listing in your country, please try contacting the Customer Service office nearest you or calling CompuServe Customer Service in the United States for further assistance.

Fax: To ensure prompt delivery of a faxed letter, be sure to include a cover page clearly stating your name, User ID number, and the name of the department (and/or person) to whom the letter is being sent.

Reviewing Communication Settings

To review communication settings:
Click the **Connect Settings** icon in the CompuServe Signup window.

CompuServe   is selected by default for the communications network, in any location where you can access the CompuServe network through a local phone call.   Wherever the CompuServe network is available locally, it is the most cost-effective option, because other networks simply serve as gateways to the CompuServe network, and they apply surcharges for supplying the connection.

Baud Rate: is the baud rate (data transfer speed) of the connection.   Your modem must support the selected baud rate.

Primary Network   is the general term for the information that the Signup program needs to establish a connection with a communications network: the name of the network, the speed (baud rate) of information exchangen, and the telephone number to dial.

Access Phone: is the telephone number that the Signup program will use to connect to CompuServe. Normally, Signup selects the best available number and automatically includes any prefixes that you supply.   If you substitute a different number, you will receive a warning message during the signup process.   At that point, you can instruct Signup to use the substitute number or revert to the default number.

Connector: Highlight the communications port that your modem is configured to use.

Modem...:   Takes you to a dialog where you can review and modify modem settings.

OK: Saves your changes and closes this dialog.

Cancel: Closes the dialog without saving any of your changes.

Dial Type: Defines the type of phone connection to the communications network: pulse, tone, or direct.

Pulse: Pulse dialing sounds like a rotary telephone.

Touch Tone: Touch Tone dialing sounds like a touch tone telephone.   Even if you have a rotary telephone, you can generally use Touch Tone dialing through your modem.   Touch Tone dialing is faster than Pulse dialing.

Direct: Select this only if your computer is hard-wired to another computer system which provides the connection for you.

Viewing a Troubleshooting/Startup Checklist

Connections
If Signup is unable to dial your modem and connect properly, please check to ensure that all the cable connections, modem connections, and power supply connections are correct.

Modem Settings
If Signup is able to dial your modem, but is unable to complete the member signup procedure, please review your modem settings to make sure they are accurate.

Windows Control Panel
If you are unable to find the appropriate COM port setting for the member signup procedure, please check to ensure that the Ports setting in the Windows Control Panel is set correctly.

Connection Settings
If Signup is unable to connect you to CompuServe, it could be because the wrong COM port has been specified.   Please check your connection settings and modem settings.

Secondary Communications Programs
If you receive a Device Contention message from Windows during the member signup procedure -- such as COM 1 not available, try COM2 -- please close any other communications programs that you may be running concurrently.

Communication Port
If you encounter a Windows error message during the member signup procedure, such as a General Protection Fault or Unrecoverable Application Error, please close all applications, exit Windows, and then reboot your computer to reset all available COM ports.

User ID Number and Password
If you are able to complete the member signup procedure, but are unable to connect to CompuServe again, please check your connection information to make sure you are using the permanent User ID number and new temporary Password.

Reviewing Communication Settings
Reviewing Modem Settings
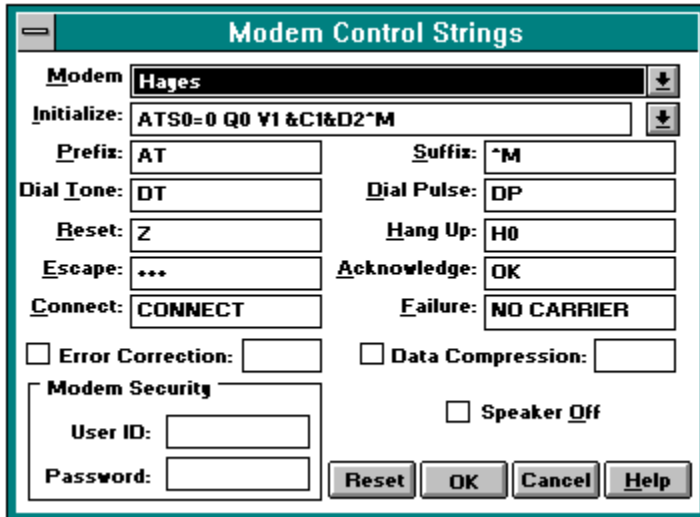Overview of the Member Signup Procedure

Overview of the Member Signup Procedure

In order to complete the member signup procedure, you will need to provide certain information and perform related instructions.

1. To start the procedure, click the **Sign Me Up** icon in the CompuServe Signup window.   You can use the other icons in this window to review various kinds of information about CompuServe.

2. At the opening **Country/Billing** dialog you are asked to provide the country from which you will be connecting to CompuServe and your preferred billing method, such as credit card, direct debit, or corporate business account.

3. At the next dialog you are asked to provide more specific billing information, such as your name, address and phone number, and a credit card number or bank address.   If you are opening a corporate business account, you will be asked to provide administrator information, as well as credit references, at ensuing dialogs.

4. At a Membership Options dialog, you can determine which of the available options will apply to you. By default, all the options are selected.

5. During the member signup procedure you will see Executive Service Option information, as well as the CompuServe rules and terms of operation.

6. At a Dial Type dialog you will be asked to specify how your modem dials (Touch Tone or Pulse). Here you can also specify any dialing prefixes (e.g., the number you use to dial an outside line. When you finish with this dialog, the Signup program attempts to connect you to CompuServe.

7. Upon connecting to CompuServe successfully, you are immediately asked to agree to the stated pricing plan conditions.   You will be asked to type **AGREE** to show acceptance.

8. Once you agree to the pricing plan conditions, unless you selected a corporate billing account as your billing option, you will be assigned a permanent User ID number and a temporary Password.   You will be asked to retype this information at the next dialog for confirmation purposes.

Modem Control Settings

The Modem Control Settings dialog displays your current modem parameters so that you can review or modify them.

Modem: Highlight your modem type in the list provided.   If your modem type is not in the list and is Hayes-compatible, highlight Hayes.   If this does not work, highlight Other.

Initialize: Type the initialization command string for your modem.   If you highlight a modem in the list provided in the box beside Modem, the initialization command string will be displayed automatically.

Prefix: Make sure that this is the correct prefix string.   Also known as the attention command.

Dial Tone: Make sure that this is the correct string to initiate touch tone dialing.

Reset: Make sure that this is the correct string to reset the modem.

Escape: Make sure that this is the correct string to issue an Escape command.

Connect: Make sure that this is the correct string or phrase displayed when connection is established.

Speaker Off: Mark this if you desire a silent operation (no dial tone, dialing, and connection sounds during logon) of a Hayes-compatible modem.

Suffix: Make sure that this is the correct string to terminate a command.

Dial Pulse: Make sure that this is the correct string to initiate pulse dialing.

Hang Up: Make sure that this is the correct string to free the telephone line.

Acknowledge: Make sure that this is the correct string or phrase displayed when a command is successfully received by the modem.

Failure: Make sure that this is the correct string to or phrase to be displayed when there is no connection or the signal stops.

OK: Records any changes you make and closes this dialog.

Cancel: Closes the dialog without recording any of your changes.

Reset: Restores the settings for the modem highlighted to those defined in the modem database.

Data Compression: Mark this if you want to employ data compression.

Error Correction: Mark this if you want to employ error correction.

This is the command to enable error correction on your modem.   Depending on the modem you have selected, the appropriate error correction command will be displayed here by default.   However, if you selected a modem for which information is not available, you will have to consult your modem documentation to learn what to enter here.

This is the command to enable data compression on your modem.   Depending on the modem you have selected, the appropriate data compression command will be displayed here by default.   However, if you selected a modem for which information is not available, you will have to consult your modem documentation to learn what to enter here.

User ID: If your modem is password-protected to guard against unauthorized access, type your modem user ID here.   (If you do not know the modem user ID, this probably does not apply.)

Password: If your modem is password-protected to guard against unauthorized access, type the modem password here.   (If you do not know the password, this probably does not apply.)

Help: Displays this help page.