

# NRTC Subscriber Education Job Aid

Release Date: August 2018

## *Summary*

This Job Aid covers:

### [Subscriber Education Topics](#)

[Demonstrate Webmail for Remote Email Access](#) [Demonstrate Subscriber Portal for Managing Settings](#) [Contacting Technical Support](#)

This Job Aid supports the NRTC Technician audience.

## Subscriber Education Topics

After setting up the Subscriber's email, it is time to introduce the service to the Subscriber. The information the Technician provides to the Subscriber varies depending on the requirements of the NRTC member provider.

Items that must be covered include the following:

- Sign the Customer Agreement: Collect the signature as directed by the member
- Demonstrate Surfing the Internet: Guide the Subscriber to the member Web site and add the link as a favorite or as their homepage
- Demonstrate the Email Account: Send a test message to their new email account
- Demonstrate Webmail for Remote Email Access: Guide the Subscriber to the URL provided on the work order and

demonstrate how to send and retrieve email, manage contacts and use the calendar. Finish the demonstration by accessing the Help file.

- Demonstrate the Subscriber Portal: Guide the Subscriber to the URL provided on the work order. Recommend that the Subscriber save the URL as a favorite. Demonstrate the various ways a Subscriber manages settings and monitor bandwidth usage. Finish the demonstration by accessing the Help file.
- Provide the 24/7 Customer Technical Support Number: Review where the Customer can find the Technical Support number in the Subscriber Portal, and remind them that technical support for their service is available 24 hours a day/7 days a week.

DNS Server (Primary)	
DNS Server (Secondary)	216.198.110.140
Technical Support	(555) 555-5555
Incoming Mail Server	pop.trueband.net
Outgoing Mail Server	mail.trueband.net
News Server	news.trueband.net
Web Server	<a href="http://www.trueband.net">www.trueband.net</a>
E-mail address format	<a href="mailto:john.doe@trueband.net">john.doe@trueband.net</a>
Webmail URL	<a href="http://webmail.trueband.net">http://webmail.trueband.net</a>
Subscriber Count URL	<a href="http://trueband.ruralportal.net">http://trueband.ruralportal.net</a>
Local Access 1	703-787-0879
Local Access 2	877-787-4364
Anti-Virus	Yes

The screenshot displays a webmail interface with a sidebar on the left and a main content area on the right. The sidebar contains a 'Mail' section with sub-items: Inbox, Spam, Drafts, Sent, and Trash. Below this is a 'Contacts' section. The main content area is titled 'Home' and features three usage statistics:

- Usage**
  - Email**: A progress bar from 0% to 100%. Below it, text reads: 'Usage: 0 B of 1 GB. Total: 0 messages.'
  - one\_storage**: A progress bar from 0% to 100%. Below it, text reads: 'Usage: 0 B of 10 MB. Total: 0 files.'
  - one\_archive Protection Level**: A progress bar from 'Low' to 'High' with a red fill. Below it, text reads: 'Retention Period: 5 days.'

# Demonstrate Webmail for Remote Email Access

Every Subscriber has access to their email from any browser, using the webmail service provided with their account. To demonstrate this, ask the Subscriber to open their browser and navigate to the URL provided on the work order. Add the site as a bookmark/favorite in the browser and login to their webmail account, using the same email address and the Subscriber's password used in the email client.

### Existing Users

User Name:

Password:

Remember Me  
(Save my user name & password on  
this computer)

Login



# Demonstrate Subscriber Portal for Managing Settings

The Subscriber Portal is very similar to the AdminTool. The URL to access the portal is included on the work order. Have Subscribers add the Portal as a favorite before logging in. At the end of the demonstration, show them how to access the Help file. Follow these steps in the demonstration.

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News Server	news.trueband.net
Web Server	<a href="http://www.trueband.net">www.trueband.net</a>
E-mail address format	<a href="mailto:john.doe@trueband.net">john.doe@trueband.net</a>
Webmail URL	<a href="http://webmail.trueband.net">http://webmail.trueband.net</a>
Subscriber Count URL	<a href="http://trueband.ruralportal.net">http://trueband.ruralportal.net</a>
Local Access 1	703-787-0879
Local Access 2	877-787-4364
Anti-Virus	Yes

1. Go to the **Subscriber Count URL** shown on the work order.

2. On the Login page, the User Name is the same Email address used in prior steps, and comes from the work order.

The Password is the Subscriber's password given to the sales agent when the service was ordered.

Click **Login** to begin the demonstration.

The screenshot shows a web portal for National Rural Telecommunications Cooperative. The user is logged in as NRTCExedeTest2@trueband.net. The page has a navigation menu with 'Home', 'Manage User', 'WildBlue / Exede', 'Summary', and 'Help'. The 'Summary' page displays account information:

- Account:** Domain: trueband.net, Package: Exede 12-10, Account Type: business
- Account Number:** NRTCExede2, Owner: NRTCExedeTest2@trueband.net, Status: active
- Created:** 01/26/2012, **Modified:** 09/17/2012
- Billing Address:** NRTC, 2121 Cooperative Way, Herndon, VA 20171-4543
- Home:** 800-214-6782

Below the account details is a 'Domain Configuration' section with a list of server settings:

- **DNS Server (Primary):** 216.163.120.19
- **DNS Server (Secondary):** 216.198.110.140
- **Technical Support:** (555) 555-5555
- **Incoming Mail Server:** pop.trueband.net
- **Outgoing Mail Server:** mail.trueband.net
- **News Server:** news.trueband.net
- **Web Server:** www.trueband.net
- **E-mail address format:** john.doe@trueband.net
- **Webmail URL:** http://webmail.trueband.net
- **Subscriber Count URL:** http://trueband.ruralportal.net
- **Local Access 1:** 703-787-0879
- **Local Access 2:** 877-787-4364

3. The Home tab appears; it is a synopsis of the Account's domain, service, and subscriber information.

Click **Manage User** to continue the demonstration.

**National Rural Telecommunications Cooperative** NRTCExedeTest2@trueband.net Logout

Home **Manage User** WildBlue / Exede Applications Summary Help

**Information** E-mail

**Users**  
Jeff Nordeen (owner)  
NRTCExedeTest2@trueband.net

Account Number NRTCExede2 Domain trueband.net

First Name Jeff Last Name Nordeen

Username NRTCExedeTest2 E-mail NRTCExedeTest2@trueband.net

Password \*\*\*\*\* Confirm Password \*\*\*\*\*

Password Normal Strength ██████████ Status active

TimeZone Eastern Standard Time Day light Saving Yes

Broadcast Emails

Address + Add more

Label  

Business NRTC

Address 1 2121 Cooperative Way

Address 2  

City Herndon State VA ZIP 20171-4543

Telephone + Add more

Phone Type Phone Number

Work   800-214-6782

4. On the Manager User > Information sub-tab, the Subscriber can

- update contact information
- change password from the one created during the sales process Username and password are for
- email/webmail
- Subscriber portal

Click the **Email sub- tab** to continue the demonstration

Information

Email

Users

**Jeff Nordeen** (owner)  
NRTCExedeTest2@trueband.net

Account Offer **Email** ▾

Forwarding Option Forwarding is turned off. ▾

Forward all emails to

Auto-Reply  On  Off

From Date   To Date  

Subject

Text

**White List**

Accept e-mail from the following e-mail addresses or domains

**Black List**

Never accept e-mail from the following e-mail addresses or domains



Spam Score: 0.5(most strict) ▾

MailBox Size

MailBox Total

MailBox Count



Frozen: Restricted: Suspended:

**National Rural Telecommunications Cooperative** NRTCExedeTest2@trueband.net [Logout](#)

Home | [Manage User](#) | [WildBlue / Exede](#) | [Summary](#) | [Help](#)

Sites
NRTC, 2121 Cooperative Way Herndon, VA20171-4543

**Account Number :** NRTCExede2

**Business :** NRTC

**Address1 :** 2121 Cooperative Way

**Address2 :**

**City :** Herndon

**State :** VA      **ZIP :** 20171-4543

**Telephone :** VA

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WildBlue

**Product :** NRTC exede12 - 10 GB      **Status :** active

**Current Usage:**  
As of May 1, 2012, the usage meter is accurately reporting your monthly bandwidth usage. ViaSat will begin enforcing the Data Allowance Policy in September. Please refer to this usage meter frequently in order to be sure you are complying with your monthly bandwidth allowance.

**Access Policy**

0.62  
GB

Summary:  Within Normal Usage

Normal: 0.62 GB of 10 GB (6%)

Buy More: 0.00 GB of 1 GB (0%)

Usage Reset Date: 09/26/2012 Usage Events

**You can purchase additional bandwidth through the Buy More program at \$9.99 per GB.**

Buy More 1GB ▼

Continue

5.0 On the Manage User > Email sub-tab, the Subscriber can configure three options:

- Email Forwarding
- Auto-reply
- Spam Blocking

Email Forwarding is necessary when the Subscriber does not wish to use this email account. The Forwarding Option down arrow displays the choices:

- Forwarding is turned off
- Forwarding is turned on, and no messages are stored in the user's mailbox
- Forwarding is turned on, and a copy of each message is stored in this user's mailbox.



Click the **WildBlue/Exede tab** to continue the demonstration

6. On the WildBlue/Exede tab, the subscriber can

- Review service level and status information
- Check Bandwidth monitor that shows data usage
- Gain access to BuyMore ordering

Click the **Summary tab** to complete the demonstration.

7. On the Summary tab, the Subscriber can find a one-stop for

- Account info
- Bandwidth monitor
- Domain configuration

## **Contacting Technical Support**

[Home](#) [Manage User](#) [WildBlue / Exede](#) [Summary](#) [Help](#)[Print](#)

## Account

**Domain:** trueband.net    **Package:** Exede 12-10    **Account Type:** business  
**Account Number:** NRTCExede2    **Owner:** NRTCExedeTest2@trueband.net    **Status:** active  
**Created :** 01/26/2012    **Modified:** 09/17/2012

**Billing Address:** NRTC, 2121 Cooperative Way, Herndon, VA 20171-4543

**Home** 800-214-6782

**Service Address 1:** NRTC, 2121 Cooperative Way, Herndon, VA 20171-4543 **Created:** 01/26/2012 **Modified:** 09/17/2012 [+](#)

**WildBlue Service:** ( active ) [+](#)

**Current Usage:** As of May 1, 2012, the usage meter is accurately reporting your monthly bandwidth usage. ViaSat will begin enforcing the Data Allowance Policy in September. Please refer to this usage meter frequently in order to be sure you are complying with your monthly bandwidth allowance.

0.620.62  
GB GB

Summary:

Normal: 0.62 GB of 10 GB (6%)

Buy more: 0.00 GB of 1 GB (0%)

Usage Reset Date: 09/26/2012

Within Normal Usage

## Account Users

**User 1 : NRTCExedeTest2 (active)** **Created:01/26/2012**  
**Modified:09/17/2012** [+](#)

## Domain Configuration

- **DNS Server (Primary):** 216.163.120.19
- **DNS Server (Secondary):** 216.198.110.140
- **Technical Support:** (555) 555-5555
- **Incoming Mail Server:** pop.trueband.net
- **Outgoing Mail Server:** mail.trueband.net
- **News Server:** news.trueband.net
- **Web Server:** www.trueband.net
- **E-mail address format:** johndoe@trueband.net
- **Webmail URL:** http://webmail.trueband.net
- **Subscriber Count URL:** http://trueband.ruralportal.net
- **Local Access 1:** 703-787-0879
- **Local Access 2:** 877-787-4364

**National Rural Telecommunications Cooperative** NRTCExedeTest2@trueband.net

Home | Manage User | WildBlue / Exede | **Summary** | Help

[Print](#)

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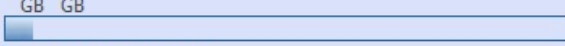
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**WildBlue Service:** ( active ) [+](#)

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- **Webmail URL:** http://webmail.trueband.net
- **Subscriber Count URL:** http://trueband.ruralportal.net
- **Local Access 1:** 703-787-0879
- **Local Access 2:** 877-787-4364

Remind the Subscriber that technical support is available 24 hours a day, seven days a week. Provide them with the number located on the work order and show them where that number is located on the Subscriber Portal Summary Tab.