

NRTC Work Order Job Aid

Release Date: August 2018

Installers Hotline:	888-278-6827
Name:	NRTC Demo
Address:	2121 Cooperative Way
	Hemdon,VA Zip 20171-4543
Phone:	800-214-6782
Latitude:	38.953953
Email Address:	NRTCDEMO3@TRUEBAND.NET
Password:	changeme2121
WildBlue Product:	Exede12-10
Primary IP:	DYNAMIC
Secondary IP:	-
Third IP:	-
Fourth IP:	-
Fifth IP:	-
Dish configuration:	
Azimuth:	241.36
Elevation:	30.55
Boom-Arm:	11.150000000000002
Skew:	52.96
Pointing Aid:	5
Satellite:	ViaSat-1
Polarization:	RIGHT
Beam:	321
Gateway:	Lovelock
Modem Install Code:	4QDR-PXGF-KJ9V-RNHL
Subscriber configuration:	
	band.net

Summary

This Job Aid covers:

[Understanding the NRTC Work Order](#)

This Job Aid supports the NRTC Technician audience.

Understanding the NRTC Work Order

A Technician receives an email when a work order is set up and assigned to the Technician. This work order contains all of the information required to:

- Complete Provisioning
- Configure an email client
- Demonstrate the web-based email
- Demonstrate the Subscriber portal

The list below provides a definition for each of the numbered fields in the image at the right.

Number

Definition

1. Email Address:

- When used during Provisioning, this is the
- **Customer Code** (SB2*) or the **User Name** (SB*).
- When used during email setup, this is the **primary**
- **email account**. It is created when the order is entered.

Password:

- Used during SB Provisioning

1. Dish (Antenna) Configuration: Used to align the ODU equipment

- **APA:** Used for SB/WildBlue ODU
- **Modem Key:** Used for SB2/ViaSat ODU
- **All other fields:** Used for all antennas

Important! The Boom-Arm setting listed is only valid for SB/WildBlue ODUs. Technicians must manually calculate this

setting from the Elevation setting for other antennas.

- SB2 = Elevation – 19.4 = Boom-Arm

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Beam:	321
Gateway:	Lovelock
Modem Install Code:	4QDR-PXGF-KJ9V-RNHL
Subscriber configuration:	
Domain Name	trueband.net
Parked Domain(s)	Yes
Alias Domain(s)	Yes
Company Name	NRTC
Use NRTC Servers	Yes
Member Affiliation	NRTC
Address 1	2121 Cooperative Way
City	Hemdon
State	VA
ZIP	20171
Phone 1	703-787-0874
Fax #	703-464-5300
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
Anti-Virus	Yes

SB = Elevation – 17.6 = Boom Arm

1. Domain Name: The member's domain for:

- AdminTool

- Email addresses
- Web-based email
- Subscriber Portal

1. **Technical Support:** This phone number is for 24/7 Subscriber-facing Technical Support. Technicians provide this number to the Subscriber before leaving the site.
2. **Incoming Mail Server:** This is the POP3 server that is used when setting up an email client. In Outlook 2007, this information is used in the Internet E-mail Settings dialog.

Outgoing Mail Server: This is the SMTP server that is used when setting up an email client. In Outlook 2007, this information is used in the Internet E-mail Settings dialog.

Email address format: This is the format the Subscriber uses to create any additional email accounts. Recall, the primary email address is already created using the same format.

1. **Webmail URL:** This is the website where Subscribers can access their email, using a browser instead of an email client.
2. **Subscriber Count URL:** The URL for the Subscriber Portal. This is where Subscribers can manage various types of information related to their account, including email forwarding if they do not wish to use their primary email account.