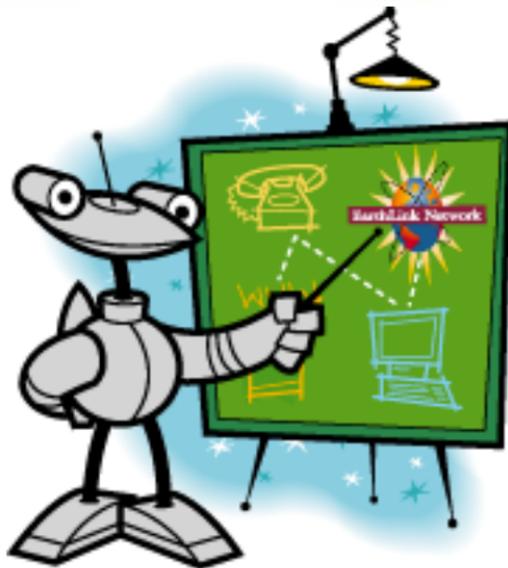# Getting the Most Out of EarthLink™

An Introduction for New Internet Users

Electronic Version 2.0

By Sky Dayton

Founder and Chairman,
EarthLink Network, Inc.

To get started, click the red arrow with your mouse.

Using This Electronic Guide

Example of how
links appear
throughout this
document.
Note: this is not
an actual link.

Text that is underlined and colored is a "link." Click a link to go to the subject matter indicated by the link. Red links go to pages within this guide. Green links, however, lead to real pages on the World Wide Web.

NOTE: All of the instructional material in this guide is accessible to you **before** completing the TotalAccess registration process. However, the green links to the Web will work **only** if you are using Acrobat® Reader® Version 3.0 (the version included on EarthLink Network's CD-ROM), if you have already completed the EarthLink™ TotalAccess™ registration process, and if you are currently online and connected to the Internet. For more information about how your particular computer accesses green Web links, click the appropriate option below:

Windows®95   **Windows®3.1**   **Macintosh®**

Example of arrow
links that appear
throughout this
document.

Click an **Arrow** to move to the next page. (Some arrows have text that explains to which page they "jump.")

Accessing Web Links: Windows 95

In order to access green Web links, you must already be connected online to EarthLink Network. But even if you are offline, the rest of this electronic guide will still be completely available to you.

Choose the Web browser that was installed on your computer during the EarthLink TotalAccess registration process: **Netscape Navigator™** or **Microsoft Internet Explorer™**.

Accessing Web Links:
Windows 95 and Netscape Navigator

After you click a green Web link, Netscape Navigator will open a new window displaying the link's Web site. When you are finished looking at the Web site, choose the **Acrobat Reader** icon from the **Windows 95** taskbar at the bottom of the screen to return to this electronic guide.

Then, the next time you click a green Web link, you must then go to the **Windows 95** taskbar at the bottom of the screen and choose the **Netscape Navigator** icon to bring into view the browser window showing the new Web site.

If you ever want Acrobat Reader to use a different browser to open Web links, open Acrobat Reader, click on **File**, and choose **Preferences**. Choosing **Preferences** will open a menu, from which you should choose **Weblink**. In the pop-up screen which appears, locate **Connection Type**; your current browser will appear in this blank. Use the arrow to the right to scroll through a list of possible browser choices; simply select the browser you wish to use, then click **OK**.

Accessing Web Links:
Windows 95 and Microsoft Internet Explorer

After you click a green Web link, Netscape Navigator will open a new window displaying the link's Web site. When you are finished looking at the Web site, choose the **Acrobat Reader** icon from the **Windows 95** taskbar at the bottom of the screen to return to this electronic guide.

Then, the next time you click a green Web link, you must then go to the **Windows 95** taskbar at the bottom of the screen and choose the **Netscape Navigator** icon to bring into view the browser window showing the new Web site.

If you ever want Acrobat Reader to use a different browser to open Web links, open Acrobat Reader, click on **File**, and choose **Preferences**. Choosing **Preferences** will open a menu, from which you should choose **Weblink**. In the pop-up screen which appears, locate **Connection Type**; your current browser will appear in this blank. Use the arrow to the right to scroll through a list of possible browser choices; simply select the browser you wish to use, then click **OK**.

Accessing Web Links:
Windows 3.1 and Netscape Navigator

The first time you click a green Web link, Acrobat Reader will ask you to specify the Web browser you want to use. This will require you to locate the **.exe** file of your Web browser (Netscape Navigator). You can usually find this **.exe** file inside the **Program** folder located inside the **Netscape** folder. The file is called **Netscape.exe** or simply **Netscape** and has a **Navigator** icon. Selecting your Web browser is a one-time chore. Every time afterward, Acrobat Reader will automatically launch your Web browser when you click a green Web link.

When you are finished looking at the Web site, **Minimize** the Netscape Navigator window to return to this electronic guide.

Accessing Web Links:
Macintosh and Netscape Navigator

The first time you click a green Web link, Acrobat Reader will ask you to specify the Web browser you want to use. This will require you to locate your Web browser (Netscape Navigator). You can usually find this file inside the **Netscape Navigator** folder located inside the **TotalAccess** folder. Selecting your Web browser is a one-time chore. Every time afterward, Acrobat Reader will automatically launch your Web browser when you click a green Web link.

After clicking a green Web link, Netscape Navigator will open a new window displaying the link's Web site. When you are finished looking at the Web site, just use your mouse to click inside the **Acrobat Reader** window to make this electronic guide the active application.

Return to **Using This Electronic Guide.**
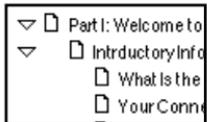
The window to the left contains "bookmarks." These bookmarks form a complete table of contents for this guide. Click any bookmark with your mouse to go directly to that page.

Click the **Go Back** button on the toolbar to return to the last page visited.

Click the **Next Page** button on the toolbar to advance to the next page of this electronic guide.

Click the **First Page** button on the toolbar to go back to the first page of this electronic guide.

This is the **Window Splitter**. Drag it to the right to increase the size of the bookmarks window.

For more information on using this Acrobat Reader program, read the "help" file that comes with the Reader program. Windows users can access this file by simply pulling down the **Help** menu and choosing **Help-Reader.pdf**. Macintosh users need to go to the **File** menu, choose **Open**, and then select the file **Help-Reader.pdf**. It will be located in the **Help** folder that is inside the **Adobe Acrobat** folder on your hard drive.

Who Should Read
This Electronic Guide

If you are new to the Internet, you will want to take a close look at this entire electronic guide. **Part I: Welcome to the Internet!** is a broad overview explaining how the Internet works and what you can do on it. **Part II: Getting Started** provides the technical information you will need to connect to the Internet through EarthLink Network®.

If you are an experienced Internet user, but are new to EarthLink, **Part I: Welcome to the Internet!** may be useful as a refresher course. However, be sure to focus on **Part II: Getting Started**, which provides specific information about connecting through EarthLink.

A Letter from EarthLink's Founder

Dear New EarthLink Customer,

The Internet has become the most incredible communications medium the world has ever seen, but it is only useful to the degree that we understand it and make it work for us. I founded EarthLink Network to help people turn the Internet into a valuable resource. Our mission is to make the Internet a productive and enjoyable part of your life.

This electronic guide provides a simple introduction to some of the things you can do on the Internet. It's not a manual for the software you will use to access the Internet; rather, it's a brief tour of the most popular Internet activities, with some helpful tips for getting the most out of your Internet connection.

I've included some examples that are specific to EarthLink's Internet service, but the principles are applicable anywhere on the Net.

I'm sure you're ready to learn more about the Internet—so use your mouse to click the arrow below and let's get started!

Sincerely,

Sky Dayton
Founder and Chairman,
EarthLink Network, Inc.

P.S.

I almost forgot to introduce you to bLink; this little robot will be your "tour guide" throughout this electronic guide.

bLink is the EarthLink mascot and, as you will soon see, a complete expert on all things relating to the Internet.

Part I — Welcome to the Internet!

The Internet—at first glance it can seem like a strange, unknown world. But don't worry; you'll realize that the natives can be quite friendly!

Part I of this guide will provide you with a neighborly introduction to some of the major institutions in this new "global community."

Click any of the items below to learn more about that particular aspect of the Internet:

Introductory Information

The World Wide Web

Email

Usenet

The idea of a "global community" is now a reality.

(If you are looking for information on installing EarthLink Network TotalAccess software, go to **Part II: Getting Started**.)

Introductory Information

Click the topics shown below to learn introductory information about the Internet and how you'll connect to it through EarthLink Network:

What Is the Internet?
How it got started, how it works, and where it's at now.

Your Connection to EarthLink
Modems, POPs, onramps to the Information Superhighway,
and important stuff like that.

Getting Connected for the First Time
"Buckle your seat belt, Pa, the modem's starting to make funny noises…."

What Is the Internet?

The Internet began in the late 1960s as an experiment by the U.S. Department of Defense to see if a non-centralized network could be built to withstand the destruction of one or more of its parts. Unlike previous networks, this new network did not have a single central point. Instead, all sites on the network were interconnected.

Out of this network came a protocol for linking computers together. A protocol is a set of standards for how network communication takes place. The protocol is called TCP/IP (Transmission Control Protocol/Internet Protocol). This protocol is the standard that makes it possible for different computers all over the globe to talk to each other. The TCP/IP protocol is the foundation of the Internet.

Old

remote sites

central hub site

New

all sites interconnected with each other
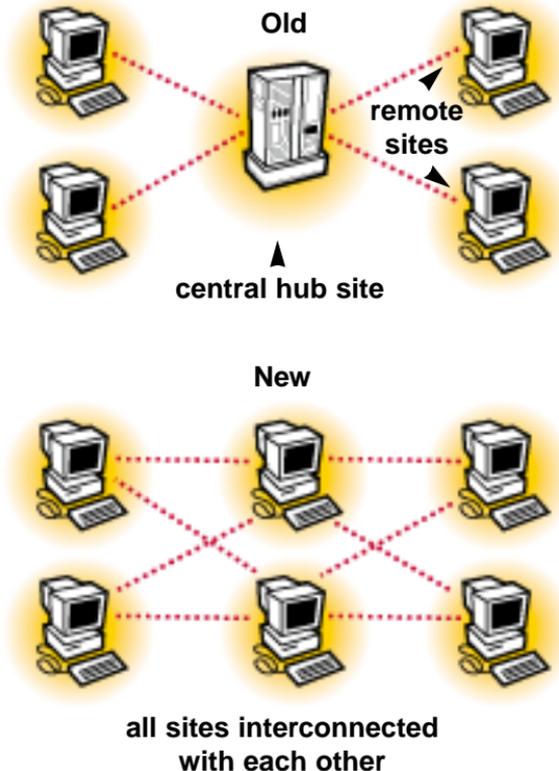
At first, the Internet was used solely by the government, but soon universities and other institutions connected themselves to the Internet to communicate with one another and collaborate on projects. The Internet grew to connect hundreds of different sites all across the world. Each organization on the Internet was responsible for maintaining its part of the network, so the Internet was not owned or controlled by any one organization.

In the late 1980s, businesses began connecting to the Internet in large numbers. In the following years, the Internet experienced (and is still experiencing) its most explosive growth period, as individuals all over the world began to want personal Internet access. To respond to this demand, access companies sprang up, offering dial-up modem access to the Internet. EarthLink Network is one of the largest of these companies. We provide direct access to the Internet for people with modems.

Today, the Internet connects up to 40 million people around the globe and is growing by as much as 10% per month.
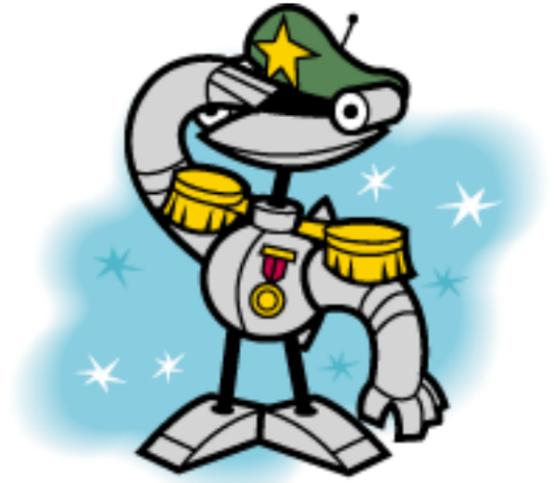
The military saw the strategic value of a non-centralized computer network.

Your Connection to EarthLink

The Internet is like a system of roads, freeways, and bridges. Although I like to avoid the over-hyped term "Information Superhighway," it is a decent metaphor for how the Internet works. From any road in any city, you can get to almost any other road in any other city. From my computer at my desk, I can send an electronic mail message to someone sitting at a computer in Helsinki, Taipei, or Biloxi.

EarthLink and other Internet access companies provide "onramps" to the Information Superhighway—physical connections that allow you to access the Internet. EarthLink has built fast onramps in hundreds of cities. These onramps are called "POPs," which stands for "Points of Presence." We have a POP in every major city in the United States and Canada, with additional POPs being added almost weekly.

Your computer uses a modem to dial into one of our POPs which connects you to the Internet. Once connected to an EarthLink POP, you have access to all the resources of the Internet. EarthLink has also supplied you with software available for "surfing" the Internet: a Web browser.

Getting Connected for the First Time

After you have registered your account and installed your Internet software using the EarthLink Network TotalAccess software, you will need to connect your computer to an EarthLink POP using your modem and phone line.

To do this, you'll open EarthLink's Internet Dialer software and click **Connect** to activate your modem. (Depending on the type of computer you have, the steps of the connection process may vary slightly.) Once your dialer logs you into EarthLink Network, you are connected to the Internet.

Then you can open your Web browser to start surfing the Internet.

Note: If at any time you experience difficulties with your computer or TotalAccess software, please refer to **Part II: Getting Started**.

The World Wide Web

The World Wide Web, or "the Web" for short, is the part of the Internet that allows you to navigate through all kinds of graphical information. To explore the Web, you'll use a Web browser, which is supplied by EarthLink within your TotalAccess package. Depending upon which version of TotalAccess you have received, **either** Netscape Navigator or Microsoft Internet Explorer will be installed on your computer. Both are easy to use, powerful Web browsers.

Click any of the subjects shown below to access an explanation of that topic:

Introduction to the Web
"OK, if it's called 'the Web,' how can it have 'pages'?"

Finding Things on the Web
"I love collecting weird buttons; are there any Web sites for people like me?"

If You Like It, Bookmark It
"Gosh, I remember seeing that great Traffic Report Web page, but now how do I get back to it?"

Creating Your Own Web Page
"Look, Mother, our little Maynard is online for the whole world to see!"

Introduction to the Web

Information on the Web is formatted into "pages." Each page contains some text and possibly pictures, sound, or even video. A page is actually a file stored on a remote computer somewhere on the Net. A remote computer that stores a Web page or other information is called a "host."

A URL is like a building's street address.

For example, here's the address of EarthLink's homepage:

http://www.earthlink.net/index.html

This address has the following elements:

http://

Stands for "HyperText Transport Protocol," the protocol, or standard, used on the Web. **http://** indicates that the address is for a Web page.

www.earthlink.net

The name of the host machine for the Web page.

/index.html

The name of the actual Web page file. The **.html** suffix stands for "HyperText Markup Language," which is the format used to create Web page files.

All together, this address provides the exact location of a page on the Web. To visit a page, type its address into the **Netsite:** blank (Netscape Navigator) or the **Address** blank (Microsoft Internet Explorer) of your Web browser. Then press **Return** and your browser will find the Web page file, and display it for you.

There is a term for a Web page address: "URL." This stands for "Uniform Resource Locator," which means that all Web addresses follow a standard format that can be understood by all Web browsers all over the world. A URL can be used for almost any Internet address, not just Web pages. The letters `http://` appear at the beginning of a URL for a Web page (as explained above), but a URL for another type of information on the Internet might start with something else.

Links let you jump from page to page.
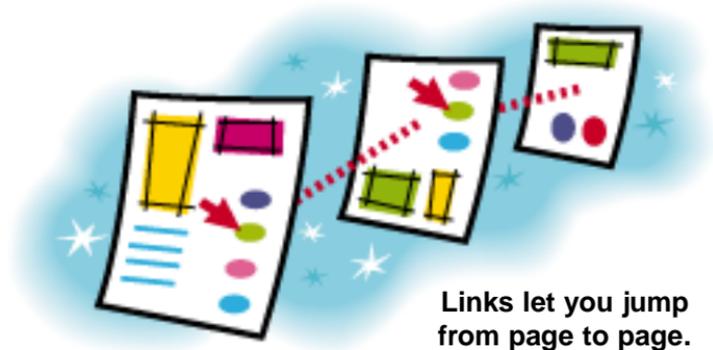
Most of the time, however, you won't have to worry about specific Web page addresses. The Web allows you to "hyperlink," or "link," from page to page. When using your browser, clicking on any text that is colored and underlined will usually link you to another page, which will be automatically retrieved and displayed.

EarthLink has a great beginner's tutorial on how the Web works. You can access it by going to **http://www.earthlink.net/webtour/** Be sure to check it out!
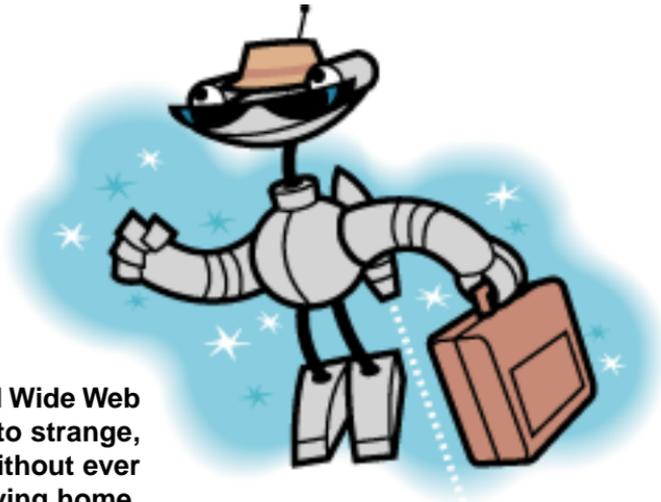
Surfing the World Wide Web is like traveling to strange, new places without ever leaving home.
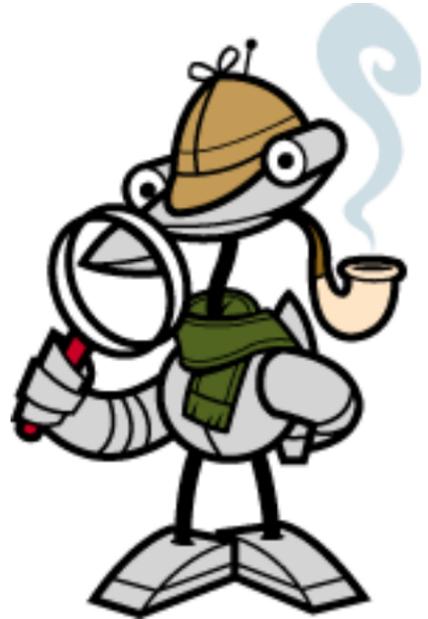
Finding Things on the Web

EarthLink provides an easy way to find something on the Web: EarthLink's **Search** page. The URL is

http://www.earthlink.net/search/

You can also reach it by clicking on the **Search** link on EarthLink's homepage. (Netscape Navigator users can simply click on the **Search** toolbar button.)

You don't have to be a detective to find things on the Web.

When you access the EarthLink **Search** page, your browser will present a variety of search engines (such as Yahoo!™, Infoseek™, and Excite™) for you to use. Open one of these search engines, type in two or three words that describe what you are looking for, and click the **Search** or **Seek Now** button.

Searches are generally fast, and you will soon be presented with a page listing all of the matches found from your search. A match is called a "hit." Usually, you will be given a list of up to 20 hits. If you scroll down, you will have the option to see more hits, if there are any.

The name of each listing is a hyperlink. You can click on the name to access the document. Typically, underneath each link is a brief description of the document.

Keep in mind that a general **Search** will search the **entire** Internet for hits, while an Excite-based EarthLink **Search** will search EarthLink's site specifically.

You might come up with some bizarre stuff. If needed, you can always narrow down your search with some different search words and try again.

If you get lost, just use your **Back** button (or Netscape Navigator users click the **Search** button) to return and start over.

Besides browsing the Web with search engines, EarthLink's **Search** page also offers you the opportunity to use subject-based directories. Using a directory is a lot like using the **Yellow Pages**—you search by subject. Just start browsing through the directories until you find one of interest. Then click it, and multiple

sites and sub-directories will appear for further investigation. For example, clicking on **Yahooligans! for kids** from the Yahoo! directory will take you to a listing of Web sites designed especially for children.
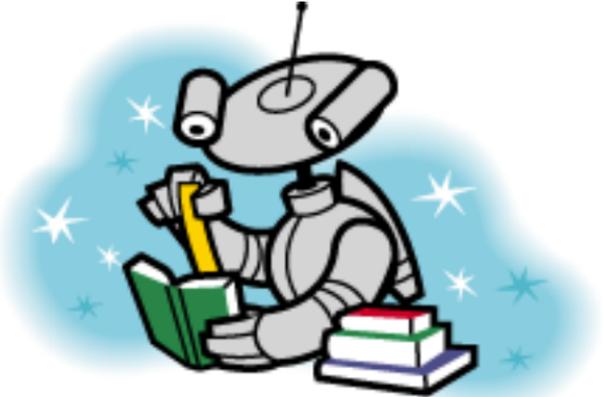
Remember, you can go back to the previous page simply by clicking the **Back** button in the upper left-hand corner of your Web browser. If you get lost, return to the **Search** page and start over.

If You Like It, Bookmark It

When you find a page on the Web you think you might want to look at again later, you can "bookmark" it. Using Netscape Navigator, select **Add Bookmark** from the **Bookmarks** menu. The name of the page will then appear at the bottom of the **Bookmarks** pull-down menu. Using Microsoft Internet Explorer, select **Add Page to Favorites** from the **Favorites** menu. The name of the page will then appear at the bottom of the **Favorites** pull-down menu.

Just like a book, Web pages can be easily bookmarked.

If you do this a lot, you will soon end up with a long list of bookmarks. Your browser allows grouping and indexing, so cataloging them is easy. You can even trade bookmark/favorite files with friends.

Creating Your Own Web Page

Browsing the Net for information is often called "surfing." Once you've surfed for a while, you might decide you'd like to see your own name in lights and create a homepage for yourself.

You're in luck! Your EarthLink account includes your own directory on our Web server. You can create your own Web site and put it on the Net so anyone in the world will be able to access it on the Internet.

In order to construct your own Web site or personal homepage, you will need to create HTML (HyperText Markup Language) documents. An HTML document provides the directions that tell a Web browser how to format the contents of a page for viewing. As its name probably suggests, HTML takes a little effort to learn.
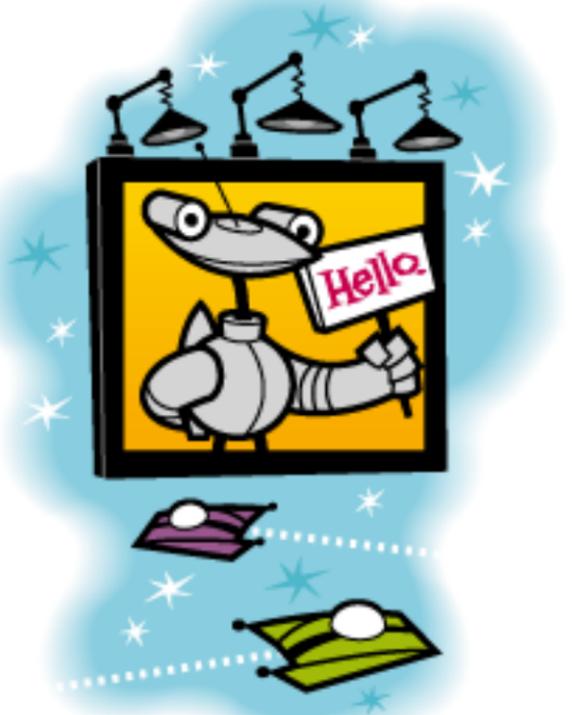
Introduce yourself to the whole world with a homepage!

There is a simple introduction to HTML called "A Beginner's Guide to HTML," which is available inside EarthLink's **Creating Web Pages** area. To get to this and other documents that provide HTML examples, tips, and tutorials, first click the **Creating Web Pages** link on EarthLink's homepage. Next, choose the **How to Create Web Pages** link, and then the **HTML** link. Or, enter **http://www.earthlink.net/nethelp/creating_web_pages.html** in your browser. After you enter the URL, hit **Return**.

You could also use a Web page authoring program, such as Netscape Navigator Gold™ (obtained at **http://home.netscape.com/comprod/mirror/**) or Microsoft FrontPage™ (obtained at **http://www.microsoft.com/frontpage/**). These programs make composing HTML documents almost as easy as using a word processor.

Email

Electronic mail (email) is far and away the most popular aspect of the Internet. You can send an email message from your computer to anyone else on the Internet with an email address. This section will provide an introduction to email and some tips on how to get the most out of this new form of communication.

Email Addresses

"Honest—those weird symbols and abbreviations **do** mean something!"

Getting Your Mail

"Yes, Mrs. Robinson, you need to be online before you can download your email."

The Continuing Email Message

How to keep track of who says what and when they say it.

The Smiley

Emotionally repressed? "Take two smileys and call me in the morning."

The Signature

It isn't **really** a written signature, but a listing of your address and phone number.

Different Signature Formats from People on the Net

Playful artist or no-nonsense businessperson? Say it with your signature.

Email Addresses

Any email address has three basic parts:

> 1) The name of the user, the "username."
>
> 2) The name of the computer where the user's email account is located, the "hostname."
>
> 3) The **@** or "at" sign, separating the username from the hostname.

Here's an example using my email address:

> **sky@earthlink.net**
>
> **sky** is my account name, or username;
>
> **@** means my email account is "at" a particular host;
>
> **earthlink.net** is the hostname of the computer where my emailbox is located.

Email: Nearly instantaneous delivery, and no need to lick a stamp!

earthlink.net is actually a battery of high-speed computers sitting in the EarthLink Network data center. These computers contain thousands of electronic mail accounts, also called "mailboxes." They receive and store your email until you log into an EarthLink POP and ask your mail program to check your mail.

Email addresses come in all shapes and sizes, but they always follow this format.

The suffix at the end of the address indicates what kind of host server the user's account is on, or possibly what country the host server is located in. For example, your EarthLink email address ends in "**.net**". This indicates that EarthLink is a network. Other popular suffixes include:

.com	company	**.ca**	Canada
.gov	government	**.it**	Italy
.mil	military	**.jp**	Japan
.org	non-profit organization		

Country suffixes are optional; a site in Spain could still have "**.com**" as its suffix.

Your email address will be your username followed by **@earthlink.net** If you give this address to anyone on the Internet, they'll be able to send you email.

Getting Your Mail

You will probably use your browser to get and read your mail. The program goes out across the Internet and picks up your mail from EarthLink's mail servers.

If you have any mail waiting for you, your mail program will download the messages to your computer and allow you to read them. (If your browser is Netscape Navigator, see **Setting Up Netscape Navigator** for further information, or access Netscape's excellent **online handbook**. If you are using Microsoft Internet Explorer, see **Setting Up Microsoft Internet Explorer**.)

This is not a detailed manual on how email works, but I would like to provide a few tips on how to effectively communicate with email. Once you have learned how to send and receive email messages, these handy tips may help you look like a pro.

EarthLink's mail servers sort email into the correct mailboxes.

The Continuing Email Message

Email messages often form a continuing conversation. You will send an email message and receive a reply with additional questions or comments, to which you may then respond. This is especially true when you are sending a message to more than one person. To avoid confusion in these continuing email conversations, it is helpful to follow a few simple guidelines.

"If you get to Mo's first, order me a decaf latte."

Here is an example of an email conversation. Let's say that your name is Mike. You've received a message from your friend, Jane. She also sent the same message to a mutual friend named Bob:

```
Mike & Bob,
Let's meet for coffee on Saturday at Mo's.
Let me know a good time for both of you.
Jane
```

When you select **Reply** in some email programs, you get a new message window that includes the original message. (Netscape Mail users will need to press the **Quote** button on the reply form to include the original message.) Each line of the original message begins with a "**>**" character, like this:

```
>Mike & Bob,
>
>Let's meet for coffee on Saturday at Mo's.
>
>Let me know a good time for both of you.
>
>Jane
```

There are several ways to compose a reply to the original message.

First method: Write your reply above the original message:

```
Jane,
Sounds great. 5 p.m. is good for me.
Mike
>Mike & Bob,
>
>Let's meet for coffee on Saturday at Mo's.
>
>Let me know a good time for both of you.
>
>Jane
```

Second method: Write your reply below the original message:

```
>Mike & Bob,
>
>Let's meet for coffee on Saturday at Mo's.
>
>Let me know a good time for both of you.
>
>Jane
Jane,
Sounds great. 5 p.m. is good for me.
Mike
```

Third method: Intersperse your reply after each paragraph of the original message:

```
>Mike & Bob,
>
>Let's meet for coffee on Saturday at Mo's.
Sounds great.
>Let me know a good time for both of you.
5 p.m. is good for me.
Mike
>Jane
```

The first two approaches are best suited for simple messages. The last method is useful if you want to separately reply to specific parts of the original message, or if the original message is long.

The need for a good format is obvious when a third person joins the conversation. Every time someone replies to a message, another "**>**" character is placed before each line. This way, it's easy to discern the original message from each subsequent reply:

```
>>Mike & Bob,
>>
>>Let's meet for coffee on Saturday at Mo's.
>
>Sounds great.
Same here.
>>Let me know a good time for both of you.
>
>5 p.m. is good for me.
5 p.m. is fine for me, too.
See you there!
Bob
>Mike
>
>>Jane
```

While the previous example shows how an email conversation among several people works, it looks confusing. It would be better if each message had been kept together:

```
Jane,
OK. See you at 5 p.m.
Bob
>Jane,
>
>Sounds great. 5 p.m. is good for me.
>
>Mike
>
>>Mike & Bob,
>>
>>Let's meet for coffee on Saturday at Mo's.
>>
>>Let me know a good time for both of you.
>>
>>Jane
```

There are other ways to bring clarity to an email exchange. You can delete parts of earlier messages that are no longer applicable. What's more, some mail programs help matters by inserting text before each quoted message to indicate who wrote the message, like this:

```
At 3:45 PM 11/15/96, Mike Smith wrote:
```

There are no set rules for organizing an email conversation, but these few suggestions will make your messages more readable.
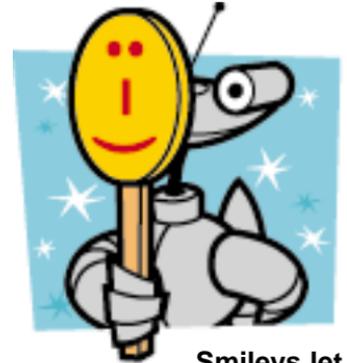
The Smiley

Email makes it possible to communicate inexpensively and instantly to someone anywhere in the world, but the expression is confined to written words. Written words lack the richness we get in live communication through tone of voice, facial expression, and emotion. Without these personal indicators, it's easy to misinterpret the meaning of an email message.

Smileys let others know how you really feel.

To give email some of the flexibility and richness of spoken communication, you can use "smileys." Smileys are character representations of facial expressions. (At first, you may need to tilt your head to the left in order to "read" a smiley's facial expression.) They are entered in appropriate places in the text of a message to indicate the author's emotion.

Here's a line of email text with a smiley:

```
It was great seeing you again. :-)
```

The smiley adds special emphasis to the statement. Smileys are especially helpful when you are joking or being sarcastic.

If you write

> **Like I'm going to work really hard on my birthday.**

your recipient might think you really meant this. But, if you say

> **Like I'm going to work really hard on my birthday. ;-)**

the winking smiley tells the reader that you are kidding around.

Smileys are so popular on the Internet, you can even find smiley dictionaries:

> **The Smiley Dictionary**
> **http://www.netsurf.org/~violet/Smileys/**
>
> **The Unofficial Smiley Dictionary**
> **http://www.cuhk.hk/bdgtti2.2/bdg_290.html**

Here are some popular smiley examples:

`:-)`	happy	`(-:`	left-handed
`:-D`	very happy	`8:-)`	little girl
`:-(`	sad	`@:-)`	curly hair
`;-)`	wink	`[:]`	robot
`:.-(`	crying	`:-[`	vampire
`:-|`	indifferent	`:<)`	Ivy Leaguer
`:-&`	tongue-tied	`B-)`	horn-rimmed glasses
`%-\`	perplexed	`8-)`	wearing sunglasses
`:-#`	wearing braces	`B:-)`	sunglasses on head

The Signature

Unlike other written correspondence, an email message can't be printed on your letter-head. If you want people to know your name, "snail mail" (postal) address, and phone or fax number, you need to include them in your message.

Putting this information in an email "signature" is a simple way to do this. Most mail programs allow you to set up a signature that will be automatically attached to the end of your email message. Depending on what email program you are using, you might not see the signature while you are typing the message; it will be added by the mail program while the message is being sent.

You can design your signature any way you like, but a good rule of thumb is not to exceed eight lines. Otherwise, it will be bulky for your recipients.

Once you feel comfortable with email, you can set up a signature for yourself. For instructions on how to set up a signature, choose one of the following options: **Microsoft Internet Explorer** or **Netscape Navigator** .

Different Signature Formats from People on the Net

Business signature:

```
Sky Dayton, Founder & Chairman | Voice: 818-296-2400
EarthLink Network, Inc.        | Fax:   818-296-4161
sky@earthlink.net             | 3100 New York Drive
http://www.earthlink.net      | Pasadena, CA  91107
```

Signature with a favorite quote:

```
=======================================================
| david a. tribble       |                            |
| datrib@jpl.nasa.gov     | "This moment               |
| VMT 300-319             |    contains all moments"   |
| Montrose, CA 91109      |                            |
| (818) 555-1212          | -- C.S. Lewis              |
| (818) 555-1213 (FAX)    |    *The Great Divorce*     |
=======================================================
```

Signature showcasing artistic talents:

```
  ,-~~-.___.              <------------------------------------>
 / |  `     \             -=|  Henry Franks                 |=-
(  )         0            -=|  ab333@broadway.sfn.sk.ca     |=-
 \_/-, ,----'             -=|  (306)-555-1212 Saskatoon,    |=-
    ====          // -=|  Saskatchewan, C A N A D A     |=-
   /  \-'~; /~~~(O)        <------------------------------------>
  /__/~|   / IBM |           Check out my home page!!!
=( ____|  (_____| http://www.sfns.ca/~ab333/Profile.html
```
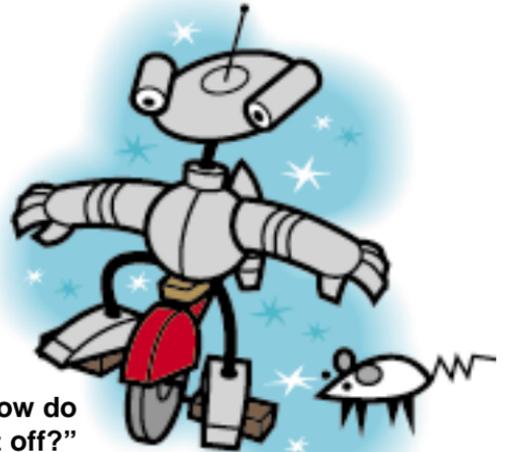
Usenet

Usenet is a part of the Internet that provides discussion groups on about 22,000 different topics. It works like a bulletin board: someone posts a message to the group for all to see, and then anyone can post a follow-up message. A message and its follow-up messages on a certain topic are called a "thread."

For some time, the official name of these discussion groups has been "Usenet news," or just "news" for short. A discussion group on Usenet is called a "newsgroup."

Usenet provides a place for people with specific interests to discuss a certain topic. Usenet newsgroups can be very specific. For example, there is one newsgroup devoted solely to discussions about unicycling. Another focuses on Disney's afternoon cartoons.

"But how do I get off?"

Click the topics below to access more information about using Usenet:

Accessing Newsgroups
How to use your browser to read and post to Usenet groups.

Pitfalls of Usenet
"Partner, it's a wild frontier out there—beware of spamming and flaming!"

Netiquette, the Rules of the Road
"Mind your Ps and Qs, chew with your mouth closed, and don't write sentences IN ALL CAPITAL LETTERS!"

The Structure of Usenet Posts
Learn how to do it the right way—the first time.

Finding Newsgroups that Fit Your Interests
Whether you love watching Beavis and Butt-head or collecting snapping turtles, there's sure to be a newsgroup for you.

The Structure of Usenet Group Names
"OK, the group is called `alt.baldspot`—now what do they talk about?"

Accessing Newsgroups

You can use your browser to access Usenet news. If Netscape Navigator is your browser, access newsgroups by selecting **Netscape News** from the **Window** menu. Microsoft Internet Explorer users can simply click on the **Mail** icon at the top of their screen and then choose **Read News**.

Using your browser, you can get a list of certain popular groups by clicking on the **Newsgroups** link from the EarthLink homepage. It will bring up a list of popular sets of newsgroups by various categories. Once you have the list of groups, click on one to see a catalog of its articles, then click on the articles to read them. If needed, see **Netscape News** or **Microsoft Internet News** for additional help on accessing newsgroups.

Pitfalls of Usenet

The Internet, and Usenet specifically, provides a new kind of freedom of communication. Before the Internet, it was difficult and expensive to have your voice heard by a large number of people. With Usenet, you can be heard instantly by thousands of people at virtually no cost.

With this freedom comes responsibility.

In the past couple of years, many people have taken advantage of this freedom and not taken their share of responsibility. They have abused Usenet and made it more difficult for others to use it. For example, a num-

Spamming: "Hey buddy, wanna buy a watch?"

ber of Internet users knowingly post messages that have nothing to do with the subject of the newsgroup to which they are posting. This is like standing around and talking about fly-fishing with some people you've just met, and suddenly, someone starts yelling that they've got a great recipe for stuffed yams. They may have good intentions, but their message is clearly out of place.

Others have even posted messages advertising products or services to dozens, hundreds, or even **all** Usenet groups. The practice of posting messages (usually of a commercial nature) to many Usenet groups at once is called "spamming."

Posting off-topic messages and spamming usually result in some form of retaliation by the other participants of the discussion group. Such retaliation, because of its abrasive, heated nature, is called a "flame." A flame can erupt into an all-out flame war, which, if carried on in the newsgroup, is like eating in a nice, quiet restaurant and seeing a brawl start up at the table next to you. It's hard to avoid being pulled into it, you can't finish your dinner, and the ambiance of the restaurant has completely disappeared.

Factors such as spamming and flaming have made Usenet a bit like the Wild West. There's no sheriff, so people usually turn to vigilante justice in an attempt to keep their favorite groups free of spamming, impolite intruders.

Netiquette, the Rules of the Road

All of us have a responsibility to uphold certain rules when participating in Usenet discussion groups. By doing so, we will make Usenet a more useful resource for everyone. These rules are often called "Netiquette."

Here are my top ten rules of Netiquette for Usenet:

1) Spend time "lurking," or watching, a newsgroup before you post for the first time. Every group has its own small moral structure. The more you watch, the more you'll be able to effectively contribute when you speak for the first time.

2) Before asking a question in a newsgroup, see if you can find an answer in that group's "Frequently Asked Questions" (or "FAQ" for short). FAQs are documents maintained by enthusiasts of a particular newsgroup. They contain basic information on the group and its purpose.

   Sometimes there is more than one FAQ for a particular group, especially if the group is populated by people with opposing views. FAQs were created to cut down on the questions that new users (called "newbies") often post in newsgroups. If you can't find a FAQ, go ahead and ask your question.

3) No matter what, you will eventually get flamed, so get used to the idea now. No matter how careful you are, you are bound to step on someone's toes

and make them upset. The result will probably be a rude note in your emailbox the next day or a nasty post about you in the newsgroup. For example, a new user might post a message that uses all uppercase letters—the Internet equivalent of prolonged yelling and a breach of Netiquette. Even if the newbie didn't know enough to avoid the mistake, there are people out there with nothing better to do than flame others.

The best way to respond to a flame is not to respond at all. But if you can't resist the urge to flame back, stop what you are doing and go take a walk. If after you do this you still want to flame back, do it privately by email and not through the newsgroup. The others in the group who are trying to get on with life will be glad you did.

Spammers often get flamed—badly.

4) If you see a posting by a new user that is off-topic or silly in some way, do everything possible to be polite. Kindly send the user a note by email explaining what they did wrong. **Don't flame.**

5) If you see a blatant advertisement that doesn't belong in the newsgroup, send the user a note by email. Be polite. Don't post a follow-up message, as this will just clog the newsgroup and give the spammer more attention than they deserve. Spamming by EarthLink customers can also be reported to EarthLink officials by writing to **abuse@earthlink.net**

6) Follow the thread. If you are reading a thread and want to post a follow-up, make sure it is directly related to the existing thread. If not, start a new thread by posting a new message. Don't disrupt the thread for others.

7) Unless you have permission from the author, don't quote an email or other private message in public discussion groups. People often say things in private they wouldn't say in public. It's no different on the Internet.

8) Don't post copyrighted or private information on the Net. There is a legal issue here, but there is also an ethical one. You shouldn't use the copyrighted or private information of another without their permission.

9) Don't waste resources and time posting "me, too" responses. If the only public response you can offer is simple agreement, then don't. It takes up space and adds nothing to the thread of conversation. But feel free to answer the person via email. Everyone appreciates being acknowledged, and you could make a fast friend.

10) No matter what, **be nice**. Don't lose your temper—ever. Be polite and cordial, no matter how rude and obnoxious the other poster is. If you need to be abrasive, do so by email, but don't post to the whole group. You will quickly gain the respect of other civilized users of a discussion group by proving you can't be taunted into losing your cool.

These rules are especially applicable to Usenet, but many of them hold true for all Internet activities. Like any new culture where people live and work together, the Internet is evolving its own moral and cultural structure.

Netiquette is the grease in the machinery of human interaction on the Internet. The more you understand these simple guidelines, the better the Internet will work for all of us.

The Structure of Usenet Posts

Below is a sample post I pulled off of the unicycling newsgroup mentioned earlier.

This message is a good example of the proper use of Usenet. The subject is on-topic, and the tone of the participants is helpful and polite. You can also see how the thread flows from the original message to the reply:

```
In article <v02130500ad3bc7c6543f@[129.74.34.157]>,
Barney Dreds <Barney J. Dreds.1@rd.edu> wrote:

>I have a Schwinn 20" and a 24". I replaced the tire on
>the 20", but the 24" has an odd size. It says that it
>is a 24"-1.75" tire, but this is a drastically different
>size than the ones you buy at the store now. They must
>be measuring to the inside diameter or something. Anyway,
>I was wondering if anyone can offer any suggestions.
>
>Also I was wondering if the new Schwinns are built the
>same as the old ones, and if so, if Schwinn has resumed
>making the special 14" saddle post?

I recently got a Schwinn, and found that the seat post
was just a little bit too small for me.
```

```
So I took it to the local bike shop that will work on
unicycles and they called around. They discovered that
Schwinn is supposed to start manufacturing the longer
seat post again in about mid-February, which is about
a week away.

Hope this helps,
Stephanie
—
Stephanie Bean
sbean@tmtc.Central.Sun.COM


The Laws of Physics Do Not Apply To Me.
```

You can see from this example that a Usenet post has many of the same elements as an email message. It contains the original message with "**>**" characters before each line, the follow-up message, and the signature of the person who posted the follow-up.

At the top of the message, the original article's serial number is provided. Unless you are going to really nerd out, you don't need to understand this number. After the serial number, the email address of the author of the original post is also listed.

Smileys are also used in Usenet and are especially useful since Usenet messages are read by many people, all with different viewpoints, emotions, attitudes, and responses.

Finding Newsgroups that Fit Your Interests

If you're new to the Internet, the best way to find a newsgroup that fits your interests is to use a search engine. First, go to EarthLink's **Search** page. (The page's URL is **http://www.earthlink.net/search/**, or Netscape Navigator users can simply click the **Search** tool button.) Next, choose **Infoseek**, type in a chosen subject, choose **Usenet Newsgroups** from the list of searchable options, click **Seek Now**, and start surfing. Choose a link to click on, and your browser will show you the newsgroup articles.
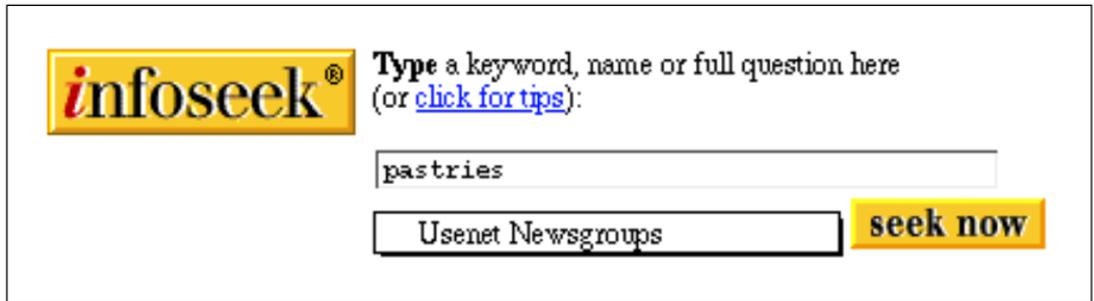
For powerful newsgroup searches, I recommend the Usenet search engine DejaNews™, located at **http://www.dejanews.com/**

If you already know the exact name of the newsgroup you're looking for, you can go right to it with your Web browser.

The Structure of Usenet Group Names

To find a newsgroup you might be interested in, you need to know how to read a newsgroup name. Here are some examples of newsgroups available on Usenet, along with their descriptions:

alt.fan.letterman
David Letterman fans

soc.culture.welsh
Welsh culture

alt.games.dominos
dominos enthusiasts

rec.sport.unicycling
unicycling

comp.robotics.research
computer robotics research

Most newsgroups are classified into standard sets. The set the newsgroup belongs to is indicated by the first word, or abbreviation, before the first period in the name. Here are the major set names and a description of each:

comp. computer
rec. recreation
alt. alternative newsgroups
(by far, the largest of
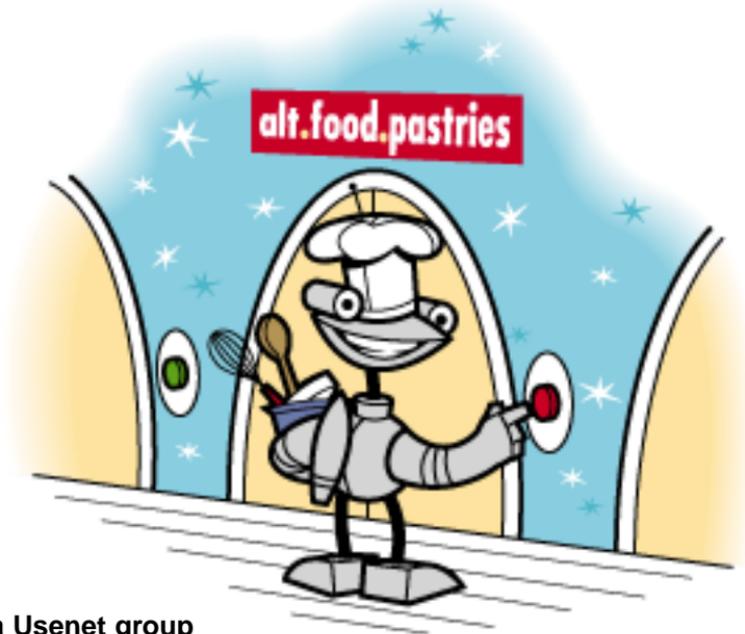all newsgroup sets)

soc. society and culture
misc. miscellaneous
sci. scientific

These words describe a newsgroup in greater and greater detail. For example, the newsgroup devoted to network administration for the computer operating system Windows NT looks like this:

```
comp.os.ms-windows.nt.admin.networking
```
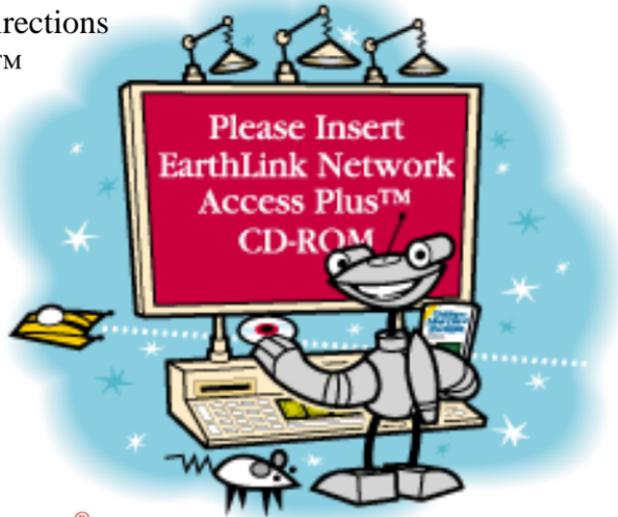

There's a Usenet group for almost anything.

Part II   Getting Started

Part II of this electronic guide provides directions for using EarthLink Network TotalAccess™ software to connect to EarthLink Network and the Internet. Click the appropriate category below to read the section that pertains to your computer:

TotalAccess Registration for Windows® 95

TotalAccess Registration for Windows® 3.1

TotalAccess Registration for Macintosh®

Part II also includes instructions on how to use various kinds of software and EarthLink services. To learn more about one of the topics below, click on its name:

Setting Up Netscape Navigator 3.0

Settings for email, newsgroups, signature files, cache folders, and lots more.

Setting Up Microsoft Internet Explorer

Settings for email, newsgroups, signature files, cache folders, and lots more.

Setting Up Eudora Light™

A free, easy-to-use email program that you can download from EarthLink.

How to Contact EarthLink

Postal addresses, email addresses, and phone numbers for all your needs.

Additional EarthLink Programs and Services

Information on free customer Web space, faster Internet access, customized TotalAccess software and lots more.

Glossary

"What is a 'thread' and why do I have to stick to it?"

TotalAccess Registration for Windows 95

Click the topics below for further information:

How to Install TotalAccess Software

The Online Registration Process

Completing Registration

Using Your Account

Troubleshooting

Updating Your Account

Changing Your Access Number

Removing TotalAccess

How to Install TotalAccess Software: Windows 95

To set up an Internet account with EarthLink Network, you will need EarthLink Network's CD-ROM. To begin the installation, insert EarthLink Network's CD-ROM into the CD-ROM drive, and follow the instructions printed on the inside of EarthLink Network's CD-ROM package. TotalAccess is designed to be installed easily with the help of on-screen instructions. The information below is intended to complement this on-screen information.

You will need at least 8MB of RAM to use TotalAccess. To find out how much RAM is in your computer, click on **My Computer**, open the **Control Panels** folder, and then open **System**. Check your computer manual for information about adding more RAM if you need it.

You will need to have your Windows 95 installation software on hand while you are installing TotalAccess because your computer is likely to require some files from these disks. Your computer will tell you exactly which Windows 95 disks it needs.

The Online Registration Process: Windows 95

You will be given a choice between opening a new account and retrieving an existing account.

Choose to retrieve an existing account if you have spoken to an EarthLink Network sales representative and received a username and password from EarthLink.

Choose to set up a new account only if you have NOT received a username and password from EarthLink.

At a certain point in the registration process you will be asked to create a "username." This name will identify you within the EarthLink Network. It will also become the first part of your email address, which will be `username@earthlink.net` Many people create their usernames by combining their first initial and their last name. You may choose to follow this convention, but you don't have to. Your username can be anything you want it to be, **but only letters and numbers can be used (although the first character cannot be a number), all of the characters must be lowercase, and it can only be 12 characters or less in length**.

When choosing a password, try to pick something difficult to guess. (Don't use your name or the word "password.") The best passwords are 6-8 characters long and include both letters and numbers. Once you have selected a password, write it down and keep it in a safe place (in case you forget it).

Completing Registration: Windows 95

To complete registration, simply follow the procedures given in the **Instructions** window. Windows 95 will work with EarthLink Network TotalAccess software to identify and configure your modem automatically.

You will then be connected to the EarthLink Network registration server via an 800 number and given an opportunity to choose the phone number of a POP to dial into on a permanent basis. **(Check with your phone company to confirm that this number will be a local call.)** Once you have done this, registration has been completed.

Using Your Account: Windows 95

If you have just retrieved an existing account, chances are you can log back on and immediately use this account. But if you have just set up a new account, it may take a little while for your registration to be processed. You can try sooner, but it may take 60-90 minutes to access a new account.

When you are ready to connect to the Internet through your EarthLink account, click the **My Computer** icon, open the **Dial-Up Networking** folder which appears, click on the **EarthLink Network** icon, confirm that your username and password are correct, and then click the **Connect** button. When you are finished with your online session, click the **Disconnect** button.

Troubleshooting: Windows 95

Occasionally, difficulties arise during the registration process. If you encounter a problem, an error message may appear on the screen. Here are some of the more common error messages. Click a message to access its possible solutions:

- **Can't initialize your modem**

- **The computer is not receiving a response from the network**

- **The modem is being used by another dial-up networking connection or another program**

- **Registration locks up while your computer is authorizing connection to the 800 number**

- **The username you have chosen is already in use by another EarthLink Network customer**

NOTE: If these suggestions do not solve your problem, feel free to contact EarthLink Network Technical Support at any time. See **How to Contact EarthLink** for further information.

- **Can't initialize your modem**

Make sure that your modem is connected. If you still experience problems, try resetting your modem by turning it off briefly and then back on. If you are using an internal modem, reboot your computer.

- **The computer is not receiving a response from the network**

Make sure that your modem is connected. If you still experience problems, try resetting your modem by turning it off briefly and then back on. If you are using an internal modem, reboot your computer.

- **The modem is being used by another dial-up
  networking connection or another program**

Make sure your modem is plugged into the correct COM port. To change the COM port selection, click the **My Computer** icon, open **Control Panels**, open **Modems**, open **Select Modem**, open **Properties**, and then choose **Port**. Close any other programs, such as fax software, which may be using the modem's COM port.

- **Registration locks up while your computer is authorizing connection to the 800 number**

Lower your modem's speed rating (the "baud rate") to 2400 bps. To do this, open **Control Panels**, then **Modems**, then **Select Modem**, then **Properties**, and then **Port**. Set **Maximum Speed** at 2400.

Remember to increase the baud rate to the previous value after registration!

- **The username you have chosen is already in
  use by another EarthLink Network customer**

If you receive this message, select another username. But if you receive this error message after you have already tried to register once, stop. You may in fact have registered successfully the first time. Sometimes customers complete their account without realizing it; if you register again, you'll end up with two accounts! If you do set up two accounts accidentally, contact our billing department at **accounts@earthlink.net** and they will correct the problem.

If you think you may have successfully registered already, click the **Cancel** button to stop registration, and wait an additional 15 minutes to give the registration server time to sign you up. Then try to connect to EarthLink through your local POP.

If this doesn't work, open **Registration and Utilities**. When asked if you would like to start a new account, say "No." Then try to retrieve your account by typing in the username and password you initially used to register your account. If you can retrieve your account in this manner, you have been registered successfully.

Return to **Troubleshooting: Windows 95**

Updating Your Account: Windows 95

You may update your account information at any time, without any charge. Just connect to the EarthLink Network registration server by opening the **Programs** folder in the **Start-Up** menu, then open the **TotalAccess** folder, and open **Registration and Utilities**. Go to the **Account** tab, and click on the **Update** button. You will be connected through our 800 number. A series of screens will allow you to update your name, address, phone, fax, credit card information, and the setup of your modem. You can also use the **Update** button to change your login and email passwords. If you prefer, you can change your passwords by calling or emailing us. See **How to Contact EarthLink** for more information.

Changing Your Access Number: Windows 95

To see if any new access numbers have been added, go to:

http://www.earthlink.net/priv/dialuplist.html

If you need to change the phone number you use to connect to EarthLink Network, go to **Registration and Utilities**, select **Dial-Up**, and then **Number**. You will find a full list of phone numbers to choose from.

Removing TotalAccess: Windows 95

If for any reason you wish to remove TotalAccess from your computer, follow these steps: Throw away the **EarthLink** folder on your C: drive. Then, to remove the **TotalAccess** folder from the **Start** menu, right-click in a blank area of the task bar, and select **Properties**. Select the **Start Menu Programs** tab, and click the **Remove** button. Highlight the **TotalAccess** folder, and click **Remove**.

TotalAccess Registration for Windows 3.1

Click the topics below for further information:

How to Install TotalAccess Software

The Online Registration Process

Completing Registration

Using Your Account

Troubleshooting

Updating Your Account

Changing Your Access Number

Removing TotalAccess

How to Install TotalAccess Software: Windows 3.1

To set up an Internet account with EarthLink Network, you will need EarthLink Network's CD-ROM. To begin the installation, insert EarthLink Network's CD-ROM into the CD-ROM drive, and follow the instructions printed on the inside of EarthLink Network's CD-ROM package. TotalAccess is designed to be installed easily with the help of on-screen instructions. The information below is intended to complement this on-screen information.

You will need at least 8MB of RAM to use TotalAccess. To find out how much RAM is in your computer, go to the MS-DOS prompt, type "mem", and then press **Return**, which will take you to the screen display for this information. Check your computer manual for information about adding more RAM if you need it.

The Online Registration Process: Windows 3.1

You will be given a choice between opening a new account and retrieving an existing account.

Choose to retrieve an existing account if you have spoken to an EarthLink Network sales representative and received a username and password from EarthLink.

Choose to set up a new account only if you have NOT received a username and password from EarthLink.

At a certain point in the registration process you will be asked to create a "username." This name will identify you within the EarthLink Network. It will also become the first part of your email address, which will be **username@earthlink.net** Many people create their usernames by combining their first initial and their last name. You may choose to follow this convention, but you don't have to. Your username can be anything you want it to be, **but only letters and numbers can be used (although the first character cannot be a number), all of the characters must be lowercase, and it can only be 12 characters or less in length**.

When choosing a password, try to pick something difficult to guess. (Don't use your name or the word "password.") The best passwords are 6-8 characters long and include both letters and numbers. Once you have selected a password, write it down and keep it in a safe place (in case you forget it).

Completing Registration: Windows 3.1

To complete registration, simply follow the procedures given in the **Instructions** window. During installation, you will be asked to provide some information about your modem. Using the pull-down menus that appear at this point, select your modem's name and model number. If your modem is not listed, choose the **Default Modem Setting**.

Next, select the COM port to which your modem is connected. (If you are unsure of the correct COM port, refer to your computer manual for assistance.) Select a modem speed by picking the setting that is one step above your modem's rated speed. For example, if you have a 14400 bps modem, select 19200; if you have a 28800 bps modem, select 38400.

You will then be connected to the EarthLink Network registration server via an 800 number and given an opportunity to choose the phone number of a POP to dial into on a permanent basis. **(Check with your phone company to confirm that this number will be a local call.)** Once you have done this, registration has been completed.

Using Your Account: Windows 3.1

If you have just retrieved an existing account, chances are you can log back on and immediately use this account. But if you have just set up a new account, it may take a little while for your registration to be processed. You can try sooner, but it may take 60-90 minutes to access a new account.

When you are ready to connect to the Internet through your EarthLink account, open the **Internet Dialer** by clicking on its icon in your **TotalAccess** folder. Click **Connect** and use the pull-down menu to select your username. Your modem will then establish a connection to the Internet through EarthLink Network. When you are finished with your online session, click **Disconnect**.

Troubleshooting: Windows 3.1

Occasionally, difficulties arise during the registration process. If you encounter a problem, an error message may appear on the screen. Here are some of the more common error messages. Click a message to access its possible solutions:

- **Can't initialize your modem**

- **Another application is using your modem or your modem settings are incorrect**

- **Registration locks up while your computer is authorizing connection to the 800 number**

- **The username you have chosen is already in use by another EarthLink Network customer**

NOTE: If these suggestions do not solve your problem, feel free to contact EarthLink Network Technical Support at any time. See **How to Contact EarthLink** for further information.

- **Can't initialize your modem**

Make sure that your modem is connected. Also, make sure your modem is properly named in **Modem Information**. If you still experience problems, try resetting your modem by turning it off briefly and then back on. If you are using an internal modem, reboot your computer.

- **Another application is using your modem or your modem settings are incorrect**

Make sure that your modem is plugged into the correct COM port. You will also receive this message if you are trying to run fax software at the same time. Turn off all fax software.

- **Registration locks up while your computer is authorizing connection to the 800 number**

Lower your modem's speed rating (the "baud rate") to 2400 bps in the **Modem Information** screen, and try again.

Remember to increase the baud rate to the previous value after registration!

- **The username you have chosen is already in use by another EarthLink Network customer**

If you receive this message, select another username. But if you receive this error message after you have already tried to register once, stop. You may in fact have registered successfully the first time. Sometimes customers complete their account without realizing it; if you register again, you'll end up with two accounts! If you do set up two accounts accidentally, contact our billing department at **accounts@earthlink.net** and they will correct the problem.

If you think you may have successfully registered already, click the **Cancel** button to stop registration, and wait an additional 15 minutes to give the registration server time to sign you up. Then try to connect again to EarthLink through your local POP.

If this doesn't work, open **Registration and Utilities**. When asked if you would like to start a new account, say "No." Then try to retrieve your account by typing in the username and password you initially used to register your account. If you can retrieve your account in this manner, you have been registered successfully.

Updating Your Account: Windows 3.1

You may update your account information at any time, without any charge. Just connect to EarthLink Network by clicking on **Registration and Utilities** in the **TotalAccess** folder. Click on **Account**, and then **Update**. You will be connected through our 800 number. A series of screens will allow you to update your name, address, phone, fax, credit card information, and the setup of your modem. You can also use the **Update** button to change your login and email passwords. If you prefer, you can change your passwords by calling or emailing us. See **How to Contact EarthLink** for more information.

Changing Your Access Number: Windows 3.1

To see if any new access numbers have been added, check the following URL:
http://www.earthlink.net/priv/dialuplist.html

If you need to change the phone number you use to connect to EarthLink Network, go to **Registration and Utilities**, select **Dial-Up**, and then **Number**. You will find a full list of phone numbers to choose from.

Removing TotalAccess: Windows 3.1

If for any reason you wish to remove TotalAccess from your computer, follow these steps: Open **Registration and Utilities**, click on **Utilities**, and then select **Uninstall**.

TotalAccess Registration for Macintosh

Click the topics below for further information:

How to Install TotalAccess Software

The Online Registration Process

Completing Registration

Using Your Account

Troubleshooting

Updating Your Account

Changing Your Access Number

Removing TotalAccess

How to Install TotalAccess Software: Macintosh

To set up an Internet account with EarthLink Network, you will need EarthLink Network's CD-ROM. To begin the installation, insert EarthLink Network's CD-ROM into the CD-ROM drive, and follow the instructions printed on the inside of EarthLink Network's CD-ROM package. TotalAccess is designed to be installed easily with the help of on-screen instructions. The information below is intended to complement this on-screen information.

You will need at least 8MB of RAM to use TotalAccess. To find out how much RAM is in your computer, go to the **Apple** menu and select **About This Macintosh**. Check your computer manual for information about adding more RAM if you need it.

The Online Registration Process: Macintosh

You will be given a choice between opening a new account and retrieving an existing account.

Choose to retrieve an existing account if you have spoken to an EarthLink Network sales representative and received a username and password from EarthLink.

Choose to set up a new account only if you have NOT received a username and password from EarthLink.

At a certain point in the registration process you will be asked to create a "username." This name will identify you within the EarthLink Network. It will also become the first part of your email address, which will be `username@earthlink.net` Many people create their usernames by combining their first initial and their last name. You may choose to follow this convention, but you don't have to. Your username can be anything you want it to be, **but only letters and numbers can be used (although the first character cannot be a number), all of the characters must be lowercase, and it can only be 12 characters or less in length**.

When choosing a password, try to pick something difficult to guess. (Don't use your name or the word "password.") The best passwords are 6-8 characters long and include both letters and numbers. Once you have selected a password, write it down and keep it in a safe place (in case you forget it).

Completing Registration: Macintosh

To complete registration, simply follow the procedures given in the **Instructions** window. During installation, you will be asked to provide some information about your modem. Using the pull-down menus that appear at this point, select your modem's name and model number. If your modem is not listed, choose the **Default Modem Setting**.

Next, select the computer port to which your modem is connected. (Most likely, this will be the **Modem Port**.) Finally, select a modem speed by picking the setting that is one step above your modem's rated speed. For example, if you have a 14400 bps modem, select 19200; if you have a 28800 bps modem, select 38400.

You will then be connected to the EarthLink Network registration server via an 800 number and given an opportunity to choose the phone number of a POP to dial into on a permanent basis. **(Check with your phone company to confirm that this number will be a local call.)** Once you have done this, registration has been completed.

Using Your Account: Macintosh

If you have just retrieved an existing account, chances are you can log back on and immediately use this account. But if you have just set up a new account, it may take a little while for your registration to be processed. You can try sooner, but it may take 60-90 minutes to access a new account.

When you are ready to connect to the Internet through your EarthLink account, double-click the **Internet Dialer** icon, make sure your username appears, and click the **Connect** button. When you are finished with your online session, click **Disconnect**.

Troubleshooting: Macintosh

Occasionally, difficulties arise during the registration process. If you encounter a problem, an error message may appear on the screen. Here are some of the more common error messages. Click a message to access its possible solutions:

- **Can't find your modem**

- **Can't initialize your modem**

- **Registration hangs up while your computer is authorizing connection to the 800 number**

- **The username you have chosen is already in use by another EarthLink Network customer**

- **After registration, the installation stalls while installing the Internet tools**

- **Not all of the Internet tools, such as Internet Dialer or Netscape Navigator, are installed**

- **Internet Dialer is not installed**

NOTE: If these suggestions do not help, go to **How to Contact EarthLink** for information on contacting EarthLink Technical Support.

- **Can't find your modem**

Make sure your modem is turned on. Also, make sure that your modem is plugged into one of your computer ports and that this connection is noted correctly in the **Port** menu of the **Modem Setup** screen in **Registration and Utilities**. If you still experience problems, try resetting your modem by turning it off briefly and then back on.

- **`Can't initialize your modem`**

This error message usually appears while dialing the registration server. Make sure you have specified the right name, model, and speed for your modem in **Modem Setup**.

If you are using Macintosh Operating System 7.5 or higher, try connecting to EarthLink using System 7.5 extensions only. Go to your **Apple** menu and select **Control Panels**. Choose the **Extensions Manager**, and then **Sets**. Select **System 7.5**, and then close the **Extensions Manager**. Restart your computer and open **Registration and Utilities**. You will be asked if you would like to start a new account. Say "No" if you have already been given a username and password. Continue with the **Retrieve Account** screen.

- **Registration hangs up while your computer is authorizing connection to the 800 number**

Lower your modem's speed rating (the "baud rate") to 9600 or 2400 bps in the **Modem Setup** screen, and try again.

Remember to increase the baud rate to the previous value after registration.

 Return to **Troubleshooting: Macintosh**

- **The username you have chosen is already in use by another EarthLink Network customer**

If you receive this message, select another username. But if you receive this error message after you have already tried to register once, stop. You may in fact have registered successfully the first time. Sometimes customers complete their account without realizing it; if you register again, you'll end up with two accounts! If you do set up two accounts accidentally, contact our billing department at **accounts@earthlink.net** and they will correct the problem.

If you think you may have successfully registered already, click the **Cancel** button to stop registration, and wait an additional 15 minutes to give the registration server time to sign you up. Then try to connect again to EarthLink through your local POP.

If this doesn't work, close **Internet Dialer** and open **Registration and Utilities**. When asked if you would like to start a new account, say "No." Then try to retrieve your account by typing in the username and password you initially used to register your account. If you can retrieve your account in this manner, you have been registered successfully.

Return to **Troubleshooting: Macintosh**

- **After registration, the installation stalls while installing the Internet tools**

Go to the **Finder** icon and select **TotalAccess Registration** to restart installation.

- **Not all of the Internet tools, such as Internet Dialer or Netscape Navigator, are installed**

Check **About This Macintosh** in the **Apple** menu to see how much RAM is free in your computer. If less than 4MB of RAM is available, go to **Control Panels**, select **Memory**, turn on **Virtual Memory**, and then restart your computer. Then try to retrieve your account again.

- **`Internet Dialer is not installed`**

If you have successfully registered your account, you should find EarthLink's **Internet Dialer** icon in your **TotalAccess** folder. If the **Dialer** is not there, open **Preferences** in your **System Folder**. Look in the **TotalAccess Preferences** folder for two files: the **Internet Tools Vol. 1 Installer** and the **Internet Tools Vol. 2 Installer**. Throw these two files away. Then retrieve your account again. After this is done, restart your computer, and then go back to **Registration and Utilities**.

Updating Your Account: Macintosh

You may update your account information at any time, without any charge. Just connect to EarthLink Network by clicking on **Registration and Utilities** in the **TotalAccess** folder. Click on **Account**, and then **Update**. You will be connected through our 800 number. A series of screens will allow you to update your name, address, phone, fax, credit card information, and the setup of your modem. You can also use the **Update** button to change your login and email passwords. If you prefer, you can change your passwords by calling or emailing us. See **How to Contact EarthLink** for more information.

Changing Your Access Number: Macintosh

To see if any new access numbers have been added, go to:

http://www.earthlink.net/priv/dialuplist.html

If you need to change the phone number you use to connect to EarthLink Network, go to **Registration and Utilities**, select **Phone**, and then **Change Dialup**. You will find a full list of phone numbers to choose from.

Removing TotalAccess: Macintosh

If for any reason you wish to remove TotalAccess from your computer, follow these steps: Delete the **TotalAccess** folder on your hard drive. Then go into your **System Folder** and delete **MacTCP DNR**.

While still in the **System Folder**, open the **Preferences** folder. Delete any of the following files that you find: the **TotalAccess** folder, **MacTCP Prep**, **MacTCP Prep Backup**, **Netscape Navigator Preferences**, **PPP Preferences**, and **TCP/IP Preferences**.

While still in the **System Folder**, open the **Control Panels** folder and **remove*** any of the following files that you find: **MacTCP** and **Config FreePPP**. Next, while still in the **System Folder**, open the **Extensions** folder and **remove*** any of the following files that you find: **FreePPP** and **TotalAccess PPP**.

*NOTE: You may need some of these files for other future networking processes, so we recommend that you **do not** delete these files. Instead, place the files in a storage folder kept somewhere outside of your **System Folder**.

Setting Up
Netscape Navigator 3.0

If Netscape Navigator was installed on your computer during the TotalAccess registration process, then this section pertains to you. Netscape Navigator is a Web browser, the essential tool for gaining access to multimedia Internet sites around the world. Netscape Navigator also incorporates an email program capable of sending and receiving electronic mail. (It might seem obvious, but please note that email programs can only accomplish these functions while you are connected to the Internet!)

Click any of the topics below to access further information about Netscape Navigator:

Configuring Netscape Navigator to Open to EarthLink's Homepage
Where else would you want to start each journey onto the Net? It's like waking up to the sound of birds singing and fresh coffee brewing….

Email and Newsgroup Settings
These need to be correct in order to read and respond to
email and newsgroups.

Netscape Mail
Netscape Navigator: it slices, it dices, it even sends and receives email!

Signatures and Attached Files
How to add your signature to email AND send a file along for the ride.

Address Book
"Don't you dare lose Aunt Bee's email address; keep it in your address book!"

Netscape News
Netscape Navigator: it slices, it dices, it even reads and responds to newsgroups.

Accessing Graphic and Sound Files
Even Netscape Navigator can use a helping hand to access
unusual images or sounds.

The Cache Folder
Netscape Navigator's cache folder is like your refrigerator; sometimes you
need to clean out the gunk to close it properly….

Configuring Netscape Navigator to Open to EarthLink's Homepage

If your copy of Netscape Navigator doesn't open automatically to EarthLink Network's homepage, you may want to configure it to do so. Go to Netscape Navigator's **Options** menu. Choose **General Preferences** and select the **Appearance** tab. Under **Browser Starts With**, select **Home Page Location**, and type in EarthLink's URL: `http://www.earthlink.net`

Email and Newsgroup Settings

Netscape Navigator can also be used to send and receive email, and to read and respond to newsgroups. The preference settings for these uses should have been established during TotalAccess installation. But if you need to add these preferences yourself, choose **Mail and News Preferences** in the **Options** menu. Enter the following:

At the **Servers** tab:

      Outgoing Mail (SMTP) Server: **mail.earthlink.net**

      Incoming Mail (POP) Server: **mail.earthlink.net**

      POP User ID: **username**

          (Be sure to replace "username" with your actual EarthLink username.)

      News (NNTP) Server: **news.earthlink.net**

At the **Identity** tab:

      Your Name: (Optional—this places your real name next to your email address.)

      Your Email: **username@earthlink.net**

          (Be sure to replace "username" with your actual EarthLink username.)

Netscape Mail

With these settings configured properly, it is easy to use Netscape Navigator to receive and send email. Go to the **Window** menu and pull down to **Netscape Mail**. Enter your password if necessary. Netscape Mail™ will check to see if you have any mail. If there is mail for you, Netscape will place it in the **Inbox** folder, which will appear in the list of folders on the left side of the browser window. Select **Inbox**, and each individual **Inbox** message will be listed on the right side of the browser. Click on a message you want to read, and it will appear in the large frame in the bottom half of the browser window.

If you want to respond to a message, select **Reply** from the **Message** menu. (For new messages, select **New Mail Message** from the **File** menu.) The **Message Composition** window will appear. Type in your response and click the **Send Now** button. To print out a message you are reading, select **Print** from the **File** menu. To attach a file to your message, select **Attach** from the **File** menu.

You can even mail someone a Web page using Netscape Mail. Just go to the Web page with your browser, and then choose **Mail Document** from Netscape Navigator's **File** menu. Fill out the **Message Composition** window that appears, and click **Send Now**. The Web page is then on its way!

Signatures and Attached Files

You can also configure Netscape Navigator to add your signature file to the Netscape Navigator mail you send. Create and save your signature with a text editor, and then return to Netscape Navigator. Go to **Mail and News Preferences** within the **Options** menu. Find **Signature File** at the **Identity** tab. Check **File**, then using the **Browse** button, select the signature file you have prepared. Netscape Navigator will automatically add this file to your correspondence.

Address Book

To use Netscape Mail's **Address Book**, go to the **Window** menu, and open up **Address Book**. Go to the **Item** menu and open **Add User**. Fill out the address form that appears, and click **OK**. Then, next time you want to send email to this individual, open **Address Book**. The address will be stored there. Click twice on the person's name, and a properly addressed **Message Composition** window will appear for you to use.

Netscape News

You can also use Netscape Navigator to participate in newsgroups. (See the **Usenet** section of this guide for information on newsgroups.) To access a specific newsgroup in Netscape Navigator, select **Netscape News** from the **Window** pull-down menu or enter the name of the newsgroup you want to read in the **Netsite:** blank. For example, if you wish to view the **earthlink.announcements** newsgroup, you would enter **news:earthlink.announcements**

To find a list of the newsgroups specifically carried on EarthLink's server, click **Newsgroups** on our homepage. Some basic instructions on using Navigator are available in **The World Wide Web** section of this guide. For further information about Netscape Navigator, email, and newsgroups, look in Netscape's online manual which can be reached at **http://home.netscape.com/eng/mozilla/3.0/handbook/**

Accessing Graphic and Sound Files

You may want to access image or sound files composed in formats which are not supported by Netscape Navigator itself. You can find several graphic viewer and sound player helper applications at the following sites:

Macintosh users: **http://wwwhost.ots.utexas.edu/mac/main.html**

PC users: **http://www.tucows.com** or **http://www.stroud.com**

The Cache Folder

Netscape Navigator uses a cache folder to speed up the performance of your browser. Files from recently viewed Web pages are stored in this folder on your hard drive, so that when you visit these sites again, Netscape Navigator can load them from your computer rather than from the remote Internet site.

You may wish to clear the cache occasionally, especially if Netscape Navigator takes a long time to close. To clear the cache, go to **Network Preferences** in the **Options** menu, and then click on the **Cache** tab. Windows users should clear both the disk cache and the memory cache. Macintosh users should clear the disk cache.

Setting Up Microsoft Internet Explorer 3.0

If Microsoft Internet Explorer 3.0 was installed on your computer during the TotalAccess registration process, then this section pertains to you.

Internet Explorer is a Web browser, the essential tool for gaining access to multimedia Internet sites around the world. Included with Internet Explorer is Microsoft Internet Mail™, an email program capable of sending and receiving electronic mail. (It might seem obvious, but please note that email programs can only accomplish these functions while you are connected to the Internet!)

Click any of the topics below to access further information about Internet Explorer:

Configuring Internet Explorer to Open to EarthLink's Homepage
Where else would you want to start each journey onto the Net? It's like waking up to the sound of birds singing and fresh coffee brewing….

Email and Newsgroup Settings
These need to be correct in order to read and
respond to email and newsgroups.

Microsoft Internet Mail
Internet Explorer: it slices, it dices, it even sends and receives email!

Signatures and Attached Files
How to add your signature to email AND send a file along for the ride.

Address Book
"Don't you dare lose Aunt Bee's email address; keep it in your address book!"

Microsoft Internet News
Internet Explorer: it slices, it dices, it even reads and responds to newsgroups.

Accessing Graphic and Sound Files
Even Internet Explorer can use a helping hand to access unusual images or sounds.

Temporary Internet Files
Internet Explorer's cache folder is like your refrigerator; sometimes you need
to clean out the gunk to close it properly….

Configuring Microsoft Internet Explorer to Open to EarthLink's Homepage

If your copy of Internet Explorer doesn't open automatically to EarthLink Network's homepage, you may want to configure it to do so. From Internet Explorer's **View** menu, choose **Options**, and select the **Navigation** tab. For **Page**, select **Start Page**, and for **Address**, type in EarthLink's URL: `http://www.earthlink.net`

Email and Newsgroup Settings

Microsoft Internet Mail and News, installed with Internet Explorer, can be used to send and receive email, and to read and respond to newsgroups. The preference settings for these uses should have been established during TotalAccess installation. But if you need to add these preferences yourself, first open Internet Mail, then choose **Options** from the **Mail** menu. Enter the following:

At the **Server** tab:

> Name: (Optional—this places your real name next to your email address.)
>
> Email address: **username@earthlink.net** (Be sure to replace "username" with your actual EarthLink username.)
>
> Outgoing Mail (SMTP): **mail.earthlink.net**
>
> Incoming Mail (POP3): **mail.earthlink.net**
>
> POP3 Account: **username** (Be sure to replace "username" with your actual EarthLink username.)
>
> Password: (Your email password—leave blank to force the program to prompt you for your password when you check mail.)

Now open Internet News, and choose **Options** from the **News** menu.

Enter the following:

At the **Server** tab:

> Name: (Optional—this places your real name next to your email address.)
>
> Email address: **username@earthlink.net**
>
> > (Be sure to replace "username" with your actual EarthLink username.)

If **news.earthlink.net** does not appear in the list of news servers, click on the Add button, and enter the following:

> News Server Name: **news.earthlink.net**

Click on the **Set as Default** button below, and then click **OK**.

Microsoft Internet Mail

With these settings configured properly, it is easy to use Microsoft's Internet Mail™ to receive and send email. To check mail, choose **Send and Receive** from the **Mail** menu. Enter your password if necessary. Internet Mail will check to see if you have any mail. If there is mail for you, Internet Mail will place it in the **Inbox**, which will appear in the drop-down listbox at the top of the Internet Mail window. Select **Inbox**, and each individual **Inbox** message will be listed in the top frame of the program window. Click on a message you want to read, and it will appear in the large frame in the bottom half of the program window.

If you want to respond to a message, select **Reply to Author** or **Reply to All** from the **Mail** menu. (For new messages, select **New Message** from the **Mail** menu.) The **Message Composition** window will appear. Type in your response and select **Send Message** from the **File** menu. To print out a message you are reading, select **Print** from the **File** menu. To attach a file to your message, select **File Attachment** from the **Insert** menu.

You can even mail someone a shortcut to a Web page using Internet Mail. Just go to the Web page with your browser, and then choose **Send to Mail Recipient** from Internet Explorer's **File** menu. Fill out the **Message Composition** window that appears, and select **Send Message** from the **File** menu. A shortcut to the Web page is then on its way!

Signatures and Attached Files

You can also configure Internet Mail to add a signature to the mail you send. From the **Mail** menu, choose **Options**, and select the **Signature** tab. Click on **Text**, and type your signature in the text box. Alternatively, if you already have a signature created and saved to a file, you can click on **File** and enter the path to your signature file (or click on the **Browse** button to find the file). Internet Mail will automatically add this file to your correspondence.

Address Book

To use Internet Mail's Address Book, select **Address Book** from the **File** menu. Choose **New Contact** from the **File** menu. Fill out the address form that appears, and click **OK**. Then, the next time you want to send email to this individual, open a new message window, and click on the card icon next to the **To** field. This will bring up a **Select Recipient** window in which you can select entries from your address book. Double-click on the person's name and then click **OK** to add this address to the recipient list of the message.

Microsoft Internet News

You can use Microsoft Internet News to participate in newsgroups. (For more information on newsgroups, see the **Usenet** section of this electronic guide.) To search for newsgroups in Internet News, first click on the **Mail** icon on the browser toolbar, then choose **Read News**. Next, click the **Newsgroups** icon in the toolbar, and enter search words separated by spaces. A list of newsgroups with names containing the words entered will appear below, and you can select to go to or subscribe to ones that interest you. For example, if you wish to search for EarthLink newsgroups, you can enter **earthlink**, and all EarthLink newsgroups will be displayed.

To find a list of the newsgroups specifically carried on EarthLink's server, click **Newsgroups** on our homepage.

Some basic instructions on using Microsoft Internet Explorer are available in **The World Wide Web** section of this electronic guide. For further information about Microsoft Internet Explorer, Internet Mail, and Internet News, choose **Help Topics** from any of the **Microsoft Help** menus.

Accessing Graphic and Sound Files

You may want to access image or sound files composed in formats which are not supported by Microsoft Internet Explorer itself. You can find several graphic viewer and sound player helper applications at the following sites: **http://www.tucows.com** or **http://www.stroud.com**

Temporary Internet Files

Microsoft Internet Explorer uses a cache folder to speed up the performance of your browser. Files from recently viewed Web pages are stored in this folder on your hard drive, so that when you visit these sites again, Microsoft Internet Explorer can load them from your computer rather than from the remote Internet site.

You may wish to empty the **Temporary Internet Files** folder occasionally, especially if Microsoft Internet Explorer takes a long time to close. To empty the folder, choose **Options** from the **View** menu, and select the **Advanced** tab. Click the **Settings** button and then click **Empty Folder**. You may also wish to decrease the size of the folder used for temporary Internet files to conserve disk space.

Setting Up Eudora Light

Eudora Light™ is a popular, easy-to-use email program that you may want to try. Plus, you can download it for free! Eudora Light checks for new email and downloads it, enabling you to read the email and answer it. (It might seem obvious, but please note that email programs can only accomplish these functions while you are connected to the Internet!)

Click one of the topics below to access further information about Eudora Light:

How to Download Eudora Light from EarthLink
Now being served at your local EarthLink Web site: get it while it's hot!

Email Settings
"Get these right, or you won't get any mail."

Address List
Now being served at your local EarthLink Web site.

Signatures and Attached Files
How to add your signature to email AND send a file along for the ride.

How to Access Eudora's Online Manual
Need help? Let your fingers do the walking to this Web site.

How to Download Eudora Light from EarthLink

Eudora Light is Qualcomm's freeware version of this popular email software. The fully supported commercial version of Eudora is available directly from Qualcomm at **http://www.qualcomm.com**

Eudora Light can be downloaded from EarthLink's homepage: depending on your operating system, click either **PC Software** or **Mac Software**. Next, click the **Email** link, and then **Eudora**. The program will then download to your computer.

Email Settings

Eudora is easy to set up. Go to the **Special** menu and choose **Settings**.
Then go to the **Getting Started** menu, and fill in the following:

POP Account: **username@earthlink.net**

     (Be sure to replace "username" with your own EarthLink username.)

To add or change the name that appears next to the return address of email
messages you send, go to the **Special** menu, and choose **Settings**. Then
go to the **Getting Started** and **Hosts** menus, enter the desired name in the
Real Name line, and hit **Return**.

Address List

To save an email address in Eudora's address list, highlight the address as it appears in a piece of email, and choose **Add As Recipient** from the **Special** menu. That address will now appear in the various submenus in the **Message** menu, where you can easily retrieve it. You can also create "nicknames" for your email addresses; you'll find the **Nicknames** command in the **Window** menu.

Signatures and Attached Files

To create a signature file, select **Signature** from the **Window** menu. Before sending your message, check the **Signature** icon (the scripted letters "JH") in the bar above your email message. Once checked, your signature will be placed at the end of your message.

To attach a file to an email message, choose **Attach Document** from the **Message** menu, then locate and select the file you wish to attach. When the message is sent, the attached file will accompany it.

How to Access Eudora's Online Manual

A complete online manual for Eudora Light can be found at Qualcomm's Web site:

http://www.qualcomm.com/quest/light.html

How to Contact EarthLink

For Technical Support Questions:

If you are connected to the Web, you can have your questions answered quickly by looking through the various online **Customer Assistance** and **Technical Support** resources available from EarthLink's homepage.

In over your head? Customer Service is ready to lend a helpful hand.

You can also use email to contact Technical Support. Send your questions to **support@earthlink.net**

You can call us at (800) 395-8410. This number will allow you to connect to EarthLink's Fax-on-Demand system, or to speak to a Technical Support advisor.

Technical Support is available 24 hours a day, 7 days a week.

For Web Support Questions:

Send email to **webmaster@earthlink.net**

For ISDN-Related Support Questions:

Send email to **isdnsupport@earthlink.net**

To Set Up a New Account, or
to Add Services to an Existing Account:

Send email to **sales@earthlink.net** or call (800) 395-8425

For Questions About Your
Bill or Your Account:

Send email to **accounts@earthlink.net**

For Customer Service Issues:

Send email to **service@earthlink.net**

For Questions About EarthLink's Special Agent Referral Program:

Send email to **referrals@earthlink.net**

For Comments and Suggestions About Our Web Site:

Send email to **elnweb@earthlink.net**

For Comments or Questions Directed Toward EarthLink Management:

Send email to **admin@earthlink.net**

EarthLink Network, Inc.
3100 New York Drive
Pasadena, CA 91107

Main Office: (800) 876-3151
Main Office Hours: 9am to 6pm PST, Monday-Friday

Additional EarthLink Programs and Services

Free Customer Web Space
Create your own homepage with your free customer Web space!

Bonus Referrals
Refer a friend and get free Internet Access.

Additional Emailboxes
How to get additional emailboxes and how much.

ISDN Services
Upgrade your connection for faster Internet access at our one-stop shop!

Frame Relay Services
A T1 line at your fingertips for the extra bandwidth you need.

Business Web Site Services
Set up your business Web site and get more bang out of your buck!

Customized TotalAccess Program
Bundle with TotalAccess and see your dollars grow!

Free Customer Web Space

As part of your EarthLink Network service, you receive 2MB of free Web space for your own homepage. To sign up for your reserved space, and to get information about writing and uploading your homepage, go to

http://www.earthlink.net/priv/signup.html

Bonus Referrals Program

At EarthLink, we still believe the greatest compliment from a customer is a referral. Many of our new customers come from customers like you.

EarthLink customers who want to spread the word about their Internet service can get a free month of unlimited usage by participating in our Referral Program.

For each person you refer, we'll credit $19.95 towards your account. Just have friends mention your name and username upon signup.

To further express our gratitude, we've introduced our Special Agent Referral Program. Multiple referrals result in prizes! For our current program (through the end of '96), you can win free EarthLink shirts, jackets, and gift certificates—more prizes will be added in '97!

For more information, visit **http://www.earthlink.net/referral/** or write to **referrals@earthlink.net**

Additional Emailboxes

You may decide that you would like more than one emailbox.
Pricing information for additional mailboxes can be found at
http://www.earthlink.net/company/getmailbox.html
or give us a call at (800) 395-8425.

ISDN Services

If you want a really speedy connection to the Internet, you may want to check out EarthLink's ISDN program. An ISDN line can provide high-speed Internet access at nearly five times the rate of a standard 28.8Kbps analog modem.

EarthLink's one-stop ISDN shop provides everything you need for ISDN access— at incredibly low prices. Contact EarthLink Sales at (888) ELN-ISDN or at
sales@earthlink.net

Frame Relay Services

Sometimes, ISDN isn't enough. Maybe you want to put an entire LAN on the Internet, or maybe you just want lightning speed for yourself. Whatever the case, EarthLink can help you. We'll lease you a Fractional T1 line, with the option of expanding to a full T1 (1.536MB) when you decide you need the extra bandwidth. This is a national service, available at competitive rates.

You can find more information at
http://www.earthlink.net/company/high_speed.html
or you can contact us at (800) 511-2044 or **corpsales@earthlink.net**

Business Web Site Services

EarthLink provides as much space as you need (on our multiple T3 Internet connection) to put your business on the Web. Whether your site is 5MB or 100MB, you get access to daily hit logs, custom CGI script capabilities, and the chance to register your own unique Domain Name (**mycompany.com**). In addition, you get up to 1,500MB in free traffic volume, email alias opportunities, access to secure servers, and professional support from EarthLink's Business Services Support Team.

You can find more information (including pricing) at
http://www.earthlink.net/company/webservices.html
or you can contact our Business Sales department at (800) 511-2044
or **corpsales@earthlink.net**

Customized TotalAccess Program

The Internet holds tremendous commercial potential. That's why EarthLink Network employs an exciting tool to integrate your company with the Internet via a customized CD-ROM.

This is the way it works: your target audience receives the custom EarthLink Network TotalAccess package, subscribes to the Internet through EarthLink, then logs on to the Internet starting at your company's homepage at the beginning of each session.

Custom packages are quoted on a per-order basis. Bounty programs are available. Prices are subject to change without notice.

You can find more information at **http://www.earthlink.net/ company/webservices.html** or you can contact our Business Sales department at (800) 511-2044 or **corpsales@earthlink.net**

Glossary

This glossary provides some simple definitions for Internet terms used in this book. In many cases, only the definition applicable to the context of this book has been included. If you want more detailed definitions, consult a computer dictionary. Alan Freedman's **The Computer Glossary**, published by AMACOM, is a good one.

"Class, who knows the definition of 'spamming'?"

alt.
Name of the alternative set of news-groups. There are more alt. newsgroups than any other set because Usenet was set up so anyone could create an alt. group. The result has been thousands of groups, many of them bizarre.

article
A message posted to a newsgroup.

biz.
Name of the business-related set of newsgroups.

bookmark

A saved address of an Internet site which can be quickly loaded so your browser displays the site.

browser

Software for viewing Web pages. Netscape Navigator and Microsoft Internet Explorer are both browsers.

cache

Temporary storage space. Web pages you access are stored in your browser's cache directory (on your hard drive). So, when you return to a Web site you've recently accessed, your browser calls it up from the cache rather than the original server. This saves you time, and it saves the server from being unnecessarily overloaded.

comp.

Name of the computer-related set of newsgroups.

dialer

The software used to dial your modem and connect to an EarthLink POP.

discussion group

A group on Usenet devoted to a certain subject. Also called a newsgroup.

EarthLink

Your Internet Service Provider.

earthlink.net

The hostname of your email address. Your email address is `username@earthlink.net` The hostname is the Internet address of EarthLink's email servers, where your email is stored until you dial into a POP and pick it up.

electronic mail

The most popular use of the Internet. Electronic mail, or email, allows any user on the Internet to send a nearly instantaneous electronic message to anyone else on the Internet who has an email address.

email

Abbreviation for electronic mail.

emailbox

1) The place where your email is stored on EarthLink's email servers until you log into an EarthLink POP and retrieve it with your email program.

2) A directory within your email program where you store email on your computer once it is downloaded.

Eudora Light

A popular email program that can be downloaded from EarthLink's site.

FAQ

Abbreviation for Frequently Asked Questions.

favorites

A saved address of an Internet site which can be quickly loaded so the Microsoft Internet Explorer browser displays the site.

flame

An abrasive email or newsgroup posting, usually containing abusive language. Flames often result from spamming. Flames are not pleasant to receive, and this book advises against sending them.

Frequently Asked Questions
FAQ for short. A list of common questions and answers on a given subject, usually maintained by enthusiasts in a particular newsgroup. It is always wise to check the FAQ before asking what may be a common question in a newsgroup.

homepage
The main page of a Web site.

host
A computer connected to the Internet that stores and provides information of some sort. Email is kept on a host. So are Web pages. A host is also called a server.

hostname
The name of a particular host, or server, computer on the Internet.

HTML
Abbreviation for HyperText Markup Language.

HTTP
Abbreviation for HyperText Transfer Protocol.

hyperlink
A link from one Web page to another Web page (or other document).

HyperText Markup Language
HTML for short. The language used to create Web documents which specifies how the page will appear when displayed by a Web browser.

IE
Abbreviation for Microsoft Internet Explorer.

Internet

Net for short.

1) That thing we're all excited about.

2) A computer network connecting tens of thousands of smaller computer networks all around the globe that use the TCP/IP protocol. Any computer can communicate with any other computer on this network.

ISP

Abbreviation for Internet Service Provider. An ISP is a company that provides access to the Internet, as well as other types of services, such as original content, gaming, and Web page development. An ISP owns or rents the equipment required to have POPs on the Internet. Larger ISPs have their own high-speed leased lines so that they are less dependent on the telephone companies and can provide better customer service. EarthLink Network is an ISP.

LAN

Local Area Network. A network of interconnected computers, typically being shared within a company.

lurk

To spend time watching a newsgroup without posting anything.

MB

Abbreviation for megabyte. It's a measure of computer memory or hard disk storage; a little more than a million bytes (actually 1,048,576 bytes). You need 8MB of RAM to install TotalAccess software.

Microsoft

The company that created, among many products, Internet Explorer.

Microsoft Internet Explorer

Microsoft's browser software that allows you to navigate through information on the Web.

misc.

Name of the miscellaneous set of newsgroups.

modem

A device that allows your computer to communicate with another computer over a phone line.

Net

Abbreviation for Internet.

Netiquette

A set of rules the Internet community has developed to allow people to use its resources responsibly.

Netscape

1) The company that created Netscape Navigator.

2) Short for Netscape Navigator.

Netscape Navigator

Netscape's browser software that allows you to navigate through information on the Web.

network

Two or more connected computers that communicate with one another.

Newbie
Someone new to the Internet, or to computers in general.

news
Abbreviation for Usenet news.

newsgroup
A group on Usenet devoted to the discussion of a certain subject.

online
The state you (or your computer) are in when you are connected to the Internet.

onramp
An EarthLink Point of Presence, or POP, that you dial into with your computer and your modem to connect to the Internet.

OS
Abbreviation for Operating System. An operating system is the program that manages all the other programs—called applications—in a computer. Several well-known operating systems are Windows 95, Macintosh, OS/2, and UNIX.

page
A document on the Web that is displayed by a Web browser.

Point of Presence
POP for short. An EarthLink number in your city you dial with your computer and your modem to connect to the Internet.

POP
Abbreviation for Point of Presence.

post

An article sent to a newsgroup.

protocol

A standard computers use to communicate with one another.

quote

When you reply to an email message or Usenet article, you may quote the original message or posting so that people reading it know what you are responding to. Usually, a "**>**" character is placed before each line of the original message.

RAM

An abbreviation for Random Access Memory. RAM is "built-in" readable and writable data storage that comes preinstalled in (or can be added to) a computer. Typical PCs and Macs come with 8 or 16 megabtyes of RAM (and are often expandable up to 64MB— or more). RAM is called "random access" because data is deposited in and retrieved from memory in a non-sequential fashion.

rec.

Name of the recreation-related set of newsgroups.

sci.

Name of the science-related set of newsgroups.

server

A computer connected to the Internet which stores and provides information of some sort. Your email is kept on a server. So are Web pages. A server is also called a host.

signature

Information attached to the bottom of an email message or newsgroup posting that gives contact information about the sender. Signatures can contain any information, including your name, email address, postal address, or a witty saying.

site

A particular "place" on the Internet. A Web page is often called a Web site. Also used to refer to a server connected to the Internet.

smiley

A facial expression made out of letters or other characters to denote some sort of emotion or other expression. You view smileys by tilting your head to the side. **:-)** is an example of a "happy" smiley.

snail mail

An Internet term for postal mail because it takes so long, compared to email.

soc.

Name for the social-related set of newsgroups.

spam

Spam is unsolicited email or newsgroup postings. Oftentimes, it's simply advertising. It's typically looked upon as similar to junk mail or to unsolicited phone marketing calls, and is usually considered rude.

spamming

Blatant advertising or the posting of off-topic messages to newsgroups or emailboxes, after which a flame war usually erupts, resulting in more spamming. Spamming disrupts the usefulness of the Internet. Sending spam is bad.

suffix

The set of letters after a "**.**" in a filename, hostname, etc. In the name **earthlink.net**, "net" is a suffix. In the filename **index.html**, "html" is a suffix.

surf

To spend time, often hours on end, traveling through the Internet.

TCP/IP

Abbreviation for Transmission Control Protocol/Internet Protocol. TCP/IP is a way for computers to communicate with each other over a network. TCP/IP is the foundation technology of the Internet.

thread

A topic of discussion in a Usenet posting or, less commonly, an email message.

TotalAccess

The software and Internet access package supplied by EarthLink Network, Inc. TotalAccess gives you total access to all of the resources on the Internet with the best software and fastest modem connections available.

unicycle
A really cool one-wheeled machine used as an example in this book, during the writing of which, the author actually bought a unicycle and learned to ride it.

Uniform Resource Locator
URL for short. A URL contains the exact location of a file some-where on the Internet, along with the format that file is in.

URL
Abbreviation for Uniform Resource Locator.

Usenet news
The official name of a part of the Internet that allows you to participate in about 15,000 different discussion groups on every topic imaginable.

user
Anyone who uses the Internet.

username
The name of a particular user on a host, or server, computer. Your user-name is the name before the "**@**" sign in your EarthLink email address.

Web
Abbreviation for World Wide Web.

Web page
A document on the Web that can be displayed by your Web browser.

Web site
A particular "place," or set of pages, on the Web.

World Wide Web

Web for short. The part of the Internet that allows you to navigate through all kinds of graphical information. To view the Web, you'll use a Web browser, which is supplied by EarthLink within your TotalAccess package.

Information on the Web is formatted into "pages." Each page contains some text and possibly pictures, sound or even video. A page is actually a file stored on a remote computer some-where on the Net.

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EarthLink Network®

Congratulations, You Made It!

Now that you've read through this electronic guide, you're equipped to embark on your own journey through the Internet for professional growth, personal enrichment, or both. The Internet is a fantastic place. It can turn your home or office computer into a portal to the entire world. I've seen it change people's lives in ways I never thought possible, and I believe it is changing the world as well. Never before have ordinary individuals had such an effortless, powerful communications medium at their disposal.

Good job! Knowledge is power; use it well.

I hope this guide has provided you with some of the rules of the road and helpful tips to make your journey a pleasant one.

To leave this electronic guide, go to the **File** menu and choose **Quit**.

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Getting the Most Out of EarthLink
An Introduction for New Internet Users
Electronic Version 2.0

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