# WildBlue Email Activation Job Aid

# SUMMARY

### This Installation Job Aid covers:

• WildBlue Email Initialization Process:

ACCESS THE WILDBLUE EMAIL ACTIVATION PORTAL HOW TO LOGIN TO WILDBLUE EMAIL ACTIVATION PORTAL HOW TO ACTIVATE A WILDBLUE EMAIL ACCOUNT HOW TO SET THE WILDBLUE CUSTOMER CONTACT EMAIL ADDRESS HOW TO LOGOUT OF THE WILDBLUE EMAIL ACTIVATION PORTAL

### ACCESS THE WILDBLUE EMAIL ACTIVATION PORTAL

The following information provides the steps used to access the WildBlue Email Activation Portal.

#### **Step By Steps**

Step 1. To activate the Customer E-mail Account open the Internet Browser (e.g. Internet Explorer) window to access the **WildBlue Customer Portal** page. (www.wildblue.net)

Step 2. The **Installer Info** area displays in the right column on the **WildBlue Customer Portal** page. (see Graphic below)



Step 3. The **Install Info** area on the **WildBlue Customer Portal** page accesses two web portals:

• The Email Activation Portal

55

• The **Optimizer Download Portal** 

Step 4. Click on the Click Here to Activate Customer Email link to open the Email Activation Portal login page.

Click Here to Activate Customer Ema	Click here to access the Email Activation Portal
Download WildBlue Optimized	

# HOW TO LOGIN TO WILDBLUE EMAIL ACTIVATION PORTAL

The following information provides the steps used to login to the WildBlue Email Activation Portal.

### **Step By Steps**

Step 1. After accessing the WildBlue Email Activation Portal, the **My Account: Please Login** page displays. (see Graphic below)

V V	VildBlue	
	My Account: Please Login To get started, select the account that you want to us	e to login.
Please ente	r your login username:	Password:
	Example: user	
Login		
	© Copyright IKAI	IO Communications 2004

Step 2. On the **My Account: Please Login** page on the **Email Activation Portal**, type in the *"Username"* and *"Password*" into the appropriate fields (see Graphic below)\*.

To get started, select the account that you want to use to login.  Please unter your iogin: "Sername:		My Account: Please	e Login		
Please enter your login "sername: Pasaworu:		To get started, select the acc	ount that you want to us	e to login.	
	Please unic	your logi "sername:		Pasaworu:	

Step 3. After the Username and Password have been entered click <u>*Login*</u> to continue to the **My Account** page (see Graphic below).

	My Acc	rted, select the account	<b>ogin</b> It that you want to use to	) login.
Please ente	r your login	username:		Password:
WB1053118	67	Example: user		•••••
Login	)			1
	×		© Copyright IKANO C	communications 2004
Click I	_ogin T	o Continue		
	, The second sec			

# HOW TO ACTIVATE A WILDBLUE EMAIL ACCOUNT

The following information provides the steps used toactivate a WildBlue Email Account..

### **Step By Steps**

Step 1. After logging into the **WildBlue Email Activation Portal** with the proper customer ID, the **My Account** page displays. On the **My Account** page click the **My E-mail** graphic icon to open the **My E-mail** page (see Graphic below).



Step 2. On the **My E-mail** page click the **Add** text Icon to open the **Add: E-mail** page. (see Graphic below)



Step 3. On the Add: E-mail page, click on the Username field and type in the new, customer determined "Username". Then click on the Password filed and type in the new, customer determined "Password. Click on the Make this my primary e-mail account: check box to make this the Primary Email for this account (see Graphic below)\*.

*IMPORTANT:* The customer provides the new Username and Password. This Email address and password are used to access and open Email messages for this specific Email address, In addition, this Email address and password become the Customer's Primary Login Name/Email Address and Password for access to the WildBlue Portal setup features and WildBlue Email account management.

WildBi	UE.			My Services My E-
🚖 >>Home >>My Email >>Ad	d: email			🔒 Lo
Add: en To add your r Username: (3-32 obtracters) lexample	nail new E-mail address, simply	choose a username and password, e Password: (4-50 characters) test	nter them in the fields below, th	nen click the "Submit" button. Make this my primary e-mail account:
Submit				
1		© Copyright IKANO Communicat	ions 2004	1
Ent	ter New Userna	me and Password	Make Prima	ary E-Mail Account

Step 4. After entering the new "*Username*" and "*Password*" and checking the **Make this my primary account** check box, click the **Submit** button (see Graphic below).

>>Home >>My Email >>Add: (	email		My Service
Add: ema	<b>il</b>	once a username and password, enter them in the fields held	wy then click the "Submit"
Username: (3-32 characters)		Password: (4-50 characters)	Make this my prima account:
exemple	@wildblue.com	test	
Submit			

Step 5. On completion of the Email account update, the E-mail Added Successfully page displays. Click on the click here to continue managing your e-mail text Icon to return to the My E-mail Page (see Graphic below).

	E-Mail Added Su	ccessfully ccessfully new E-mail is listed below.	
Below is the E-mail: exa Password:	information for the new e-mail yo ample@wildblue.com test	ou just created. Please write this down for future reference.	
Click here to	r new single signon authentic		
	<u> </u>	© Copyright IKANO Communications 2004	

Step 6. After assigning the Primary Email Address, the new Email Address displays on the My E-mail page. (see Graphic below)

*IMPORTANT: The notice*, (Primary account used for authentication), *should follow the new E-mail address*.

-		
S	example@wildblue.com (Primary account used for authentication)	
Ð	Add a new e-mail address to this service>	+ø
		<b>+</b> 4)

### HOW TO SET THE WILDBLUE CUSTOMER CONTACT EMAIL ADDRESS

The following information provides the steps to set the WildBlue Customer Contact Email Address.

#### **Step By Steps**

- Step 1. After assigning the Primary Email Address, the **My E-mail** page displays.
- Step 2. Use the browser scrollbar to navigate to the bottom of the **My E-mail** page.
- Step 3. On the bottom, left of the **My E-mail** page, verify the **Contact Email** field contains the Email Address where the customer wants to receive WildBlue billing statements and notices.
- Step 4. If the Email Address in the **Contact Email** field is incorrect, click on the **Contact Email** field, and type in the customer selected Contact Email Address. \*

#### WARNING:

If the customer did not have a valid Email Address during order submission, the default Contact Email Address of <u>pleasechangethisemail@wildblue.com</u> will display in the **Contact E-mail** field. The installer must change this Email Address. The strong recommendation is to change this address to match the new WildBlue Primary Email Address; however, at the customer's request, any valid and active Email Address can be used.

Step 5. Click **Update** button on the bottom, right of the **My E-mail** page to display the **Contact E-mail** confirmation page.

(see Graphic below)

ø	Add a new e-mail address to this service>	+
82	Add a new e-mail address to this service>	+
80	Add a new e-mail address to this service>	+
Ð	Add a new e-mail address to this service>	+
80	Add a new e-mail address to this service>	+
Ð	Add a new e-mail address to this service>	+
80	Add a new e-mail address to this service. (Provide By Customer)	+
Ð	Add a new e-mail address to this service> Click Update	+
80	Add a new e-mail address to this service>	+
o Tip:	Click the "Edit Button" to change your E-mail password click the "Add" button to create an additional E-mail address under you account	-
Co	ntact test@wildblue.com	Updal
<ol> <li>Tip:</li> </ol>	To update your contact e-maill address, type the new e-mail address in the text box and then click the "Update" button.	

Step 6. On the Contact E-mail confirmation page, click on the click here to continue managing your e-mail text Icon to return to the My E-mail page.
(see Graphic below).

W W	ILDBLUE.		
🏦 >>Home >>N	4y Emails >>Contact E-Mail		My Services My E-mail
	Contact E-Mail	contact E-mail is listed below.	
Your contact E-	mail address has been update	ed:	
Click here to co	ntinue managing your e-mails		
		© Copyright IKANO Communications 2004	
	Click To Cor	atinue	

### HOW TO LOGOUT OF THE WILDBLUE EMAIL ACTIVATION PORTAL

The following information provides the steps to logout of the WildBlue Email Activation Portal.

### **Step By Steps**

Step 1. After assigning the Primary Email Address and the setting the Contact Email in the WildBlue Email Account, the **My E-mail** page displays.

Step 2. Click on the **Log Out** text Icon on the upper-right of the **My E-mail** page to log out of the WildBlue Email Activation Portal and then close the Internet Browser (see Graphic below).

>Home	>>My Email
<b>X</b>	My E-mail Welcome Senisi Isptwo, to the "My E-mail" area. Listed below are the current E-mail addresses for your account. E-mail Addresses:
Emai	s for: 1003 - Pro with WildBlue ISP
Ð	example@wildblue.com (Primary account used for authentication)

#### Notes [KB Article: xx]

**IMPORTANT:** The addition of the Primary Email Address to the customer's WildBlue Email Account and setting the Contact Email completes the Email account activation. The Primary Email Address and Password become the Account ID and Password for the customer to access the WildBlue Customer Portal and manage their Email Account.

**NOTE:** After Email account activation, the Customer ID and Password on the order are no longer available.