

# 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](#)

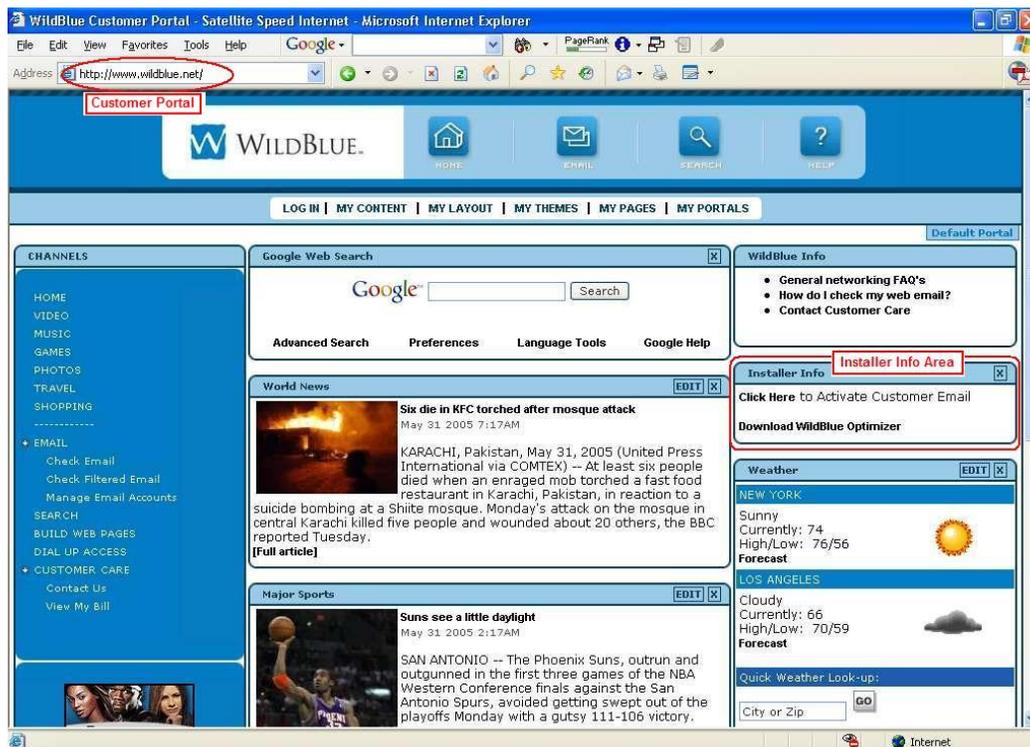
## ACCESS THE WILDBLUE EMAIL ACTIVATION PORTAL

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)

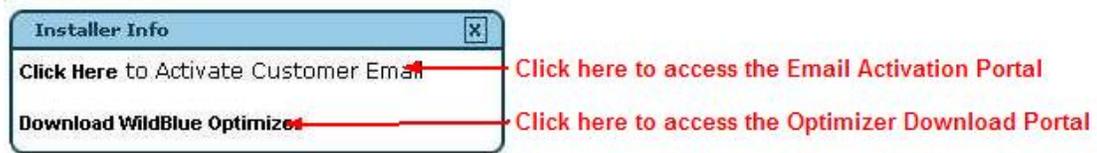
Step 2. The **Installer Info** area displays in the right column on the **WildBlue Customer Portal** page. (see Graphic below)



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

- The **Email Activation Portal**
- The **Optimizer Download Portal**

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

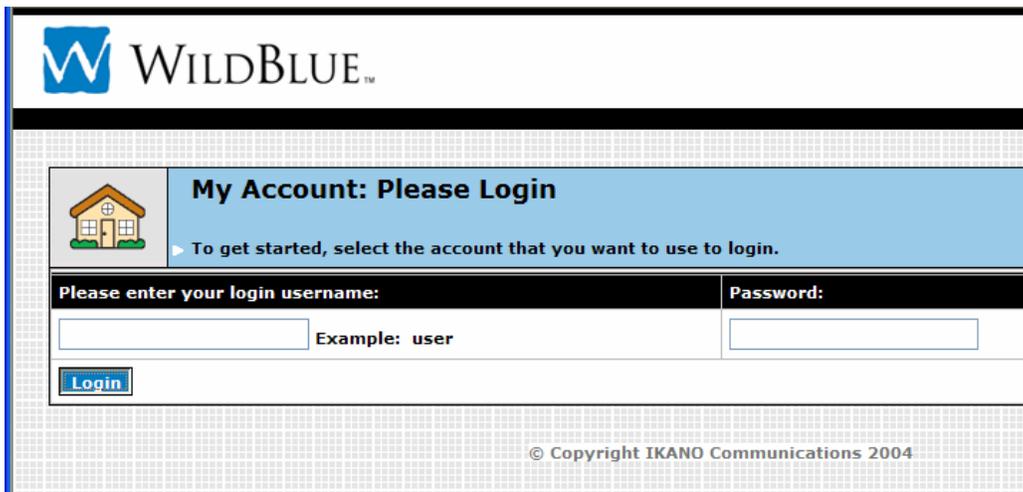


## HOW TO LOGIN TO WILDBLUE EMAIL ACTIVATION PORTAL

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

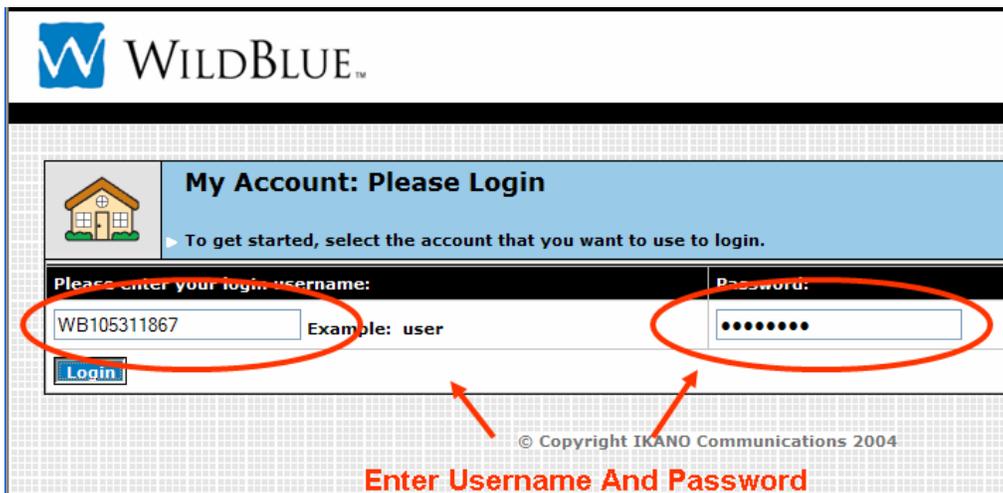
### Step By Steps

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



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)\*.

**\*NOTE:** The initial *Username* and *Password* are on the Installation Work Order and are the **same as the User Id and Password used to provision the SM**. The initial Username will always be in the following format: **WB#####**.



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

**My Account: Please Login**

To get started, select the account that you want to use to login.

<b>Please enter your login username:</b>	<b>Password:</b>
<input type="text" value="WB105311867"/> Example: user	<input type="password" value="....."/>
<input type="button" value="Login"/>	

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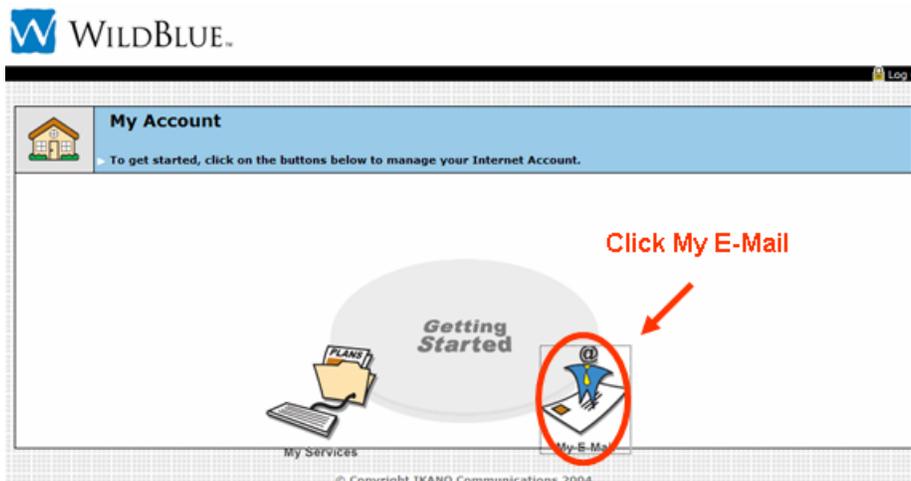
**Click Login To Continue**

## HOW TO ACTIVATE A WILDBLUE EMAIL ACCOUNT

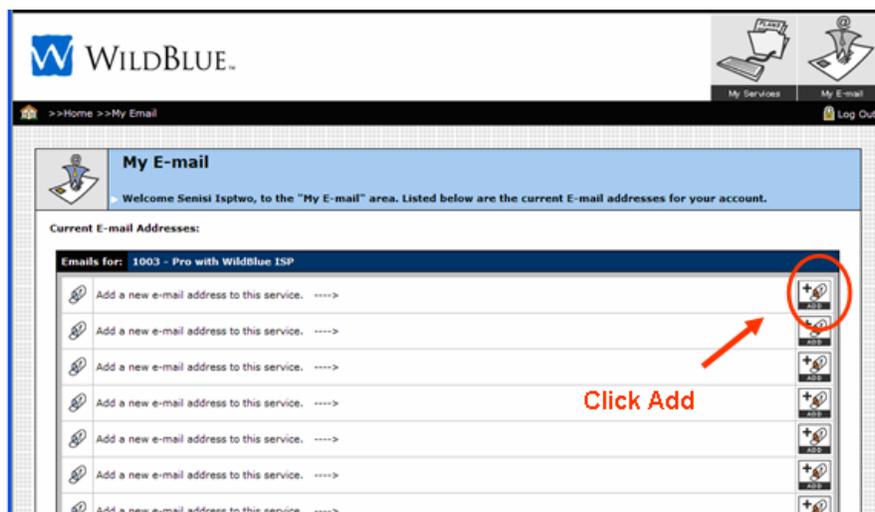
The following information provides the steps used to activate a WildBlue Email Account..

### 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** field 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.*

WildBLUE™

>>Home >>My Email >>Add: email

**Add: email**

To add your new E-mail address, simply choose a username and password, enter them in the fields below, then click the "Submit" button.

<b>Username:</b> (3-32 characters)	<b>Password:</b> (4-50 characters)	<b>Make this my primary e-mail account:</b>
example @wildblue.com	test	<input checked="" type="checkbox"/>

Submit

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Enter New Username and Password

Make Primary 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).

WildBLUE™

>>Home >>My Email >>Add: email

**Add: email**

To add your new E-mail address, simply choose a username and password, enter them in the fields below, then click the "Submit" button.

<b>Username:</b> (3-32 characters)	<b>Password:</b> (4-50 characters)	<b>Make this my primary e-mail account:</b>
example @wildblue.com	test	<input checked="" type="checkbox"/>

Submit

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Submit Information

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).



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.



## HOW TO SET THE WILDBLUE CUSTOMER CONTACT EMAIL ADDRESS

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

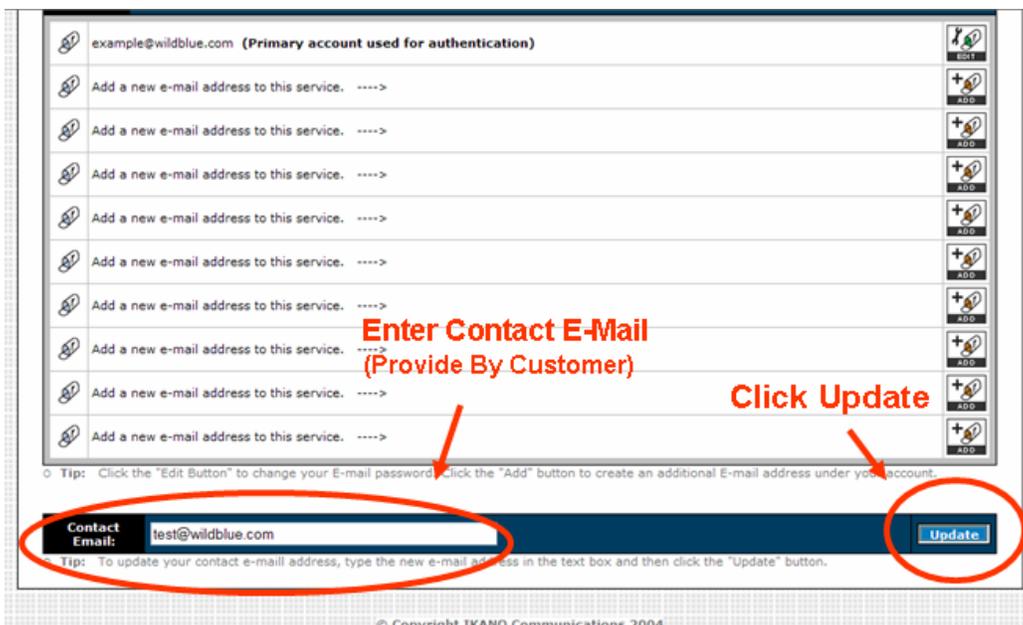
### Step By Steps

- 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 [pleasechangethisemail@wildblue.com](mailto:pleasechangethisemail@wildblue.com) 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)



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).



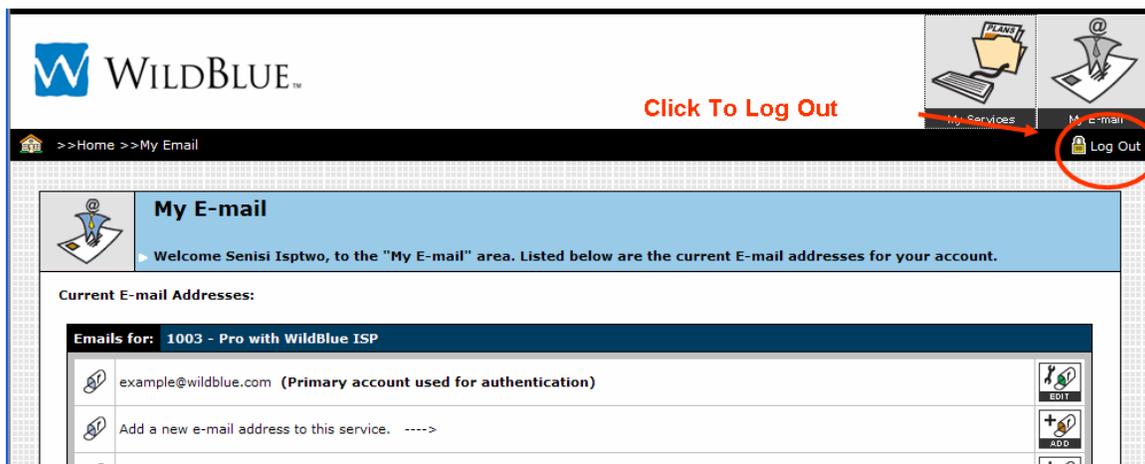
## HOW TO LOGOUT OF THE WILDBLUE EMAIL ACTIVATION PORTAL

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).



### 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.