

Internet Access Service

Getting Connected to the Internet...

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Introduction

What is the internet?

The internet is a collection of computer networks, all over the world, all connected together to form a network of networks, or “internetwork.” It developed from the need for educational, scientific, and military institutes to be able to share information resources and computer data.

More recently, commercial interests have become the driving force in the development and direction of the internet. It is no longer simply a communications network, but has become the new media, the television of the nineties. Like television, the internet provides a multimedia environment that communicates, informs, and entertains. But internet adds another dimension to television: the ability to interact and react. Email, telnet, usenet newsgroups, ftp, WWW. All of these give the audience the ability to let their voices be heard - sometimes literally - through the internet.

The Canadian network portion of the internet is called CA*Net. Like the trans-Canada highway, CA*Net runs the length of the country, connecting all the provinces into one network, which is, in turn, connected to other networks, forming the internet.

How do you connect to the internet?

To connect to the internet through your telephone line (dial access), you need: a personal computer, a modem, internet software, and an account with an internet service provider (ISP).

The computer provides you with a “window” to the digital world of the internet. Through it, you can see, hear, and communicate with computers and users connected to the internet in other places.

The modem converts the information coming from your computer into sound waves that can be carried on the telephone lines. It also converts incoming sound waves back into information that your computer can understand.

The internet software provides the interface between you and the information coming in to your computer from the various parts of the internet. Email programs give you a way to receive and send electronic messages; ftp programs provide the tools to move files around on the internet, etc.

The internet service provider is your link to the network. The access account you buy from an internet service provider gives you an identity on the internet through an email address and “IP” address. An ISP may also provide other services, such as allowing you to create your own “web site”, a place for electronic documents that you create, or hosting local interest information on its computers.

What can you do on the internet?

The needs and uses for the information on the internet are as diverse as the people using it. It is beyond the scope of this guide to address the issue. There are many books available that cover the uses and potential for the internet. Reading one or more of those can greatly improve the value of your internet access.

About this guide

This guide tells you how to install, configure, and use the software you need to access the internet through SaskTel Internet Access Service. **No software is included with this guide.** You must have your own software for connecting to and using the internet. Software packages are available from many computer and book stores, and from the internet.

<p>Important! This guide was written assuming that you are familiar with your computer hardware and operating system, and understand how to install software, add or remove files and directories, rename or edit files and directories, and are familiar with basic computer terms. Please refer to the manuals that accompany your equipment if you need more information.</p>

1. Quick Start Instructions

In this chapter

This chapter outlines the steps required to get connected to the internet with your SaskTel Internet Access Service account, and provides the settings you'll need to configure your connection. The rest of this guide provides more detailed information for each of the steps.

Connecting to the internet

Connect to the internet as follows:

Step	Action	'How to' information is in
1	Set up and test your modem.	Chapter 13
2	Download the script file for the software you're using, i.e. Trumpet, Chameleon, OS/2 Warp.	Chapter 2
3	Install and configure your software.	Chapters 3 to 8

Configuring your software

Configure your software as follows:

What	Setting
IP Address	0.0.0.0
Default Gateway	142.165.5.254
Network mask (Subnet mask)	255.255.255.0
domain name (domain suffix)	sasknet.sk.ca
domain IP address	142.165.5.2 (primary) 142.165.5.7 (secondary) 142.165.5.4 (secondary)
MTU value	1006 (for SLIP/CSLIP) 1500 (for PPP)
Name server (DNS)	harrier.sasknet.sk.ca
Mail server (SMTP) (POP)	mailhost.sasknet.sk.ca
News server	news.sasknet.sk.ca
Gopher server	gopher.sasknet.sk.ca
ftp server	ftp.sasknet.sk.ca

Internet dial access number

Dial 1-306-995-7000 to get on the internet. It's **toll-free** within Saskatchewan.

SaskTel's home page

You'll find SaskTel's home page at <http://www.sasknet.sk.ca>

2. How to Download the Script Files

In this chapter	<p>This chapter tells you what the script files are, and how to download (retrieve) them.</p> <p>You must have a modem and a terminal (terminal emulation) program. Most modems come with some type of terminal program. You'll need to refer to the documentation that came with your terminal program when you are downloading script files.</p>
Who needs the script files?	<p>You need a script file if you have an IBM compatible computer, and are connecting to the internet using either Trumpet Winsock, OS/2 Warp, or the Internet Starter Kit for Windows.</p>
What are the script files?	<p>The script files are small programs that make it easier for your connection software to connect to the internet through SaskTel Internet Access Service.</p>
Where are the script files?	<p>The script files are located in a special downloading area, created for SaskTel Internet Access Service customers. The scripts are always available, toll-free from within Saskatchewan.</p>
How to download the scripts	<ol style="list-style-type: none">1. Using your terminal program, dial the internet access number: 1-306-995-7000 (toll free)2. When you connect, you will be prompted for a login [name] and a password. Use download for both.3. You will be prompted by more on screen instructions. Follow these instructions until you reach the download menu.4. From the download menu, select "Download a Script" to retrieve the script file for your software. Choose the script for your connection software. Specify the file transfer protocol you wish to use (x-modem, y-modem, z-modem). Refer to the documentation that came with your terminal program to choose the best file transfer protocol for your software.5. Transfer the script file to your computer. Again, refer to the documentation that came with your terminal program for specific instructions.

continued on next page

Note: The script files are in a compressed format. You must run the script file you downloaded (from dos or File Manager) to uncompress it.

Now what?

Refer to the chapter that tells you how to configure your software (Trumpet Winsock, OS/2 Warp, or Windows95).

3. How to Install and Configure MacTCP/MacPPP

In this chapter

This chapter tells you how to install and configure the MacTCP and MacPPP software that comes with the Internet Starter Kit for Macintosh. It provides information on:

- installing MacTCP and MacPPP
- setting the IP Address
- configuring MacTCP
- configuring MacPPP
- configuring the server
- entering the Connect Script
- entering the Authentication Script
- how to use MacPPP

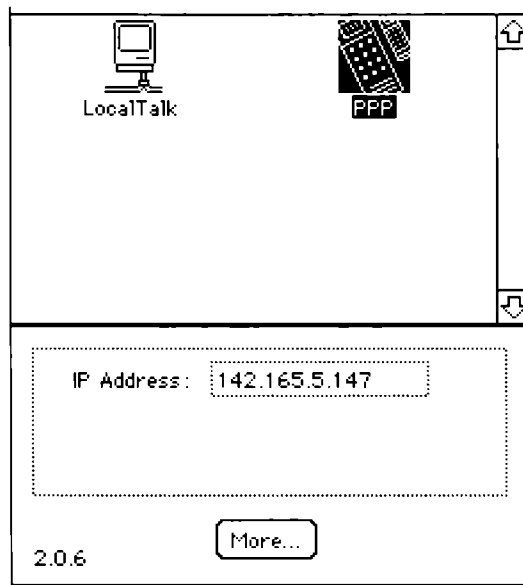
Note: If you are running a Macintosh with System 7.5 installed, you may already have the MacTCP control panel.

**Installing MacTCP
& MacPPP**

If...	Then...
you have System 7	<ol style="list-style-type: none"> 1. drag the MacTCP control panel and the two parts to MacPPP (Config PPP and PPP) onto your closed System Folder. System 7 will put the programs in the correct places for you. 2. restart your computer.
you don't have System 7	<ol style="list-style-type: none"> 1. put MacTCP and ConfigPPP into the Control Panels folder, and put the PPP file into the Extensions folder. 2. restart your computer.

**Setting the
IP Address**

1. Open your Control Panels folder, and double-click the MacTCP icon. Your system will display the Control Panels window. It looks like this:



2. Check the MacPPP icon in the top window; it should be highlighted, as above. If it isn't, click once on the icon to highlight it.
Note: If you have installed Interslip as well, you may experience conflicts. Remove it from the Control Panels folder and restart the computer.
3. Type 0.0.0.0 in the IP Address box.
4. Click <More>. Your system will display the MacTCP configuration dialog box.

Configuring MacTCP

The MacTCP configuration dialog box looks like this:

Obtain Address:

Manually

Server

Dynamically

Routing Information:

Gateway Address:

142.165.5.254

IP Address:

Class: **B** Address: 129.51.5.144

Subnet Mask: 255.255.255.0

Net	Subnet	Node
Bits: 16	8	8
Net: 33075		
Subnet: 5		
Node: 144		

Domain Name Server Information:

Domain	IP Address	Default
sasknet.sk.ca	142.165.5.2	<input checked="" type="radio"/>
sasknet.sk.ca	142.165.5.7	<input type="radio"/>
		<input type="radio"/>

OK Cancel

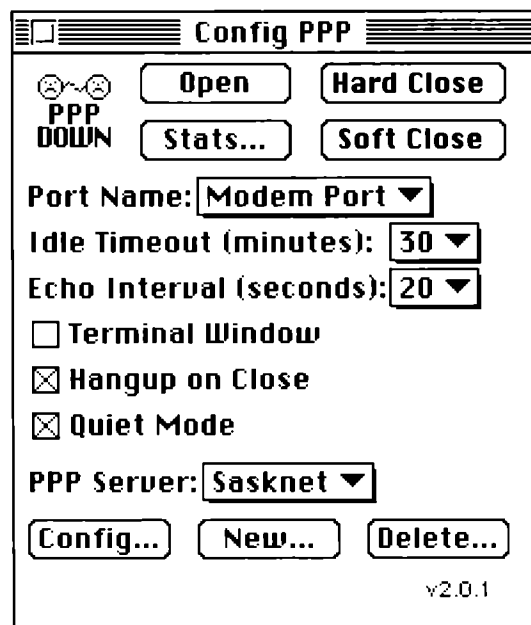
00:58

MacTCP works in the background and shouldn't need any changes once you've set it up. To configure MacTCP:

1. Click <Manually> at the top left of the dialog box, then enter the gateway address: 142.165.5.254. Then, select <Server> at the top left of the dialog box. The Gateway Address box will gray out so you can't change it.
2. From the Class box, select "B"
3. Click and drag the small triangle at the top of the Subnet Mask gauge until the Subnet Mask reads 255.255.255.0.
4. Enter the Domain and IP Address information as shown above.
5. Click <OK> to close the configuration dialog box.
6. Click the close box on the top left of the MacTCP Control Panel window. It will take a few seconds to create the preferences file and the DNR file before it closes the Control Panel.
7. Restart your computer so the setups can take effect.

**Configuring
MacPPP**

1. Double-click the ConfigPPP Control Panel to open it. It looks like this:



2. Adjust the control panel settings as illustrated — unless you are connecting your modem to the printer port on your computer. If you're connecting your modem to the printer port, select "Printer Port" from the Port Name pop-up menu.
3. Click and hold down the PPP Server menu. You should see a long list of modems; select the one that matches your modem. If you can't find an exact match, select the most likely one, or *hayes compatible* if there is nothing close. This tells MacPPP which modem initialization string to insert in the configuration setup. After choosing a modem setup from the list, click <New> and give the setup a unique name, such as "Sasknet".
4. Click <Config...>. Your system will display the Config server dialog box.

Configuring the server

The Config Server dialog box looks like this:

PPP Server Name:

Port Speed: ▼

Flow Control: ▼

Tone Dial Pulse Dial

Phone num

Modem Init

Modem connect timeout: seconds

01:01

This was automatically filled in when you selected the PPP server.

1. Set the port speed. This is the speed at which your modem communicates with your Mac, not the rate at which it talks to another modem. Set it to the highest speed for your modem. By default, you can use:
 - 57600 - for 14400 or 28800 modems
 - 19200 - for 9600 modems
2. Set flow control. Generally, you can set this to CTS&RTS. If you have trouble getting connected or your system performs poorly, change it to CTS only.
3. Click <Tone Dial> or <Pulse Dial> depending on your phone service type.
4. Type the server phone number — 1-306-995-7000.
5. Click <Connect Script>. Your system will display the Connect Script dialog box.

Entering the
Connect Script

The Connect Script dialog box looks like this:

Wait timeout: 40 seconds

<CR>

Out Wait []

Out Wait gin: []

Out Wait (your user id) []

Out Wait ssword: []

Out Wait (your password) []

Out Wait []

Out Wait []

Out Wait []

00:59 Cancel OK

1. Type your user id and password. You'll find these in the New Account Summary letter included in your package.
2. Click <OK> to close the dialog box. Your system will return you to the Config Server dialog box.

**Entering the
Authentication
Script**

1. In the Config Server dialog box, click <Authentication...>. Your system will display the Authentication Script dialog box. It looks like this:

Note: The password and id fields may be left blank to indicate that they are to be entered at connect time.

Auth. ID:

Password:

Retries: Timeout: seconds

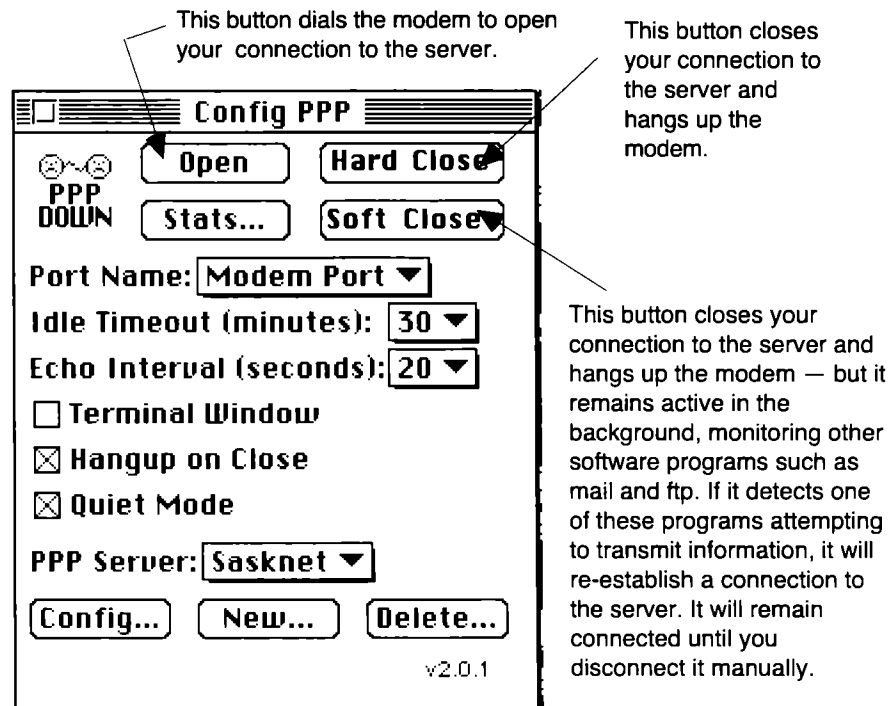
01:01

2. Type in your user id and password. Or, as the note suggests, leave these blank to increase security on your account; a dialog box will appear at connect time asking for your userid and password.
-

**How to use
ConfigPPP**

Once you configure MacTCP and MacPPP, you can open or close a connection to the internet. Here's how:

1. Double-click the ConfigPPP Control Panel to open it. It looks like this:



2. If you want to...	Click...
connect to the internet	<Open>
close your connection to the internet	<Hard Close> or <Soft Close> (Refer to the description of each in the illustration above.)

Now what?

Your software is now configured for SaskTel Internet Access Service. You must now install and configure any other software programs (mail, news, ftp, Web) that you'd like to use. For instructions on how to install and configure these software programs, refer to the documentation that came with each.

Then, refer to Chapter 8 in this guide; it tells you how to set up email.

4. How to Install and Configure Chameleon

In this chapter

This chapter tells you how to install and configure Chameleon. It also tells you how to use Chameleon. The Chameleon program is included in the software package that comes with The Internet Starter Kit for Windows.

Installing Chameleon

1. Using the instructions provided in the Internet Starter Kit for Windows, install Chameleon on your hard drive.
 2. Download the script file for the Internet Starter Kit. Refer to Chapter 2 in this guide.
 3. Copy the script file onto your hard drive, into the same directory as the Internet Starter Kit files.
-

Configuring Chameleon

1. From the Chameleon icon group, select the Custom icon. Double-click it to run the program.
 2. From the File menu, select “Open” and then “sasknet.cfg”.
 3. From the bottom of the window that opens, choose either SaskNet CSLIP or SaskNet PPP — your type of account determines which you’ll choose. *Your account type is listed in your New Account Summary letter.*
 4. From the Setup menu, select “Login”. Then, enter your user id and password — *these are listed in your New Account Summary letter.*
 5. From the Setup menu, select “Port”. Enter the port values that correspond to the setup of your computer.
 6. From the Setup menu, select “Modem”. Enter the correct values for your modem.
 7. From the Setup menu, select “Subnet Mask”. Click and drag the Subnet Mask bar until the numbers below the bar read 255.255.255.0
 8. Close the Custom application. Select “Save” if the program offers you that option.
-

**How to use
Chameleon**

Once you configure Chameleon, you can open or close a connection to the internet. Here's how:

1. From the Chameleon icon group, select the "Custom" icon. Double-click it to start the program.
 2. Select either SaskNet CSLIP or SaskNet PPP — depending on the type of account you have. *Your account type is listed in your New Account Summary letter.*
 3. Select "Connect" to establish a connection to the server.
 4. Start the internet tool you wish to use (gopher, ftp, Web, etc.).
-

Now what?

Your software is now configured for SaskTel Internet Access Service. You must now install and configure any other software programs (mail, news, ftp, Web) that you'd like to use. For instructions on how to install and configure these software programs, refer to the documentation that came with each.

Then, refer to Chapters 8 in this guide; it tells you how to set up email.

5. How to Install and Configure Trumpet Winsock

In this chapter This chapter tells you how to configure Trumpet Winsock. It also provides information on installing Trumpet Winsock.

You must have one of the following versions of Trumpet Winsock:

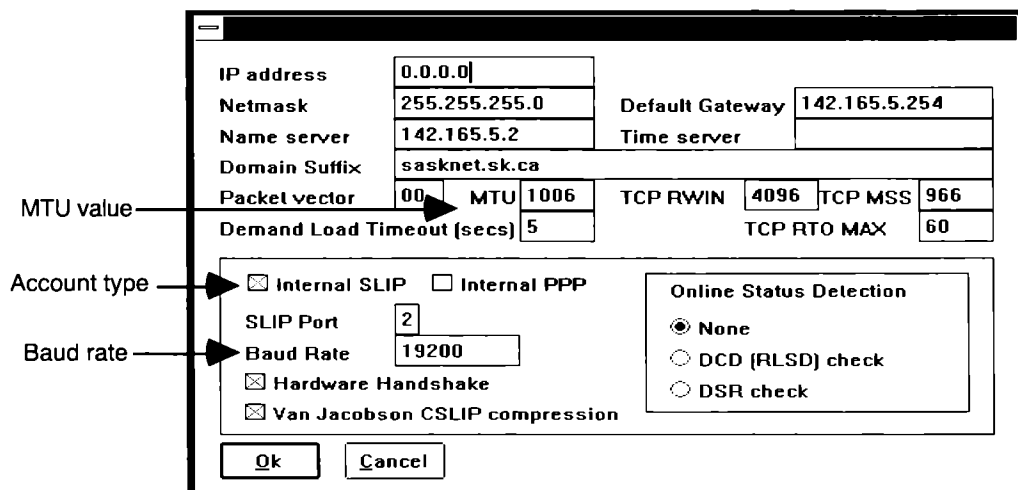
- Version 2.0A
 - Version 2.0B
 - Version 2.1C
-

About installing Trumpet Winsock Install the Trumpet software into a directory on your hard drive. The Readme files that come with Trumpet provide detailed steps on how to install the software.

- Installing the script file**
1. If you haven't already done so, download the script file for Trumpet Winsock. For instructions, refer to Chapter 2 in this guide.
 2. Make sure the script file is named "login.cmd"; if necessary, rename it.
 3. Open the directory that contains Trumpet Winsock.
 4. Locate the existing login.cmd file; delete it; replace it with the version you just downloaded.
-

Configuring Trumpet

- Once you've installed the Trumpet software on your system, start Trumpet and from the "File" menu choose "Setup". Your system will display the Trumpet Setup dialog box; it looks like this:



- Fill in the dialog box as shown above, with the following exceptions:
 - If you have a PPP account, select "internal PPP" instead of "internal SLIP"; then, enter 1500 in the MTU field
 - If you have a CSLIP account, enter 1006 in the MTU field.
 - In the Baud Rate field, enter the maximum speed for your modem. *This is the port speed (the speed the modem communicates with the computer) not the baud rate. 19200 is the highest speed you can use without the addition of hardware upgrades.*
- Launch Trumpet Winsock and select "setup" from the Dialler menu.
- When your system prompts you, enter the internet access number (1-306-995-7000), your user id and your password — *your userid and password are listed in your New Account Summary letter.*

Now what?

Your software is now configured for SaskTel's Internet Access Service. You must now install and configure any other software programs (mail, news, ftp, Web) that you'd like to use. For instructions on how to install and configure these software programs, refer to the documentation that came with each.

Then, refer to Chapter 8 in this guide; it tells you how to set up email.

6. How to Install and Configure OS/2 Warp

In this chapter

This chapter tells you how to configure OS/2 Warp internet software for SaskTel Internet Access Service. It provides information on:

- downloading the script files
 - configuring OS/2 Warp
 - using OS/2 Warp
 - upgrading OS/2 Warp software.
-

Downloading the script file

1. If you have not done so, download the script file for OS/2 Warp. For instructions, refer to Chapter 2 in this guide.
 2. Place the script file, `sasknet.cmd` on your hard drive in the sub directory: `\tcPIP\bin`. When finished, return to the desktop to configure the OS/2 Warp software.
-

Configuring OS/2 Warp

1. Open the Internet Connection folder on the desktop. Then double-click the “Dial Other Internet Providers” icon.
2. Double-click the “Add Provider” icon. (*Your system will display four configuration pages, one at a time. You’ll need to enter configuration information on each.*)
3. Enter configuration information on Page 1 as follows:

In this field...	Enter...
Provider Name	Sasknet
Login ID	your user id (from the New Account Summary letter at the beginning of this package)
Password	your password (from the New Account Summary letter at the beginning of this package)
Nickname	sasknet
Phone Number	13069957000
Login Script	sasknet.cmd <your user id><your password>
Type	SLIP

4. Click <Next> to continue to Page 2.

Continued on next page

Configuring OS/2 Warp, continued

5. Enter configuration information on Page 2 as follows:

In this field...	Enter...
MTU Size	1006
VJ Compression	Select this for CSLIP accounts. (See the Account Type on your New Account Summary letter.)
Domain Nameserver	142.165.5.2
Your Host Name	leave blank
Your Domain Name	sasknet.sk.ca

6. Click <Next> to continue to Page 3.
7. Enter configuration information on Page 3 as follows:

In this field...	Enter...
News Server	news.sasknet.sk.ca
Gopher Server	gopher.sasknet.sk.ca
WWW Server	leave blank
POP Mail Server	mailhost.sasknet.sk.ca
Reply Domain	sasknet.sk.ca
Reply (Mail) ID	your user id (from New Account Summary letter)
POP Logging ID	your user id (from New Account Summary letter)
POP Password	your password (from New Account Summary letter)

8. Click <Next> to continue to Page 4.
9. Enter configuration information on Page 4 as follows:

In this field...	Enter...								
Com Port	select the com port your modem is connected to								
Speed	Select the port speed that goes with your modem speed: <table border="0"> <thead> <tr> <th>Modem</th> <th>Port Speed</th> </tr> </thead> <tbody> <tr> <td>9600</td> <td>19200</td> </tr> <tr> <td>14400</td> <td>38400</td> </tr> <tr> <td>28800</td> <td>57600</td> </tr> </tbody> </table> <p>Note: If you have trouble connecting, set your port speed slower and try again.</p>	Modem	Port Speed	9600	19200	14400	38400	28800	57600
Modem	Port Speed								
9600	19200								
14400	38400								
28800	57600								
Data Bits	8								
Parity	None								

Using OS/2 Warp

Once you configure your OS/2 Warp software, you can connect to the internet. Click <Dial>. The software dials and makes the connection. The message "Slip Driver Running Exit with Ctrl - C or Ctrl..." appears when connection is complete.

Upgrading OS/2Warp software

Once you get connected, you should update the internet software that comes with OS/2 Warp. The updated software fixes bugs in the mail, news, and web tools. Here's how to go to a gopher site containing the updated software:

1. Double-click the IBM Internet Connection icon from desktop.
 2. Double-click the Retrieve Software Updates icon.
-

Now what?

Your software is now configured for SaskTel's Internet Access Service. You must now configure any other software programs (mail, news, ftp, Web) that you'd like to use. For instructions on how to install and configure these software programs, refer to the documentation that came with each.

Then, refer to Chapter 8 in this guide; it tells you how to set up email.

7. How to install and configure Windows95 internet software

In this chapter This chapter tells you how to configure Windows95 internet software for a PPP connection. It provides information on

- installing the Dial-Up Networking
- adding your modem to the list
- installing and configuring the TCP/IP protocol and Dial-Up Adapter
- configuring Dial-Up Networking for SaskNet
- logging into SaskNet

How to install Dial-Up Networking

1. From the Windows95 desktop, double-click the My Computer icon to open it.
2. Double-click the Control Panel icon to open it, then double-click Add/Remove Programs. A group of tabs appears.
3. Click the “Windows Setup” tab to bring it forward. Then, select Communications,
4. click the <Details> button,
5. check “Dial-Up Networking”, and click <OK>.
6. Click <OK> to finish.

How to install the Dial Up Adapter and TCP/IP Protocol

1. From the Windows95 desktop, double-click the My Computer icon to open it.
2. Double-click the Control Panel icon to open it, then double-click Network.

If you do not have TCP/IP->Dial-Up Adapter listed as a protocol, follow these steps to install it:

Step	Action
1	click <Add>
2	select “Protocol”
3	click <Add>
4	select Microsoft from the manufacturer list
5	select Microsoft TCP/IP from the network protocol list and click <OK>
6	click <OK>

**How to install
the Dial Up
Adapter and
TCP/IP Protocol**

1. Double-click Dial-Up Adapter. A group of tabs appears.
 2. Click the Bindings tab to bring it to the front. Make sure the TCP/IP box is checked.
 3. Click the Advanced tab to bring it to the front. Make sure “Use IPX header compression” says “Yes”
 4. Click <OK>
-

**How to
configure the
TCP/IP for
SaskNet**

1. From the Windows95 desktop, double-click the My Computer icon to open it.
 2. Double-click the Control Panel icon to open it, then double-click Network.
 3. Under “the following network components are installed:” double-click TCP/IP. The Properties screen appears.
 4. Click the IP Address tab to bring it to the front, then click “Obtain an IP address automatically”.
 5. Click the Wins Configuration tab to bring it to the front, then click “Disable WINS Resolution”.
 6. Click the Gateway tab to bring it to the front, then in the “New Gateway” field, enter 142.165.5.254 and click <ADD>
 7. Click the DNS Configuration tab to bring it to the front, then click “Enable DNS”
 8. In the “Host” field, enter 142.165.5.8
 9. In the “Domain” field, enter sasknet.sk.ca
 10. In the “DNS Server Search Order”, enter 142.165.5.2, then click <ADD>
 11. In the same field, enter 142.165.5.7 and click <ADD>
 12. In the same field, enter 142.165.5.4 and click <ADD>
 13. Click the Bindings tab to bring it to the front, and make sure the “Client for Microsoft Networks” item is checked.
 14. Click <OK> to complete the configuration.
-

How to create a modem and Dial-Up Networking connection profile

1. From the Windows95 desktop, double-click the My Computer icon to open it.
2. Double-click the Dial-Up Networking icon to open it, then double-click the Make New Connection icon. The Make New Connection window appears.

Note: if you have not installed a modem in Windows95, a dialog appears to let you install one. Choose either automatic detection or manual. Click <Next> when the correct modem is selected to finish the installation. Click <Finish> to return to the Dial-Up Networking window.

4. Under “Type a name for the computer you are dialing” enter SaskNet and click <Next>. The second window appears.
5. In the “Area code:” field, enter 306
6. In the “Telephone number:” field, enter 13069957000
7. Click <Next>, then <Finish> to complete the profile. There should be a SaskNet icon in the Dial-Up Networking window.

How to configure Dial-Up Properties for SaskNet

1. From the Dial-Up Networking window, click the SaskNet icon **using the Right mouse button**, and click on Properties in the pop-up menu. The My Connection window appears
2. Click <Server Type...> The Server Types window appears. Check that the “Type of Dial-Up Server” indicated is “PPP: Windows95, Windows NT 3.5, Internet”
3. Under the “Advanced options”, select Log on to the Network and Enable Software compression.
4. Deselect “Require encrypted password”
5. Under the “Allowed network protocols”, deselect NetBEUI and IPX/SPX
6. Select TCP/IP
7. Click <OK> to close the Server Types window
8. Click <OK> to close the SaskNet DialUp Networking window.

How to log on with the SaskNet DialUp profile

1. From the Windows95 desktop, double-click the My Computer icon, then double-click the Dial-Up Networking icon, then double-click the SaskNet icon.
2. Enter your PPP account userid and password.

Note: Check the “Save password” option if you don’t want to enter your password every time you dial in.

3. Click <Connect> The window will minimize and the “Connecting to SaskNet” dialog appears. The modem dials the number and completes the login to the internet service.

Now what?

Your software is now configured for SaskTel Internet Access Service. You must now install and configure any other software programs (mail, news, ftp, Web) that you’d like to use. For instructions on how to install and configure these software programs, refer to the documentation that came with each.

Then, refer to Chapter 8 in this guide; it tells you how to set up email.

8. How to Configure and Use Email

In this chapter

This chapter tells you what an email address is and how it works. It also tells you how to test your email software to make sure it's working properly.

Email is the most used feature of the internet, but email programs can also be the most difficult to set up. This chapter also tells you how to set up Eudora mail, one of the most popular email programs. The configuration shown is for the Macintosh version of Eudora 1.4.3. If you have The Windows version of Eudora or another email program, the setup should be similar, though the dialog boxes and item names may be different. Consult the documentation that came with the email program for specific configuration information.

About email

Your internet account gives you access to electronic mail, or email. This allows you to send and receive electronic letters to and from anyone in the world, providing you both have email addresses.

What is an email address?

An email address is just like a street address. It is made up of two parts separated by "@" . For example:

john.doe@sasknet.sk.ca

In this example...

"john.doe" is the identifier of the person at that address, while "sasknet.sk.ca" is the name of the system the person belongs to.

Like a street address, an email address includes your name and your location. And like a street address, each address is unique. There may be a number of people called "john.doe" on the internet, but only one lives at this domain.

Your email address

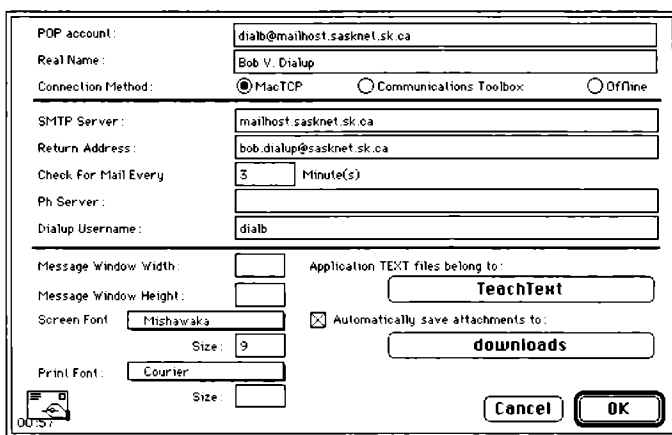
On SaskTel's system, your email address is essentially two addresses: a **real** address and an **alias**.

Your real address is machine generated by our system and takes the format:
<your user id>@mailhost.sasknet.sk.ca

Your alias is an address that points to your real address. It takes the format:
<your choice>@sasknet.sk.ca You choose an alias when you set up an account. It provides you with a more meaningful email address to give to friends and associates, or to put on your business cards.

How to configure Eudora

1. Select "Configurations" from the "Special" menu. Your system will display the Configurations dialog box. It looks like this:

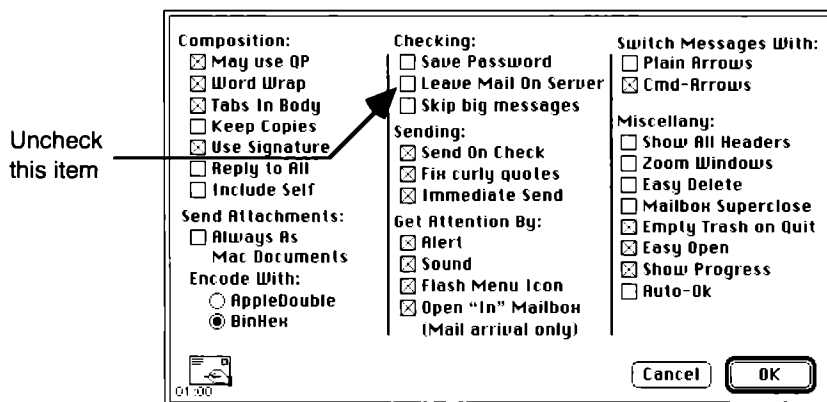


2.

In this field...	enter...
POP Account	(user id)@mailhost.sasknet.sk.ca
SMTP Server	mailhost.sasknet.sk.ca
Return Address	Your email alias.
Dialup Username	Your user id.

Note: Set the remaining fields to reflect your taste and work habits.

4. Click <OK>.
5. From the "Special" menu select "Switches". Your system displays the Switches dialog box. It looks like this:



6. Uncheck <Leave Mail On Server>.
7. Experiment with the other settings to configure the program to your needs.

Configuring multiple mailboxes

What are multiple mailboxes? Multiple mailboxes provide several email addresses, up to a maximum of twenty, from a single dial access account. Each email address is unique and separate from the others, and is allocated the same space (1 meg) on the mail server as a single access account.

There are two parts to a multiple mailbox account: the main login section, and the mailbox section. The main login information is shared by all computers accessing the internet. The mailbox information is unique for each email address.

Who can have multiple mailboxes? Any dial access customer can have multiple mailboxes. They are intended, primarily, for situations where several users need to access email from their computers, but don't need individual dial accounts.

Several users sharing a single computer can also have multiple mailboxes, but the email software must be reconfigured each time a user accesses her mailbox.

How to configure multiple mailboxes Configuring multiple mailbox accounts is similar to configuring a single dial access, except that:

- all computers that will be accessing a mailbox must have connection software (TCP/IP), configured with the same main login information.
- each computer must have email software configured with the user's individual mailbox information.

Example: configuring two mailboxes In this example, two people, Ann and Karim, are partners in a small company. They have an access account with two mailboxes. This is the information they received from SaskTel:

Main account information:	Ann's mailbox information:	Karim's mailbox information
User Id: prccom	User Id: anncom	User Id: karcom
Password: qfw263	Password: ljdk098	Password: ojmk87
Connection type: PPP	Email: ann@sasknet.sk.ca	Email: karim@sasknet.sk.ca

Ann has an IBM compatible, while Karim has a Macintosh. Ann configures Trumpet Winsock using the Main account information provided. Karim configures MacTCP using the same information.

Ann then configures her email software with the information for her personal mailbox. Karim does the same with his mailbox information. They both establish their internet connection using the same user id and password, and can

“surf the net” as much as they like. However, because each mailbox has its own user id and password, neither can see or access the other’s email.

**Important:
changing
passwords**

A user can change the password for their mailbox anytime, and as often as she likes, through her email package.

If the main account password is changed, however, none of the mailbox owners will be able to connect to the internet until each of them changes the password in her connection software setup. We strongly suggest one person be designated as the main account holder, and that person be responsible for ensuring that any password change is reflected in the connection configuration of each mailbox user’s machine.

**About billing
charges for
multiple mailbox
accounts**

With a multiple mailbox account, every user has their own, private email address. But every user also shares the same main login account. As a result, usage from a mailbox account is charged to the main account.

For example:

If one account has 20 mailboxes attached to it, and each mailbox user spends 1 hour online through the day, the total usage on the account for that day will be:

20 times 1 hour = 20 hours of use.

Testing your email software

To test your email software, send yourself an email message. Use your email alias in the "To:" line. Put whatever you like in the "Subject" line and the body of the message.

Send the message. It will take a minute or so for the message to be processed by the mail server and sent back to you. From the "File" menu, select "Check Mail".

When your message comes back to you, it should have the email alias in the "From" line. (Some programs may add "harrier" after the @ sign; however, you do not have to put in "harrier" when you send your message).

If...	Then...
your message doesn't come back to you	check the message you sent to make sure you entered the address correctly. If everything seems to be correct, check your email settings for errors and try again. If it still doesn't work, you may have your connection software configured incorrectly. Try again!
your message comes back to you with (userid)@harrier.sasknet.sk.ca in the "From" line	check the settings for your program to make sure that your mail alias is in the "Return Address" field

9. About UseNet Newsgroups;

In this chapter

This chapter tells you what the newsgroups are. It also tells you about the Sasknet newsgroups and what they are used for.

The UseNet newsgroups are public discussion groups, created and maintained by the newsgroup users. There are thousands of newsgroups available on the internet, covering as many topics.

The newsgroups are accessed through a variety of means (email, gopher, Web). The most common method is through a news reader. It is beyond the scope of this document to cover the different news readers available. Refer to the documentation that accompanies your news reader for information on how to configure and use it.

Posting messages to newsgroups

Before you start posting email messages to a newsgroup:

- Read the FAQ for the newsgroup, generally posted every week or so.
- Spend some time “lurking” (reading what others post) to get the feel of the newsgroup.

Posting a message to a newsgroup, is similar to sending email, but to a public group rather than an individual. When you post a message, it doesn't appear immediately. Usually, you have to exit from the newsgroup, then go back into it before your message appears. In some moderated newsgroups, your message may not appear until the moderator has read it and decided if it is suitable to be posted.

You can test your posting skills by sending some test messages to a special newsgroup SaskTel has made for that purpose. You can try posting to a single person or the whole group, and try out any other features your newsreader may have. The test newsgroup is called `sasknet.test.postings`

We have created a number of newsgroups specifically for use by SaskTel internet customers. They are listed below:

For...	use this newsgroup...
general discussions on any topic	<code>sasknet.watercooler</code>
help with questions you have about your particular computer type	<code>sasknet.dos</code> <code>sasknet.macintosh</code> <code>sasknet.os2</code> <code>sasknet.windows</code>

10. About Billing, Charges, and Time

In this chapter	This chapter tells you how your internet account is billed. It also explains the billing period, the prorating process, and how you can find out how much time you have used in a specified period.
How you're billed	Your internet account is billed every month. It appears as a separate item on your SaskTel telephone bill.
What you're charged for	<p>You're charged monthly rental and for usage.</p> <ul style="list-style-type: none">• Monthly rental This is the monthly subscription fee you pay for SaskTel Internet Access Service. Monthly rental is billed in advance, so your bill will show the charge for the current billing period. This means your first internet bill will be for two months: the month past, and the current billing month.• Usage Usage is the time you've used your internet account during the previous billing period. You're billed for the usage that exceeds the time included with your package — and this usage is what's shown on your bill. For example: if your rate package includes 3 hours of use per month, but you used 5 1/2 hours, 2 1/2 hours usage (150 minutes) will appear on your bill.
Your billing period	Your internet account is based on your telephone billing date, rather than the calendar month. The billing date, which appears at the top of your monthly phone bill is the end date of your billing month. If for example, your billing date is the 17th of the month, your billing month would be from the 17th to the 16th of the next month.

Your first bill We prorate your first internet bill to correspond to your telephone billing period. Since it is unlikely that your internet service will begin exactly on your billing date, it will be less than a full month before the end of the billing period.

So...

If your billing date is on the 15th of the month, and your internet account is activated on the 10th, you will have 5 days to use your internet account before the end of your billing period. You will receive a percentage of your included hours (5 days worth of 30 or about 1/6th of your time) and your monthly rental will be adjusted to 1/6th of the usual fee.

And then...

You start over again with all of your included hours for the next month.

Keeping track of time Keeping track of the time you have used each month is important to making your internet account cost effective. Your SaskTel Internet Access Service account includes our Time Online feature. Time Online provides you with instant access to all of your records over a period that you specify.

How it works

Time Online works through email. You simply send an email message to one of our Time Online accounts:

- tol.summary@sasknet.sk.ca
- tol.detail@sasknet.sk.ca

[tol.summary](mailto:tol.summary@sasknet.sk.ca) will return the total time for the period you specify.

[tol.detail](mailto:tol.detail@sasknet.sk.ca) will return a detailed list, with totals, showing each session in the period you specify.

How to use Time Online

Send an email message to one of the Time Online accounts. Here's how:

1. In the "Send to" line, type: `tol.detail@sasknet.sk.ca`
2. Leave the subject blank.
3. In the body of the email, put the start and end dates of the period, separated by a comma. Use numbers for the month in the format: mdd, e.g. 605,705
4. Send the email, omitting any signature files.

You should get a response back within a minute or two, depending on how busy the system is.

Note: Some email programs may "freeze" when you send a message to one of the Time Online accounts. Pressing the Escape key will "unfreeze" the program.

**Important:
using time
online with
multiple
mailboxes**

If your account includes multiple mailboxes, the time online feature will only return the total time used for all the mailbox accounts combined. For example, if you have an account with three mailboxes, a time online query will return the total time used by all three mailbox users.

There is currently no way to find out how much time each mailbox user has spent online.

11. How to Change Your Password

In this chapter This chapter explains why you should change your password, and tells you how to do it.

Why change your password? Your password ensures that no one but you, and those you authorize, can use your internet account.

Our system has assigned you an initial password. Once you're connected to SaskTel Internet Access Service, change that password to ensure the security of your account. (*And yes, you may change your password any time you like.*)

Important!
If you forget your new password, there is no way to recover it. Call the inquiries line at: 1-800-644-9205 to have a new one created.

Making up a password Your password may be 6 to 8 characters long. It must begin with an alphabetic character, and contain at least one numeric. Do not use special characters. They may invalidate your password.

Changing your password To change your password, you need a telnet program. Telnet software is available from a variety of sources, including the internet. Start the telnet program and then:

1. Telnet to: harrier.sasknet.sk.ca
2. At the prompt, enter your login name (user id) and your current password.
3. At the prompts, enter your current password again, then your new one.
4. Enter your new password again, when asked, to verify it.
5. Log off the server.

Your password is now changed.

Now what? Make sure that you replace your current password with your new one in any programs that use it, such as Eudora.

12. Getting Help

In this chapter This chapter tells you how to get help with your internet account. It covers the different types and levels of help available through SaskTel Internet Access Service, and when you should use them. It also covers other sources of help and what you need to do when you call for help.

What kind of help is available? Two types of help are available: technical help and online support.

- Technical help is to help you get connected to the internet.
- Online support is to help you once you are using internet.

Technical Help The technical help system is a two-tiered system. Both the Help Desk and Tier Two, will help you get connected to the internet. They will not provide assistance with using specific internet software. For questions on using your software, or general questions on the internet, there are further resources, outlined later in this section.

Help Desk Available 7 days a week, 24 hours a day. Its purpose is to solve initial software configuration problems. The Help Desk staff can test your account to make sure it is working correctly, provide configuration information about some of the more popular software packages (Chameleon, Trumpet Winsock, MacPPP, Windows95, OS/2 Warp), and offer some suggestions for modem problems.

The 24hr Help Desk number is 1-800-581-1121.

Tier Two Available during business hours, Monday to Friday. Its purpose is to solve more complex hardware and software problems. The Tier Two support staff will work with you until the problem is resolved. Tier two support is automatically called in if the Help Desk is unable to solve your problem.

Before you call for help...

.. determine if there is a technical problem

Go over configurations again to see if you have missed something. Check your modem to make sure it is plugged in and turned on and that no one else is using the same line.

.. know exactly what the problem is.

Write out a brief explanation of what you were trying to do, the problem that occurred, and any error messages you received. Note whether the problem is constant or intermittent.

.. have all your information ready

The help desk staff will need the following information when you call:

- user id
 - phone numbers where you can be reached(both day and evening.)
 - type of computer(IBM/Mac/etc. and processor: 386/486/ PowerPC/etc.)
 - total memory in the computer (RAM)
 - operating system (Windows, OS/2, etc.)
 - modem type and location (internal or external)
-

Online Support

Once you are online, there is more help available from a variety of online sources. You can consult the FAQ sheets, post messages to the newsgroups, or contact our Online Support staff.

The purpose of the online help is to provide additional support for SaskTel customers. The online help will not be able to answer specific questions about every service or software package available on the internet.

FAQ

Frequently Asked Question sheets are an important resource on the internet. They are lists of questions and answers most often asked by users, and should be your first source of information about an online service, group, or system.

These FAQs are updated regularly with new information. There is a FAQ for both general questions, and more Slip/PPP technical questions. The URLs (internet addresses) for both are given below.

Slip/PPP FAQ: <http://www.sasknet.sk.ca/sasknet.secret/slip-ppp-general-faq.html>

Technical FAQ: <http://www.sasknet.sk.ca/sasknet.secret/slip-ppp-technical-faq.html>

www.sasknet.com

Newsgroups

Newsgroups are public discussion group areas where you can get help from other users who have had similar problems or questions. As well, SaskTel's support and technical staff regularly monitor these groups to provide answers to posted questions. There are several usenet groups available locally to help with specific questions about SaskTel Internet Access Service. They are:

- sasknet.dos - for help if you have a DOS based machine.
- sasknet.macintosh - for help if you have a Macintosh.
- sasknet.os2 - for help if you have a machine with OS/2 and Warp.
- sasknet.windows - for help if you have a Windows based machine.

Email

If you have questions you wish to direct specifically to SaskTel's Online Support staff, you can send an email message to:

`tech.support@sasknet.sk.ca`

If you have questions about your account or general comments about SaskTel's service, you can send email to:

`feedback@sasknet.sk.ca`

Other sources for help

There are many other sources for help. If you are having problems with a specific piece of software or hardware, consult the documentation that came with it, or contact the vendor's technical support.

Libraries and bookstores carry a wide range of books and magazines on internet, for both beginners and more experienced users.

13. Troubleshooting Tips

In this chapter

You may have a number of problems getting connected to the internet — some of them not related to the software. And problems not related to the software typically have something to do with the modem or modem set up.

This chapter describes the five most common problems with modems. It also tells you what to do if you have one of these problems.

If your modem won't dial, or dials but doesn't connect...

1. Check to see if the modem initialization string is incorrect. The init string is essentially a mini program that sets up your modem to communicate with the software. Refer to the manual that came with your modem for the init string for the factory default settings.

Adjust your string as needed, according to the codes for your modem, given in your manual. The codes vary from modem to modem, so if your manual does not give the codes and their meaning, leave the factory default settings.

Then,

- set hardware flow control on (cts/rts)
- set normal dtr on (for Windows machines) (For Macintosh use **&D0**)
- set carrier detect on.

2. Check to see if the modem speed is set correctly. Set the port speed as high as the modem is rated to handle, then slow it down, one step at a time until it connects properly.
3. If you have an IBM compatible, check the UART chip. The port on IBM compatibles does not support high speed. You must have a 16550 or better UART chip to achieve a high speed connection. To check your chip...
 - From a DOS prompt, type MSD, and press <Return>
 - In the information displayed, look under the Com Ports to see the UART chip information displayed.
 - If the information displayed is less than 16550, try lowering your port speed until the modem can connect to the internet.
4. Check for IRQ conflicts — they're common with IBM compatibles. IBM compatibles have four Com ports that share 2 IRQs:
 - Com1 and Com3 share IRQ4
 - Com2 and Com4 share IRQ3

If you have two active devices connected to Com ports that use the same IRQ, conflicts can arise, preventing the devices from working. Make sure that two active devices aren't sharing the same IRQ.

If your modem dials, but won't hang up after a session...

The modem initialization string contains the information to properly hang up the modem. Try adding **&C1** to your init string. If that doesn't solve the problem, try adding **&D2** as well.

Note: Macintosh computers don't recognize **&D2**. Use **&D0**.
