Welcome to SPRYNET Registration Wizard

SPRYNET Registration Wizard assists you in creating an Internet   access and electronic mail (e-mail) account with SPRYNET.

SPRYNET is an Internet Service Provider (ISP). SPRYNET provides Internet accounts using the CompuServe worldwide network. Using this wizard, you can automatically create a SPRYNET account, and use it for full Internet access including e-mail.

This help file provides information on using SPRYNET Registration Wizard to create an account and configure your software.

SPRYNET Support

If you have questions or would like assistance with your SPRYNET account, please consult the ReadMe file for all the ways you can contact SPRYNET's Technical Support.

You may already be a SPRYNET member!

You seem to already have an active SPRYNET account. Continue with this registration process if you want to create a new account. SPRYNET allows you to have more than one active account and billing will be based on each separate account. If you want to create a new account and cancel your current account, you must call Customer Services or you will be billed for both accounts.

SPRYNET Support
If you have questions or would like assistance with your SPRYNET account, please consult the ReadMe file for all the ways you can contact SPRYNET's Technical Support.

Registration Steps

The SPRYNET Registration Wizard takes you through these steps (click on any of these topics for additional information):

1   [Entering member information](#)

2   [Identifying a local access phone number](#)

3   [Retrieving pricing plans](#)

4   [Providing payment information](#)

5   [Selecting electronic mail username](#)

6   [Confirming account information](#)

7   [Configuring your Internet applications](#)

Account Name

To create your SPRYNET account, provide the following name information (bold items are required):

- **First name**
- Middle (optional)
- **Last name**
- Company name (optional)

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

See Also

Mailing Address

Telephone Contact

Mailing Address

To create your SPRYNET account, provide the following mailing address information (bold items are required):

- **Street address**
- Apartment, suite, or P.O. Box number (if applicable)
- **City**
- **State/Province**
- **Zip/Postal code**
- **Country**

TIP To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

See Also

Account Name

Telephone Contact

Telephone Contact

To create your SPRYNET account, provide the following telephone information (bold items are required):

- **Primary telephone number**
  The best phone number at which to reach you.

- Alternate telephone number (optional)

- Fax number (optional)

TIP   Type the area code in the first box, your cursor will automatically be moved to the next box.

To return to a previous entry, place the cursor in the field and click the mouse.

See Also

Account Name

Mailing Address

Internet Access Phone Number

To access a SPRYNET account, you need to select an access phone number. The country and area code you selected during registration will be displayed, and the access phone numbers in that area will be listed.

To select an access phone number:

1. Verify that the displayed country is correct. Select a different country, if it is not correct.

2. Verify that the displayed area code is correct. Select a different area code, if it is not correct.

3. Select a city in the City box.
    This list displays the cities in your area that have access phone numbers. When you have selected a city, the phone number, modem speed, and surcharge rate are displayed.

Our phone network is constantly expanding. Additional cities and phone numbers, which are not listed on the screen, are continually added. Please consult the ReadMe file for additional access phone numbers, or to contact our Technical Support department for information regarding 3rd party access to our network.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

Registration Server

Your modem will contact SPRYNET's registration services to obtain latest pricing plan options when you click Next. Please be patient while this process takes place.

Waiting for Pricing Information

Your [modem](#) is communicating with SPRYNET's registration services to get current information. The amount of time it takes to obtain this information depends on the speed of your modem and other factors. Please be patient while this process takes place.

Pricing Information Failure

Indicates that SPRYNET Registration Wizard could not connect to the SPRYNET registration server to get current account pricing information. This may have been caused by a busy server, or a bad modem connection. Try the following steps to solve this problem.

- Close other running applications that might conflict with the configuration program, especially communications or FAX software.

- Check that your modem is correctly connected to your PC. If you have an external modem, make sure the power is plugged in and turned on.

- Make sure that your phone line is free. If you have call waiting, you should disable it by entering the correct prefix in Phone Line Dial Modifiers.

When you are ready to re-try the configuration, click the **NEXT** button.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

Pricing Plans

Each option features a different pricing plan. Use the down arrow keys to scroll through the pricing plan list and highlight each option. As each option is highlighted, the description is displayed in the **Description** box.

Click the **Summary** button for additional information on the selected plan. This displays the:

- **Monthly charge**

  The amount billed each month.

- **Hours included in monthly charge**

  Number of hours included in the amount billed each month.

- **Hourly rate for additional hours**

  Rate for each hour of use after base hours.

- **Hourly surcharge for dialing 1-800 number for Internet access**

  Additional rate charged for use of CompuServe's U.S. toll-free number.

TIP To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

Sponsored Account

Your SPRYNET account will be a sponsored account. The information you need to provide can be obtained from your sponsor (typically, your employer).

Provide the following sponsor information (all items are required):

- **Sponsor Identification**

  The identification number for your sponsor.

  You will also need to indicate if you are required to pay some or all of the account charges. (Check with your account sponsor it you are not sure about the charges.)

- **Authorization Key**

  The authorization code provided by your sponsor.

- **Cost Center Code**

  A code identifying a separate billing area or division within your company. This number may be required by your sponsor for tracking purposes.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

See Also

Credit Card Information

Credit Card Information

You have selected the credit card payment option. Your credit card will be billed every month for your Internet access time.

Provide the following credit card information (all items are required):

- **Type**

    Select the type of credit card you will be using.

- **Account number**

    Type your account number. Spaces and dashes are ignored.

- **Expiration month**

    Select the month your credit card expires.

- **Expiration year**

    Select the year your credit card expires.

- **The name that appears on the card**

    Type your name exactly as it appears on your credit card.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

Personal Code

The security of your account is very important. When you call SPRYNET customer service, your personal code will be requested to verify that the caller should have access to account information.

Your personal code should:

- Contain any combination of letters and numbers.

- Be easy for you to remember, but difficult for others to guess.

- Not be commonly-known information, for example, your child's name, your dog's name, or your birthday.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

E-mail Username

The e-mail username you choose will identify you when e-mail is sent, either by you or to you. Enter up to three choices for your e-mail username. Each choice can be up to 8 characters in length.

Your first choice will be used, if there are no pre-existing SPRYNET users with that name; if there is a conflict, your second and third choices will be tried. If all three of your e-mail address requests are being used by other SPRYNET customers, a name will be created by adding a digit to your first choice. For example, instead of JSMITH, your account would be JSMITH02.

The e-mail name that is selected will be displayed along with your account information at the end of the account creation process.

Some guidelines for selecting an e-mail address follow:

- Choose a distinctive address—you might use your initials, a nickname, or some combination of letters in your name.

- Use good taste—a name deemed offensive by the SPRYNET system administrators will be changed to a random e-mail address.

- There are thousands of subscribers on SPRYNET. Be sure that your second and third choices are unique —you might include a combination of numbers or other special characters to avoid duplicating an existing e-mail name.

TIP   To move from field to field, press the TAB key.

To return to a previous entry, place the cursor in the field and click the mouse.

Create Account

Your modem will contact SPRYNET's registration services to obtain latest pricing plan options when you click Next.

Account Creation Failure

Indicates that SPRYNET Registration Wizard could not get your account information. Credit card problems and connection problems are most commonly the cause.

If you had a credit card related error, please contact your credit card company. SPRYNET will not be able to help you with this type of problem.

If you had a communication problem, it may have been caused by a busy server, or a bad modem connection. Try the following steps to solve this problem.

- Close other running applications that might conflict with the configuration program, especially communications or FAX software.

- Check that your modem is correctly connected to your PC. If you have an external modem, make sure the power is plugged in and turned on.

- Make sure that your phone line is free. If you have call waiting, you should disable it by entering the correct prefix in Phone Line Dial Modifiers.

Waiting for Account Creation

Your modem is communicating with SPRYNET's registration services to get current information. The amount of time it takes to obtain this information depends on the speed of your modem and other factors. Please be patient while this process takes place.

Account Information Warning

The security of your account is very important. The information displayed on the next screen, your [account information](#), is used to access your account. To protect your account from unauthorized use, keep this information private.

Account Information

Your SPRYNET account number and password are displayed on this screen. Together, they are the identifiers that allow access to your SPRYNET account.

Make sure you write down, save to a file, or print this information before leaving this dialog box.

To save your account information to a file:

■   Click **Save My Account Information to a File**.

To print your account information:

■   Click **Print My Account Information**.

NOTE   An automatic login will be set up for you, so that you do not have to type in the ID and password to log in, but you should still record this information, for future reference.

WARNING   If you give someone your password, you are authorizing them to use your Internet e-mail account.

Internet E-mail Information

Your SPRYNET Internet e-mail address, e-mail username, e-mail password, and mail host server are displayed on this screen. Together, they are the identifiers that allow access to your Internet e-mail account.

Make sure you write down, save to a file, or print this information before leaving this dialog box.

To save your account information to a file:

■ Click the **Save My Account Information** to a File button.

To print your account information:

■ Click the **Print My Account Information** button.

NOTE An automatic login will be set up for you, so that you do not have to type in the ID and password to log in, but you should still record this information, for future reference.

WARNING If you give someone your password, you are authorizing them to use your Internet e-mail account.

Configure your Internet applications

Your Internet access and e-mail accounts have been created!

Click Configure to set up your Internet applications on your computer. After your Internet applications have been configured, you will be able to access the Internet and use your e-mail account.

e-mail address

Specifies your e-mail address; this is the address that others use to send you mail.

mail host server
  Specifies the host name for the mailbox where your mail is stored.

account number

Your account number is your unique identifier for accessing your SPRYNET account.

Internet

The largest collection of interconnected networks in the world. These include university, corporate, government, and research networks around the world. Millions of systems and people are connected to the Internet through these networks. You can connect to the Internet through an Internet Service Provider.

e-mail

Electronic mail, a way to send and receive messages over a network. You use an e-mail program to compose and send a message (including binary files and voice messages, in some cases) to a remote mailbox on a network, where it can be retrieved and read by the addressee.

ISP

Internet Service Provider, a company that provides access to the Internet. An ISP acts similarly to your local cable TV operator, except it provides access to the Internet and does not dictate what information you see or what tools you use. There are several different types of access a service provider can provide, including dialup access, SLIP/PPP access, or a dedicated line. ISPs typically charge a monthly subscription fee to access the Internet. This base fee usually allows you to use the Internet.

modem

A communications device that converts data between the digital format used by computers and the analog format used for transmission on telephone lines. This process, known as 'modulation/demodulation" is the origin of the term "modem."You can use a modem to connect your computer to another computer, a network, online service, and more.

username

A string of characters that identifies you. When connecting to a remote computer, you usually need to provide your username and password to gain authorization to use the system.

password

A sequence of characters that uniquely identifies you. A password is typically associated with your user name to verify that you are who you say you are. For example, a password and username are usually required to login to a computer.

WARNING

If you give someone your password, you are authorizing them to use your account.