

Rapidwave Email Migration How-to

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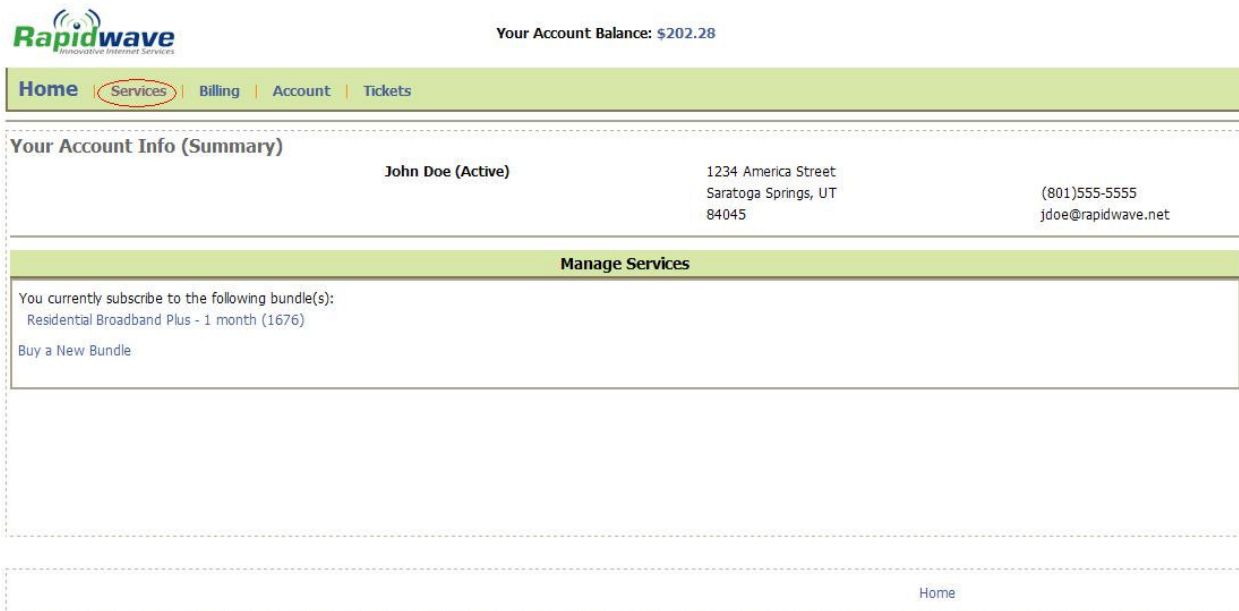
The purpose of this document is to help you verify the rapidwave.net email accounts that we have on record. Please carefully follow the outlined procedures and let us know if you need any assistance.

First, go to www.rapidwave.net and click on the link to “Log In to Personal Account”:



Remember, this username and password is for your internet account and is separate from your email account. Your username and password were given to you on your original internet installation Work Order. If you do not have this information, you will need to either call us at 705-9097 (Utah County) or 349-1111 (SL County). You can also send an email to support@rapidwave.net. Be sure to include the name on your account.

Once you have logged in, you should see the following information:



Click on the “Services” tab at the top and you will be presented with the following screen:

The screenshot shows a web interface with a green navigation bar at the top containing links for Home, Services, Billing, Account, and Tickets. Below this, there are two green buttons: 'Bundles' and 'Email'. The main content area is titled 'You currently subscribe to the following bundles:' and lists a bundle named 'Residential Broadband Plus - 1 month (1676)' with a next bill date of October 01, 2008. Underneath, there is a section for 'Email (5 allowed - 3 used)' with an 'Add' button. Three email addresses are listed, each with a 'Delete Email' button below it: jdoe123@rapidwave.net, jdoe1234@rapidwave.net, and johndoe@rapidwave.net. At the bottom, there is a section titled 'Bundles available for Purchase' with a message box stating 'There are no packages available for purchase.'

This screen shows the email addresses that we have on file for your account. If you see an account listed that you no longer use, please click the “Delete Email” button beneath it. Please note that when you delete an email account, it will still show up here until you log out of the web portal, then log back in.

When performing ANY of the commands listed, please allow up to a minute for them to complete (watch the status bar in your internet browser).

If an email account is missing from the list, click the Add button and you will see the following screen:

The screenshot shows a web portal interface. At the top, there is a navigation bar with links for Home, Services, Billing, Account, and Tickets. Below this, there are two main menu items: Bundles and Email. The main content area is titled "Please complete the following info. Fields denoted with an (*) are mandatory." and contains the following form fields:

- Active:** A dropdown menu with "Yes" selected.
- Domain (read-only):** A text field containing "rapidwave.net".
- Username:** A text field with the placeholder "<Enter Username>".
- Password:** A text field with the placeholder "<Enter Password>".
- Last Username (read-only):** A text field.

At the bottom of the form, there is a button labeled "Add Service".

Enter the username and password for the account that is missing, then click on Add Service. The username is only the first part of your email address (ie If your email address is johnsmith@rapidwave.net, then enter "johnsmith" as your username). The password you enter here will be the password that is created on the new system.

Next, on the accounts that were already listed, be sure to go through each one and enter your password. Many of these still show the default password that was assigned when your account was first created.

Finally, log out of the web portal, then log back in and double check that your email account list is correct. We will be using this list to create new accounts on the new system, so it is very important that it be as accurate as possible.