



SVPAL Mission Statement

SVPAL provides online services for access to Internet and local community information, and provides education in the use of those services. It directs its efforts towards users with limitations in finances, technical abilities, or physical capabilities. SVPAL operates as a responsible, non-profit organization, ensuring stable and long-term operation and is run primarily by volunteers.

Customer Support Line
(408) 448-3072

Office and Information
(408) 448-3071
1777 Hamilton, Suite 208A
San Jose, CA 95125

Modem Dial Numbers
(408) 453-9950
(650) 961-3569

USER GUIDE for Windows 98

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Welcome to SVPAL

We are glad that you have joined our family of SVPAL members. SVPAL is dedicated to making the Internet accessible to our Silicon Valley community. Our goals are to provide the following:

- Affordable communications for the people of our community
- Outreach and training -- particularly to those who are not being served today
- Local on-line content provided by local organizations
- Access to outside information providers

Would you like to volunteer to work with us at SVPAL? Your voluntary support is important for the success of SVPAL. A detailed explanation of the volunteer opportunities appears in the About SVPAL menu, once you are on-line. You can also see volunteer opportunities on our web site: WWW.SVPAL.ORG. To become involved, send Email to volunteer@svpal.org, or call our office (phone number listed on front cover).

Continuing Development of SVPAL

Over the next year, we hope to greatly improve our system. We intend to make SVPAL easier to use and to identify any problems or bugs. To do this, we will need the help of our members. Please tell us about any difficulties and provide suggestions so we can improve the system. If certain parts of the SVPAL system are confusing, or need simplification and clarification, please send us an Email to support@svpal.org.

The system may experience some failures and downtime as we continue to expand and grow in both equipment and operations. Although SVPAL will strive to minimize such disruptions, we cannot guarantee that the system will always be available.

Your contributions of volunteer time and tax-deductible donations will help strengthen our organization as we reach towards our goals.

Getting Started

SVPAL now offers two types of Internet access: Text-based and PPP. Text-based access is SVPAL's traditional access providing an easy-to-use text menu interface requiring only terminal emulation software. PPP (Point-to-Point Protocol) access provides a graphic interface and is used with modern Internet browser, Email, Telnet, and other software. If you have signed up for the PPP service, you also have access to the Text-based interface. Information on how to use both access types is described below.

PPP Setup for Windows 98

Below are instructions for setting up PPP for SVPAL on Windows 98.

Human Requirements:

You need basics computer skills to set up your SVPAL connection. You may need to download and install additional software. If you cannot do that, you want to ask someone to help you. The step-by-step instructions may look complicated, but that is only because they need to be comprehensive. Do not let this intimidate you.

Hardware Requirements:

To connect with SVPAL, you need a computer, a modem, and a phone line. If your computer and modem can communicate with each other, you have everything you need.

Quick Start

This is all the information you need:

| | |
|---------------------------|---|
| login: | user-name (for PPP login user user-name@svpal.org) |
| password: | your-password |
| Email Address: | user-name@svpal.org |
| SVPAL POP server: | pop.svpal.org |
| SVPAL SMTP server: | smtp.svpal.org |
| SVPAL DNS servers: | 209.68.147.66, 209.68.147.69 |
| SVPAL news (NNTP) server: | news.svpal.org |
| Phone Numbers: | 408-294-4113, 408-453-9950, 650-961-3569 |

Use your own login name for **user-name** and password for **your-password**, not "**user-name**" or "**your-password**". Your user name and password are printed in your new user letter. CASE MATTERS. **janedoe** and **JaneDoe** are not the same, as far as the system is concerned. The same applies to your password. Be sure to enter them exactly as they appear on your new user letter. SVPAL login names are always lower case, but passwords may contain upper and lower case letters.

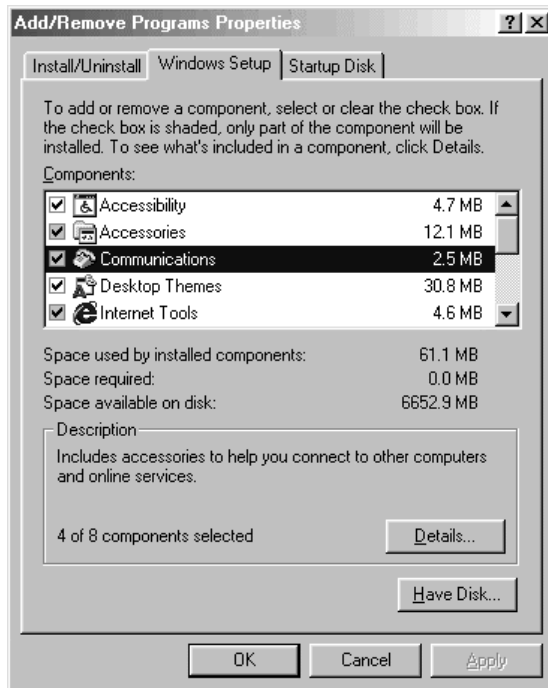
You are required to provide your login name and password to use services at SVPAL. You use them to establish a dialup connection to SVPAL, to access your email, and sometimes for other services. For example, if your user ID were **janedoe**, your PPP login name would be **janedoe**, and your email login name would also be **janedoe**. Your email address would be **janedoe@svpal.org**.

There are two Windows 98 components you will need: Dialup Networking and TCP/IP. If these components are not already installed you will need your Windows 98 software installation CD-ROM disk to install these components.

If these components are already installed, skip ahead to the section titled "Configuring your PPP connection." If you do not have those components installed, or you are not sure you do, let's check.

Installing Networking Components

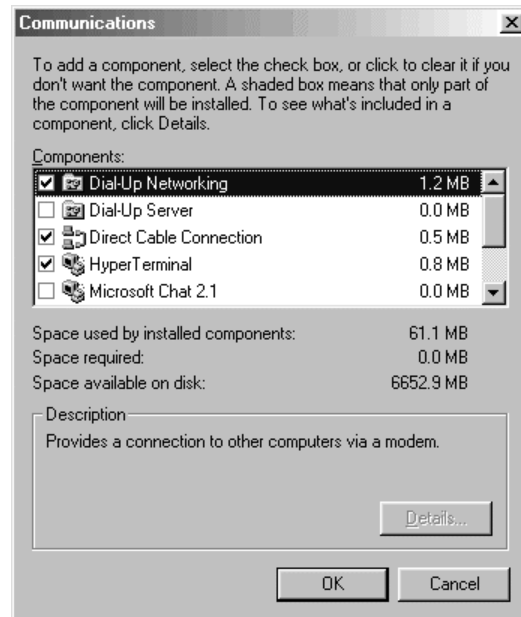
Go to the **Start** button, on your task bar, then **Settings**, then **Control Panel**. Open the control panel, and find the item that titled **Add/Remove Programs**.



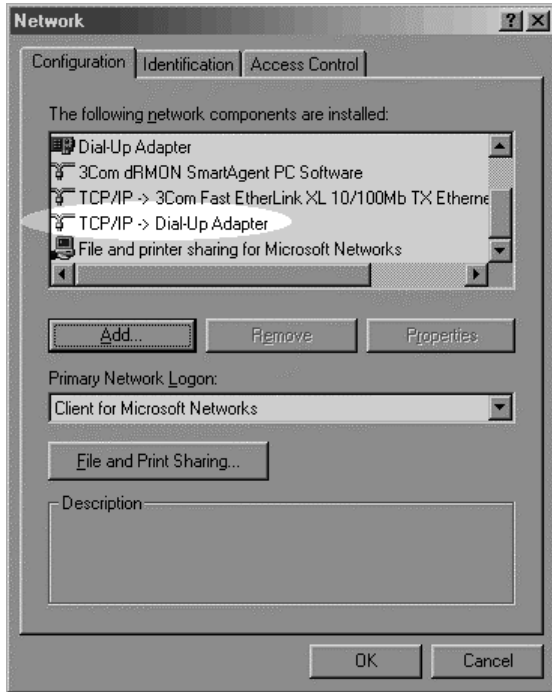
Open **Add/Remove Programs**, go to **Windows Setup**, and look for **Communications**:

Select **Details**, which will open a new window titled **Communications**.

If **Dial-Up Networking** is checked, you already have it installed. If it is not checked, install it by checking its box and then selecting **OK**. You may be asked to reboot the system.

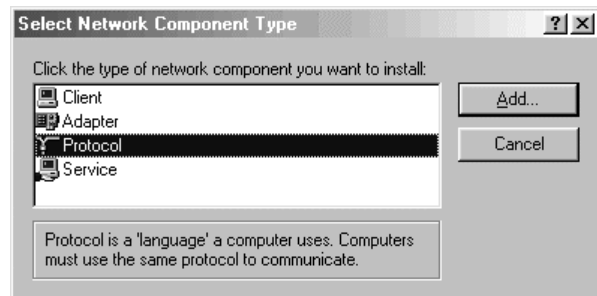


Now, let's check to see if you have TCP/IP installed. Go to the Control Panel again, and open the Network control panel.

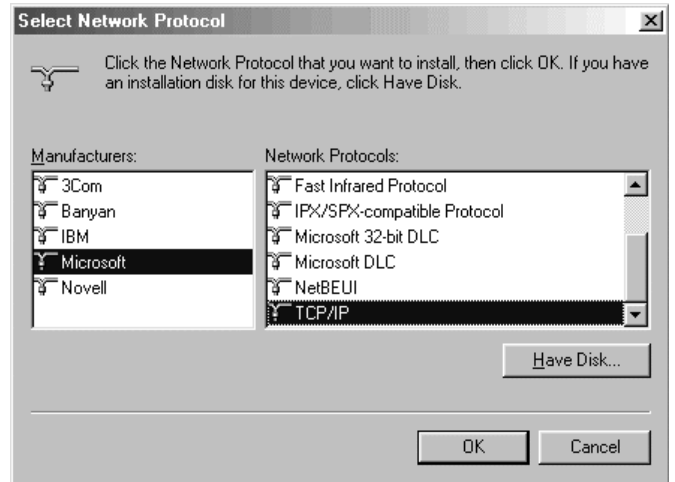


Look for **TCP/IP**:

If you do not see it listed, select **Add**, then **Protocol**, and **Add** again:

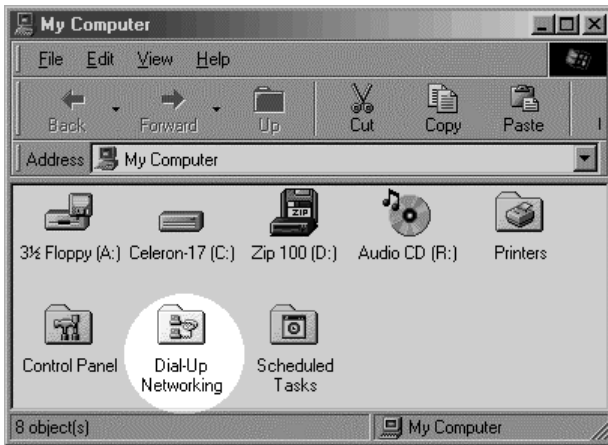


Select **Network Protocol**: (Microsoft, TCP/IP)



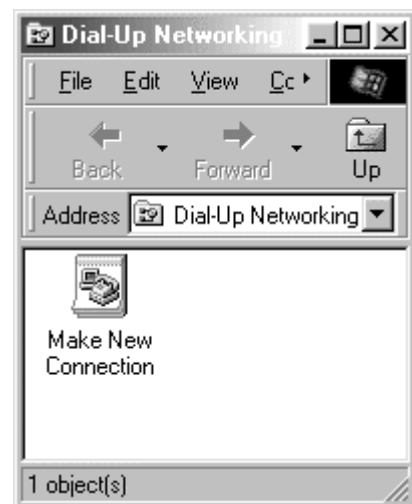
Select **OK**. You may be asked to reboot the system.

Configuring your PPP connection.



Open **My Computer** on your desktop and then **Dial-Up Networking**:

Select **Make New Connection**:



Name your new connection (for example, **SVPAL**):

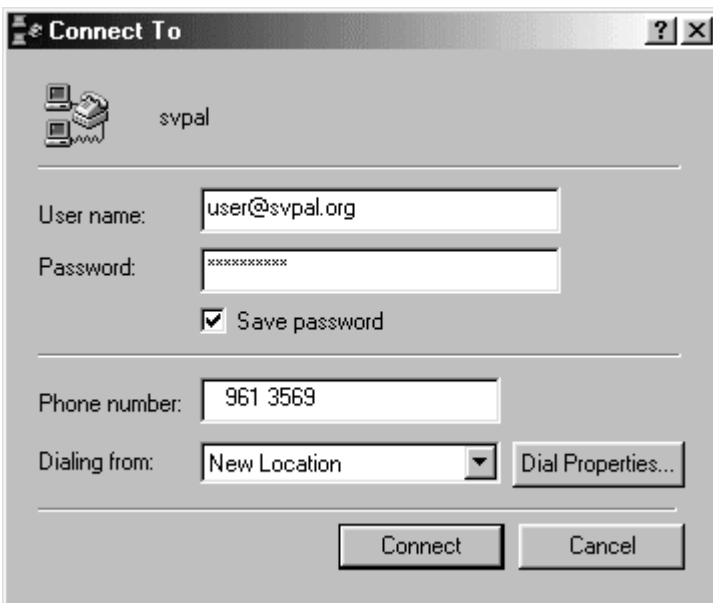
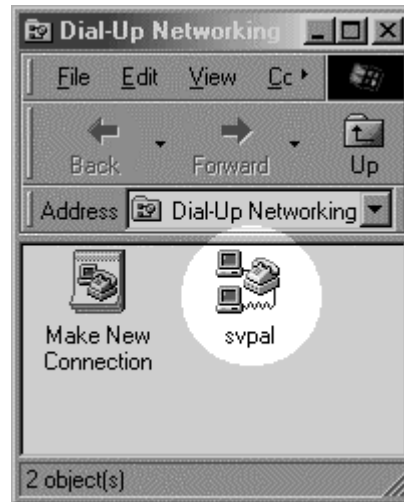


Enter the SVPAL phone number closest to your area:

Select **Finish**:



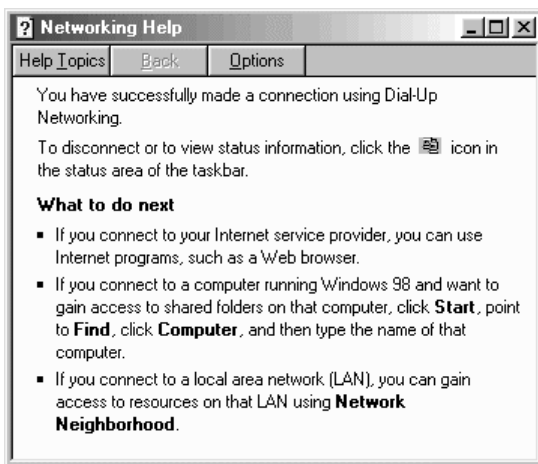
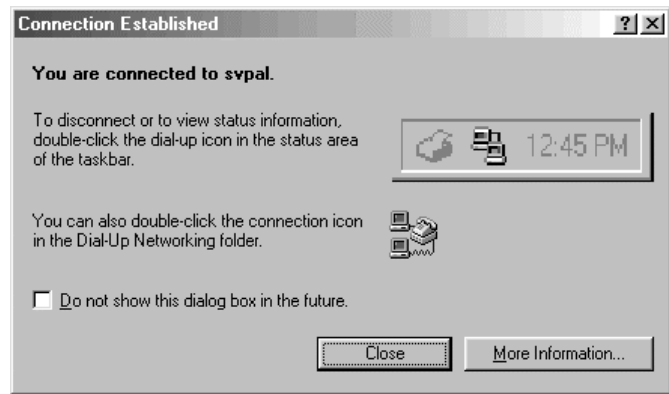
Now you will be able to find your SVPAL settings in the *Dial-Up Networking* folder:



Enter your SVPAL email address in the **User Name** field and your password in the **Password** field. Be sure to enter the information as it appears on your new user letter. The user name is always lower-case and may not contain spaces. The password provided to new users is always lower case.

IMPORTANT NOTE: Enter your SVPAL email address (e.g. ***janedoe@svpal.org***) in the **User name** field.

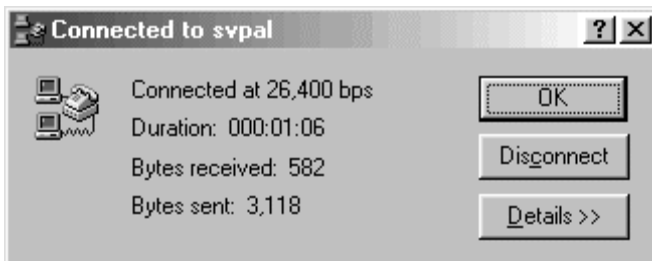
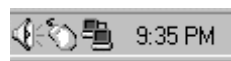
If you open this connection and wait for the modems to connect, you will see a window like this:



At this point, you may ask for **More Information**:

Or simply **Close** the window. **This does not close your connection.**

To close your connection, find the **Dial-Up** icon on your task bar:



If you select that icon, you will see a window like this one:

Now, selecting **Disconnect** will disconnect you from SVPAL and make your phone line available.

Learning the System and Getting Support

SVPAL Customer Support helps ensure that your on-line experience is both fun and useful. We strive to answer questions about how to use SVPAL to the best of our abilities. Like the rest of our organization, we rely on dedicated volunteers to accomplish these tasks. If you have any questions, please look first in our on-line Frequently Asked Questions (FAQ's) in "About SVPAL". If your question isn't easily found, send an Email to support@svpal.org. Our volunteers will try to answer your issue as soon as possible.

In circumstances for which Email is impractical, i.e. for new users who may not yet know how to send Email or when the user can't logon, please call Customer Support's *voice mail help line* at 408-448-3072. We will do our best to return your call within 24 hours. Please leave a detailed message including your name, Email address (user name) and your phone number(s).

Terms of Use

Receipt of this package assumes you have read the terms of usage and will comply with them. Silicon Valley Public Access Link is committed to a policy of free expression and also of responsible use that does not restrict others from using and enjoying the system. A user of SVPAL agrees to the following terms as a condition of use of the system and agrees that the Board of Directors of SVPAL may revoke the privilege of use, at its sole discretion, if it determines the user's action was in deliberate violation of these terms:

1. I will use SVPAL in a manner that is consistent with all applicable laws and regulations.
2. I will obey copyright and license agreements will put copyrighted material on SVPAL only with written permission to do so from the copyright holder.
3. I will not disseminate on SVPAL information that is personal to others, such as credit card or social security numbers, nor will I disseminate communications that are clearly personal and private to others.
4. I will not share passwords. All accounts are individual accounts. An individual may allow immediate family or family-unit members LIVING IN THE SAME HOUSEHOLD to use the account. For class accounts or similar multi-user accounts, explicit arrangements must be made - contact SVPAL.
5. I will not attempt to gain unauthorized access to SVPAL, or use SVPAL to gain unauthorized access to other systems.
6. I will not flood the system or individual users with unsolicited e-mail.
7. I will not use SVPAL to publish libelous or slanderous material, or engage in any action that restricts or inhibits others from enjoying the system.
8. Agreeing to these terms, and with others that SVPAL may publish in the future; I will use SVPAL so as to respect the privacy and personal rights of others.

Password and Network Security

The security and privacy of your account depends on good password practices. **NOTE:** After you first login, you should change your temporary password. Passwords should be at least 8 characters in length. Common dictionary words are not advised. Similarly, any password, which is derived from your name, address, occupation or other personal information, is unsuitable because it can be easily guessed. Punctuation marks, numbers, and upper and lower case letters in the middle of the password helps to further secure your password.

Do not divulge your password to any other person outside your household. Never include your password in a mail message. If you forget your password, call Customer Support voice mail at 408-448-3072. A new temporary password will be issued to you.