



Broadband Set-up Instructions

Microsoft Windows Vista Help and advice

Hello and welcome

We've put together some useful information and advice to help you get your brilliant Virgin Broadband service set up when using Vista.

Here you'll find everything to get yourself online in no time at all.

And, if you need more information, or any help at all, call us for free on **151** from a Virgin Media landline (or **0845 454 1111** from any other phone¹).

So, have fun and don't forget to visit us at www.virginmedia.com

¹Calls cost no more than 5p from Virgin Media landlines (plus 6p connection charge).
Calls from mobiles and other networks may vary.

Contents

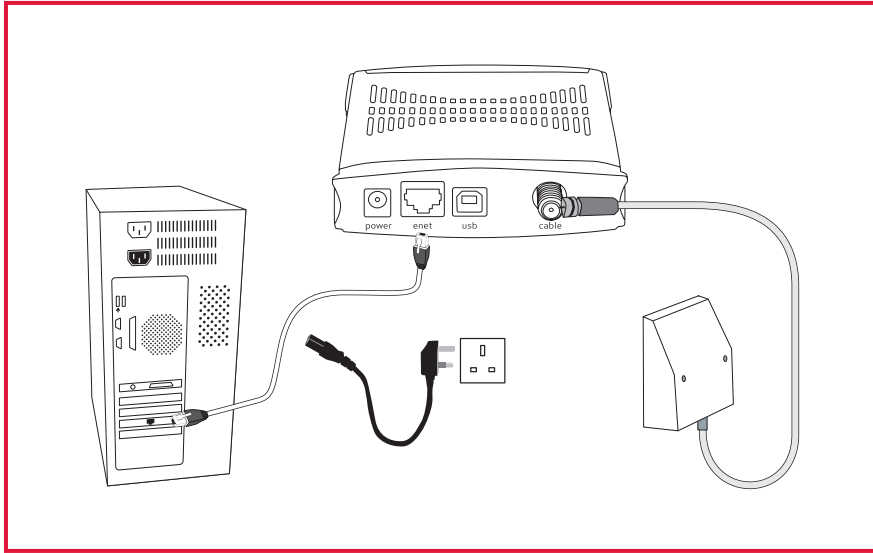
Getting connected	4
Staying secure	5
SelfCare	6
Logging in to SelfCare	6
Your passwords	7
Setting up your email	9
Useful links	10
Technical support	10

Getting connected

Getting your PC connected using an ethernet cable couldn't be simpler, just follow our four easy steps and you'll be surfing in no time.

Step 1

Plug one end of your ethernet cable into the back of your cable modem, and the other end into the back of your PC. Then, ensure the power cable and coaxial cable are connected to your cable modem, and switch the power on just like in the diagram below:



Step 2

Now turn on your PC.

Step 3

Next, open Internet Explorer in your desktop. If everything has been set-up properly, you should now be connected to the Internet. To test this, try typing www.virginmedia.com into your address bar.

Step 4

Now you're online, all that's left is for you to set-up your security preferences and additional features, including your personal email address.

Staying secure

At the moment, we're working really hard to make PCguard, our security software, fully compatible with Microsoft Vista. We're not quite there yet, but as soon as we are we'll be in touch.

In the meantime, once you've completed your Virgin Media registration, we strongly recommend that you protect your computer from potential viruses or hackers. You can do this by checking that the following are switched on in your Windows Security Centre:

- Firewall – to help stop unauthorised access to your PC.
- Virus Protection – to make sure all your emails and files are free from viruses.
- Automatic Updates – to make sure your PC is up to date with the latest fixes from Microsoft.

For more information on security, go to www.microsoft.co.uk and click on Security. You'll find loads about staying safe online, and details on the added security features available with Windows Defender.

Get PCguard

And don't forget, we'll be making PCguard available for Windows Vista in the very near future. Once we have, you'll be able to download it free of charge, and benefit from your own personal firewall, plus a blocker to shield you from annoying pop-up advertising – check out our website soon.

Plus, if you have our L or XL package, you'll get an extra level of protection for your family with PCguard Total.

Go to www.virginmedia.com/pcguard to find out more.

SelfCare

SelfCare is your personal, all in one internet management area. You can use it to manage your security, set up an email address, and even change your password options.

It's simple, easy to use and the perfect tool to help you make the most of your time online.

Logging in to SelfCare

Logging in to SelfCare is easy, in fact, it's as easy as 1, 2, 3.

Step 1

Type <http://myaccount.virginmedia.com> into your address bar and select @blueyonder.co.uk from the drop down menu and then click **send**.

Step 2

Get your username and password details. You'll find these on the account card that came in your Welcome Pack (sent separately by post). If you don't have this information, call us for free on **151** from a Virgin Media landline (or on **0845 454 1111** from any other phone) and we'll arrange to have it sent out to you.

Step 3

Enter your username and password.

Tip: You'll need to enter your username as your email address e.g. if your username is js004a12345, then enter this in the email field and then the supplied password.

NB You'll notice you selected @blueyonder.co.uk as your email address. We'll be changing this soon to @virginmedia.com, just like you'd expect. Before we do it, we'll send you an email giving you all the information you need to know about the change – and letting you know if there's anything you'll need to do.

Your passwords

Setting up a password reminder

Trying to remember passwords for all your accounts can be a nightmare. Particularly if you use the internet a lot.

To help you, SelfCare lets you register some additional easily memorised information to let you gain access to your account even if you forget your password.

Registering your easily memorised information

Step 1

When you sign into SelfCare for the first time you will be asked to register some easily memorised information.

Step 2

Next, enter something you can memorise easily (your mother's maiden name for example) which you will be asked for if you forget your password. This information must remain personal to you, in the same way that you would keep your credit card PIN number secret.

Step 3

Finally, click **next** to go to the SelfCare homepage.

Changing your password

The default password that comes in your Welcome Pack will not be easy for you to remember, so you'll probably want to change it to something more personal to you.

Follow the steps below to personalise your password.

Step 1

Go to SelfCare Home and click the **Change password for your mailbox option**, listed in the E-Mail section.

Step 2

On the right of the screen, ensure the circle next to your mailbox is selected.

Step 3

Type your password into the box marked **Password** on the right of this page. Your new password should be between 5-8 characters long, using only letters and numbers.

Step 4

In the final box, marked **Password (confirm)** type in your new password again, taking care that it matches exactly what you typed in the previous box.

Step 5

Finally, click the **Go** button to change your selected mailbox password to your new password.

Note: Passwords are case sensitive (i.e. **VIRGINMEDIA** is seen as a different password to **virginmedia**), so make sure you remember to write down your new password exactly as you typed it.

You can make a note of your username and password here:

Username: Password:

Important: Changing the password for your primary mailbox will also change the password you use to log into SelfCare and webmail.

Setting up your email

Your Virgin Broadband allows you to set up a personal email address, which you can use to send and receive emails.

Follow our step by step guide to setting up your email address below:

Step 1

Select the **Add or delete email aliases** option from SelfCare Home, which is listed in the email section.

Step 2

On the right of the screen, ensure the circle next to your mailbox is selected.

Step 3

Choose a new email address, and type it into the box at the bottom of the page marked **Add alias**.

Step 4

Then just click on the **Go** button (to the immediate right of where you have just been typing) to create your new address.

That's it! Provided no one else already has that address, it will be created and your new email address should now be listed under the mailbox you selected.

You can now start using your email account, by either logging on via webmail at <http://email.virginmedia.com> or by setting up Windows Mail.

Check out the **Useful links** section of this guide for where to go if you need more help or information about using your e-mail account.

Useful links

You can find out more on all aspects of your Virgin Broadband service at www.virginmedia.com in the following sections:

- Help & Support – www.virginmedia.com/help – Here you'll find the answers to loads of Frequently Asked Questions and ways to troubleshoot problems.
- Web Mail – <http://email.virginmedia.com> – The place to learn what Web Mail is and how to start using it.
- Windows Mail – www.virginmedia.com/vista – Full instructions on setting up Windows Mail, and using your email.
- Forgotten your password? Provided you have already registered some memorable information, simply go to the SelfCare login page <http://myaccount.virginmedia.com> and select @blueyonder.co.uk from the drop down menu. Then click on the Forgotten your password link. You'll be asked to enter your memorable information and will then be able to change your password.

And, if you want more information on Microsoft Vista and how to make the most of its features go to www.microsoft.com/windows, then select **Products > Windows Vista**.

Technical support

Need a little help? No problem, just give us a call free on **151** from a Virgin Media landline (or on **0845 454 1111** from any other phone). We'll get you up and running with an e-mail address and solve any connection problems you have.

That's everything. Job done. You're ready to go.

Enjoy!