



# **AT&T Internet Service**

**R·I·T**

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## What is the AT&T Internet service?

At RIT, students, faculty, and staff normally connect to the Internet and access Internet services, such as electronic mail, through on-campus Ethernet. They also have the option of connecting to the Internet from off-campus by using the RIT DialIP service, or by subscribing to AT&T's Business Internet Services. The DialIP service is free while the AT&T service is available at reduced prices to members of the RIT community.

Subscribers to the AT&T service can access the Internet through a dial-up connection to AT&T's Global Network, use an AT&T e-mail account, and more. Individuals and departments who subscribe to the AT&T service must pay set-up fees and monthly subscription charges directly to AT&T with a credit card number.

For more information about the RIT campus network and other computing resources at RIT, consult <https://www.rit.edu/its/>.

## Why use AT&T?

### Avoiding long-distance charges

If you regularly connect to the Internet from a long-distance calling location, you may save money by using the AT&T service instead of using RIT DialIP. AT&T offers local calling numbers for many locations in the U.S., while DialIP only offers a calling number that is local to the Rochester area. Many RIT departments save money by subscribing to AT&T because department members traveling on business avoid incurring long-distance telephone charges by using the AT&T service instead of DialIP.

Note: AT&T provides an 800 number for you to use if no local number exists for the area you are calling from, however, using the number incurs a charge of \$6.00 per hour. To view a list of telephone access numbers, visit the AT&T Help Center at <http://help.attbusiness.net> and click on the "Access Numbers" link.

### Easy billing process for RIT departments

RIT departments are billed directly when they register for an AT&T plan with an RIT procurement card number.

### Fast, reliable service and a variety of plans

AT&T claims to provide the fastest and most reliable network in the world. If you want fast, reliable access to non-RIT servers on the Internet, you may benefit by using AT&T.

### A variety of plans

AT&T offers a variety of plans to suit your needs. One plan includes up to 5 email addresses, 12 megabytes of e-mail storage, 10 megabytes of web space, and an ISDN connection.

### Reduced subscription charges

Some of the AT&T plans offer reduced monthly subscription charges, although a one-time user fee may be charged up front.

Note: With AT&T you will not be able to access certain secure services offered by RIT as if you were directly connected to the RIT campus network. However, RIT does offer authentication to secure services through a Virtual Private Network (VPN) <https://www.rit.edu/its/services/vpn/>, which will facilitate access to certain systems.

## Where can I get help with the AT&T service?

For technical assistance, contact the AT&T Business Internet Services Support Center at 1-800-821-4612, or visit the AT&T Business Internet Services Help Center at <http://help.attbusiness.net>. The Help Center has announcements, quick guides, FAQ's, troubleshooting tips, a "Contact Us" form, and more. For instructions on how to sign up for an AT&T plan, and download and install the AT&T software, see the sections below.

## How do I sign up for an AT&T plan?

Follow the instructions below to use the online registration process to sign up for an AT&T Business Internet Services plan. This method requires that you access the AT&T registration web page with on-campus Ethernet or the RIT DialIP service. Alternately, you can contact the AT&T Business Internet Services Support Center mentioned in the previous section and ask them for an 800 number that you can use to access the registration page. The 800 number allows you to use your modem to connect to the page.

1. Click on this address: <https://services.prserv.net/svc> or start your web browser (Microsoft Internet Explorer or Netscape Navigator), type the above address in the "Location:" or "Address" area, and press "Enter" or "Return". An online registration welcome screen appears.
2. Read the information on the page, and then click the "Next" button. The "Select a Country" screen appears.
3. Select "US-United States" from the pull down menu and click the "Next" button. The "Enter Offer Code" screen appears.
4. Type "ritcamp" (without the quotes) in the "Offer Code:" box, and then click the "Next" button. The "Enter Sponsor and Serial Number" screen appears.
5. Type "ritcamp" again in the "Sponsor:" box. The word "RITCAMP" should already appear in the "Offer Code:" box. If it doesn't appear, type it in.
6. Type your RIT DCE username or some other identifying name of your choosing in the "Serial Number:" box, and then click the "Next" button. The "Choose an Access Plan" screen appears.
7. Read and compare the features of the plans that are offered. Select the radio button next to the access plan most convenient for your needs. Select a spam control option for the plan, and then click "Next". Most RIT departments find that the "U.S. University Standard Plus" plan best suits their needs.

8. Fill in your name and address. RIT business users should type “Rochester Institute of Tech.” and other business address information in the “Address:” fields.
9. Click “Next”. The “Select a State” screen appears.
10. Use the drop-down list to select the primary state from which you will be accessing the AT&T network, and then click “Next”.
11. Select the city (area) that is closest to your location, and then click the “Next”. The “Choose a User ID” screen appears.
12. Read the instructions and enter up to three choices for your user ID. Then click “Next”. The “Agreement of Terms” screen appears.
13. Read the terms of the agreement, and then click “Yes, I have read and agree to the terms and conditions” if you agree to the terms.
14. Click “Next”. The “Enter Credit Card Information” screen appears.
15. Enter your credit card billing information. If the account is for RIT departmental use, enter a valid procurement card number so that all fees will be documented and charged to an RIT billing account.
16. Click “Next”. A screen with your AT&T Global Network access information appears. Save or print out this page for future reference; you will need it to connect to the network and view your e-mail.
17. Click the “Acknowledge” button at the bottom of the screen to complete the registration process.

## How do I download and install the AT&T software?

After you receive your user ID and password, download and install the AT&T Global Network Dialer from AT&T’s web site. You can use the Dialer with the following operating systems: Windows 95, 98, ME, NT, 2000, XP and Mac OS 7.5.5 or higher.

- For Mac OS 9.x and higher please contact the HelpDesk for assistance. Contact information is provided on the last page of this document.

You can use on-campus Ethernet or the RIT DialIP service to download the Dialer. Make sure you are not connected to the AT&T Global Network with the 800 number mentioned in the previous section. Close all application programs that are currently running on your computer.

Note: For standalone Windows 2000, XP and NT computers, you must log onto an account with administrative rights. If you normally log on to a Windows 2000 or NT domain, consult your domain administrator before following these instructions.

Note: Macintosh computers must have Open Transport version 1.1.1 installed. To check which version you have, open the TCP/IP control Panel and click “info”. If

you need Open Transport version 1.1.1 you can download it from Apple's software archive.

1. Click on this address: <http://www.attbusiness.net/regctr>, or start your web browser (Microsoft Internet Explorer or Netscape Navigator), type the address in the "Location:" or "Address:" area, and press "Enter" or "Return". The "Registration Center" screen appears.
2. Click on the "Download" link. The "Software Download" screen appears.
3. Click on the link for the operating system you are using.
4. Click on the green box near the bottom of the page. The "Terms and Conditions" page appears.
5. Continue the download process according to the operating system that is installed on your computer as follows:

### ***For Windows computers***

1. Read the terms of the agreement and click the "I Accept" button if you accept the terms. A "File Download" box appears.
2. Select "Save this program to disk" and click "OK". A "Save As" dialog box appears.
3. Navigate through the "Save As" dialog box and save the file in a "Downloads" folder or other suitable location. Note the name of the file and the folder.
4. Click "Save". The file downloads to the location you specified.
5. Locate the file you just downloaded and double click on it. The installation program for the "AT&T Global Network Dialer" appears.
6. Click "Next". The "Legal Agreement" appears.
7. Read the agreement and click "I Agree" if you agree with the terms. The "AT&T Global Network Dialer – Installation" window appears.
8. Click "Next" to install typical components. The "Ready to Install!" message appears.
9. Click "Start Install". Windows installs the program, and the "Installation is complete" message appears.
10. Click "Yes, continue setup."
11. Make sure your modem is properly connected to your computer and to your phone line, and then click "Next" to start the setup process. You will need your account name, user ID, and password that you saved in step 16 of the "How do I sign up for an AT&T plan?" section mentioned earlier in this document.

12. Select “Yes, I have a business account”, and then click “Next”. Enter your account name and user ID, and then click “Next”.
13. Select the “The Internet” option, and then click “Next”.
14. Select the “Web, e-mail, and other TCP/IP servers” option, and then click “Next”.
15. Choose your modem from the list, and then click “Next”.
16. Check your Dial Properties by clicking the “Dial Properties” button. Click “Cancel” if the information is correct, or make changes and click “OK”.
17. Click the first “Change” button to select an access number. Select a city from the list, and the corresponding phone number appears in the “Number to dial” box.
18. Click “OK”. Select the second “Change” button and repeat the procedure.
19. Click “OK”, and then click “Next”. The setup is complete. Select the appropriate option to connect to the Internet now, or wait until later.

### ***For Macintosh computers***

Read the instructions on the page, and then click the “Download” button. An AT&T Global Network file downloads to your computer’s desktop. The file is an Apple Disk Copy disk image file. This disk image file is a convenient, secure container that will mount on your Macintosh desktop when you double-click it. It is compressed so it takes less time to download. It may be encoded in the “.sit” format.

Stuffit Expander is needed to decode the file. Stuffit Expander comes with Mac OS 8 or later. It is also installed with many versions of Netscape Communicator. If your computer already has Stuffit Expander installed, it may have decoded the download automatically. If you don’t have Stuffit Expander, you can download it for free from Aladdin’s web site at <http://www.aladdinsys.com/>.

After your computer downloads the file and decodes it with Stuffit Expander, a file named similarly to “Install AT&T Global Network” should be the end result.

Next, run the installer program:

1. Double-click on the “Install AT&T Global Network” icon. If you have two similarly named icons on your desktop, and one of them does not work, try the other one. The license agreement appears.
2. Read the license agreement and then click “Accept” if you accept the terms. A “Read Me” file appears.
3. Read the “Read Me” file and then click “Continue”. An installer window appears.
4. Click the “Install” button. The installer gives you an opportunity to close all programs that are running.
5. Click “Continue”. The installer installs the necessary software on your computer.

6. Click “Restart”. Your computer restarts itself.
7. Locate the new “*AT&T Global Network Dialer*” icon that appears on your computer’s desktop and double-click on it.
8. Follow the prompts until the “Dialer Setup” window appears.
9. Make sure your modem is properly connected to your computer and to your phone line, and that the “Review or change just modem and phone number settings” option is selected. Then click “Next” to start the setup process.
10. Follow the prompts to continue through the setup process. You will need your account name, user ID, and password that you saved in step 16 of the “How do I sign up for an AT&T plan?” section on page 4. The steps you must follow are similar to steps 12 – 18 of the “For Windows computers” section above.

## How long is the trial access period?

After you register you can use the service at no charge for 30 days or 30 hours of usage, whichever comes first. Upon expiration of the trial period, you are automatically enrolled in the service and the credit card you used when you signed up is billed. You will not incur charges if you cancel your registration anytime prior to the expiration of the trial period. To find out how many hours you have used, go to the AT&T Business Internet Services Help Center <http://help.attbusiness.net/> and click on the “Account Center” link.

## How do I log on?

1. Start the AT&T Global Network Dialer. The “AT&T Global Network – Login” screen appears.
2. Type in your password and click “Connect”. Your modem connects to the AT&T Global Network and the “AT&T Global Network – [Network View]” window appears. To logoff, click on the “Network” menu and select “Exit” or “Quit”.

### Contacting the ITS HelpDesk

**Phone Support:** (585) 475-HELP or 475-2810 (TTY)

**Email:** [helpdesk@rit.edu](mailto:helpdesk@rit.edu)

**Web Address:** <https://www.rit.edu/its/help/>

**In Person:** Gannett Building, Room 7B-1113

### Contacting the Resnet (Residential Computing) HelpDesk

**Phone Support:** (585) 475-2600 or 475-4927 (TTY)

**Email:** [resnet@rit.edu](mailto:resnet@rit.edu)

**Web Address:** <https://www.rit.edu/its/services/resnet/>

**In Person:** Nathaniel Rochester Hall (Building 43), Room 1034

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