



Find exede subscriber tools at:  
<http://www.dcremc.com/wbtools/index.htm>

Technical Support 1-888-232-6119
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Dear Valued Subscriber:

Welcome to your Satellite Internet service from Decatur County REMC. We are very proud to bring you satellite speed Internet along with e-mail and Web services.

We are committed to providing you with excellent service and hope you will enjoy all of the features and benefits. Some of our features, along with how to get help, are detailed below.

### Email

Your email address is \_\_\_\_\_@[decaturlwb.com](mailto:decaturlwb.com)

Your user name is \_\_\_\_\_.

Your current password is \_\_\_\_\_.

You may change your password at any time by logging into your Subscriber Portal. You may also forward this email address to another address. We do send operational notices to your main email address. We recommend that if you are not going to use your decaturwb.com email address that you set up forwarding to ensure that you receive notifications timely. See "Web-based Subscriber Portal" below.

### Billing

Your monthly service will be billed with your electric service (where applicable) and due without penalty by the 21<sup>st</sup> day of the same month. Your bill will be mailed on a paper statement, unless you specify differently. We do encourage you to enroll in our ebill program where bills can be viewed and paid over the internet. An email would be sent notifying you that your bill is available. For your convenience you may also sign up to have your bill deducted automatically from your bank account or charged automatically to a credit card.

### Web-based Subscriber Portal

With our service, you have more control over your own account. You can use your own Web-based Subscriber Portal by accessing: <https://decaturlwb.ruralportal.net>. At the prompts, type in your e-mail/user name and password. You can change your password, and set up mail forwarding and auto responders from this tool. You can also set your own Spam filtering on your account. **Also, the Subscriber Portal is**

**where you view your usage.** We encourage you to check your usage regularly. A Subscriber Portal User Guide is available on our website to download.  
<http://www.dcremc.com/wbtools/index.htm>

## **Spam Filtering**

We know Spam is an issue for you, and we are committed to stopping it at the server level. We also know that no system is perfect and that you may still get mail that you don't want. You have some options available for taking control of your own inbox. They are:

### **Spam Defense with Friends Circle**

This is the default option. Never miss e-mail from the people who matter most: your friends and family. This option gives you power and flexibility for your Spam protection. With Spam Defense and Friends Circle you get the e-mail you want yet block the e-mail you don't!

### **Friends Circle Only**

With this setting, users receive e-mail only from the addresses or domains included in the Friends Circle. Remember to include domain addresses for favorite online shopping sites and for any electronic newsletters you receive.

### **Friends Circle with Confirmation**

Almost all Spam is sent by automated computer systems. To prevent automated systems from sending you mail, any address not in your Friends Circle will be requested to authenticate or prove they are human. This helps to stop e-mails from automated systems from showing up in your inbox!

## **Webmail**

Check your mail from anywhere! You will notice when you log into Webmail that you have a junk mail folder. You will also notice that you have folders and tools like a calendar and spell checker. You can access your Webmail by opening a browser and visiting: <http://webmail.decaturlwb.com>. You will type in your normal username and password at the prompt. You can also access the Subscriber Portal from Webmail by selecting the "Account Settings" icon on the top navigation.

## **Need Assistance?**

Our technical support staff can help you with any of your new tools. Please feel free to call them at **1-888-232-6119**. They are available 24 hours a day/7 days a week to assist you.

It is our pleasure to serve as your exede internet provider.

Decatur County REMC