

# High-Speed Internet Tips

## To Get on the Internet:

1. Double-click on the Internet Explorer or Firefox icon.
2. The InsightBusiness home page should display. If not, type <http://insightbusiness.com> in your browser and click "Go".

## To Access Your Webmail account:

1. Go to <http://webmail.insight-bc.com>.
2. Enter your email address and password, and click "LOGIN".
3. To go back to browsing the Internet, click "LOG OUT".

## Troubleshooting: Power Down, Power Up

If you have trouble getting online, try these helpful steps before contacting customer support:

1. Make sure all cables are firmly connected by checking both ends of:
  - Cable from the wall to modem.
  - Cable from the modem to computer or router.
  - Cord from the modem to the power outlet.
2. Unplug the power cord to modem (and router if you have one) and shutdown your computer. Wait 2 minutes. Then turn on your equipment in this order:
  - Plug in your Modem (wait 2 minutes for the lights to synch with the network).
  - Plug in your router (if you have one) and wait 2 minutes.
  - Start your Computer(s).

**My 16-Digit Account #:** \_\_\_\_\_

**My E-Mail:** \_\_\_\_\_ @insight-bc.com

**My Password:** \_\_\_\_\_

For more information go to [www.insightbusiness.com](http://www.insightbusiness.com).

0309