

Tools and treats to help you get by

## SWCP's Extra Goodies

Southwest Cyberport takes seriously our claim to be a "full-service" Internet Service Provider with our fine **high-speed access, webhosting, email, and backup** services. Nestled among them like Easter eggs are a number of helpful tools, services, and other means we provide that can help make your life online a whole lot easier.

### Tech Support and Computer Care

Our famous, friendly, and local **technical support** is given free face to face or by phone, fax or email. Along with that, we offer **professional consulting and computer repair** services, including diagnosing problems, tune-ups and clean-ups, parts, software, and system installations.

For our members, we offer a number of free services such **DSL modem testing**. Our most popular and useful freebie is one **virus cleanup** per year. We will will also **install free software**: antivirus, web browsers, and email clients. Turn around is usually a few days. No appointments are necessary, but it doesn't hurt to call to see how busy we are.

**Discounts.** And if all that wasn't enough, there are **discounts** of 30% or more off web-hosting services for **non-profit organizations** such as organized charities. Also there are 5% discounts for **paying in advance** for 6 months of services normally charged after use, and 10% for paying for a year in advance, too. Also, our broadband customers get discounts on the use of **SWCP BUS backup services**, too. Call for more information.



**Webhosting.** While many of our customers use our top of the line webhosting services, we also offer **free private webpages** to broadband and dialup members. Business websites are entitled to free entries in our **Business Directory** and **E-Promenade** listings.

All our webpublishing services are managed on our secure, stable **webfarm**. They come with **nightly backups, offsite archiving,** and we even have a **backup power generator** to keep your site up no matter what.



For those needing more than that, our Starter webhosting package is only \$7/month, and comes with free **VLW webpage themes** and an email account. The Basic plan at just \$15 per month, has much more space and transfers allowed, plus 6 emails and a bunch of free web applications. These freebies include the very popular blogging tool **WordPress, bulletin boards, photo galleries,** or wikis. The Deluxe plan for \$25/month has 16 emails, and **free shopping cart, webcalendar,** or high-power content management systems including **Joomla**.

### Email, News, and FTP

Though many of our webhosting plans include extra email accounts, **secondary email boxes** can be purchased for only \$2.50/month, so all family or staff members can have their own. There are **free email aliases, forwarding** and other services. There's also free access to the 100,000 or so available discussion groups on **Usenet news**.



**Mailing lists** are a great, inexpensive way for sharing news and views among interest groups in a timely manner.

Members post their messages to our list server which broadcasts them to the others

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in a moderated flow, and even maintain archives of past discussions. The Mailman list server takes care of many of the details of managing the membership list, including processing bounced messages. Mailman lists are only \$5/month.

For sharing or moving files around online by FTP, we have several options. First, there's a **public FTP directory** anyone can use to store files for up to 48 hours. We have **free Anonymous FTP storage** where files can stay publicly available as long as you like for just the disk space charges, or we can set up private, password-protected sites for \$10 set up and \$5/month.

## Member Tools

Many of these can be accessed by the **Members Tool** page. Just go to our website, [www.swcp.com](http://www.swcp.com), click on the **Support** to go to the Members Portal, and enter your SWCP username and password. The page that comes up has four panels with lists of all the tools they contain.

**Account Dashboard.** Here located in one convenient spot you can look up just about everything there is to know about your account, from billing to your websites, domains and what runs on them, secondary accounts, who else you have granted access to, how much memory you have available and are using, DSL circuits and backups.

Along with your own information you can access a **Quick Reference** list, with the vital information you'll need for making connections –including inexpensive long distance dialup and **toll-free Help Desk phone numbers**.

**Generate Passwords.** Good passwords can be a pain to think up. This allows you to quickly come up with a whole bunch of combinations you can choose from, both in easy to remember and more secure flavors.

**Antispam Filter.** For managing email, this has to be one of the most useful tools around. Here you can set up **spam filters** on our mail servers, so annoying messages never even reach your Inbox. You can set up two different filtering programs, set your email to as forwarding destinations, plus **block addresses** entirely or allow messages from those specified to not be filtered. You can set up **automatic replies** for when you're away to start and stop whenever you want. And don't forget you can check and

**manage your email**

**online**, too, by means of one of several web-based interfaces, also accessible from here.

**Aliases.** Here you can set up what should happen to



messages sent to your domains, also handy for reducing spam.

Most of the other tools, such as **Make Payment**, or **Change Password**, are fairly self explanatory. But a few are especially useful for when you're out on the road.

**Authenticated Message.** This portal allows you to communicate securely with SWCP to make changes to your service by verifying you as a customer. This can be very convenient if you need to change something, for instance, while traveling abroad.

**Temporary Email Addresses.** This allows you to set up to 25 email aliases for up to 6 months, which can be helpful when ordering items or posting online. It's simply meant to protect your "real" address, however, it does not provide true anonymity.

**Webhosting Tools.** Most of the rest of the controls on the page are concerned with webhosting. You can **renew, register, or transfer domains**, get and manage new secondary accounts and **databases**. You can set up your websites to be private, accessed by password, and even install any of our web applications like **WordPress, calendars, and shopping carts**.

## Additional tricks

Some of our services are quite useful for doing things that might not instantly come to mind. Our **SWCP BUS backup** service, for instance, not only provides peace of mind by making sure you'll never lose a file again, it's ideal for **transferring files between computers**. Accessible by web browser, you can effortlessly move your files between computers, including entirely different systems without worrying about compatibility. And there are never any charges for file restoration.

**Virtual Private Servers.** Would you like the convenience of your own webserver without having to buy one? A VPS (Virtual PrivateServer) gives you the benefits of a colocated server, without the expense of having to provide, and maintain your own hardware. Many people use a vps if they need to run particular web server software that could not be run on the shared hosting webfarms. VPS options start at \$45/month.



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