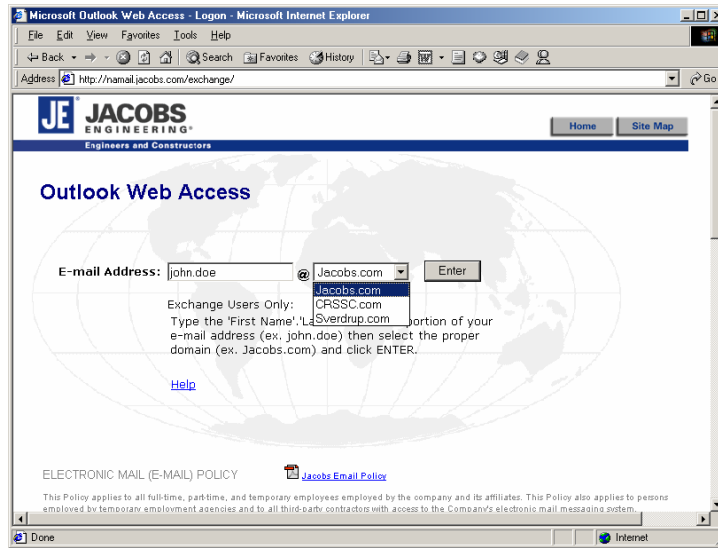


## User Support for Internet Access to Jacobs E-Mail

1. *What is the URL (Internet Address) that you are using to get to your E-mail?*  
For this question the “correct” answer should be:

<http://www.jegmail.com>

2. *When you type in the above URL, are you getting the Web Access Login Screen?*  
If you are not getting the following login screen, try accessing another web site, such as “<http://www.yahoo.com>”.



If you are not able to connect to any web sites, there are a few things you need to check:

- a) Are you actually dialed into or connected to the internet?
- b) Is your Internet Service Provider (ISP) having difficulties right now? In order to check this you will need to call their Customer Support Line.

If you are able to get to other web sites, but not the Web Access Login Screen, please contact your Local IT Support Staff to report the problem.

3. *If you are getting the Web Access Login Screen, what e-mail address are you entering?*  
This should be your SMTP or Internet Email Address  
(*firstname.lastname@jacobs.com*).
4. *In the Authentication Pop-up Box, what are you typing for “User Name” and “Password”?*



The “User Name” should be “domain\userID” (e.g. “Houston\jdoe”). If you are typing this in correctly, but are still unable to connect, or you think you may have forgotten your password, please contact your Local IT Support Staff to report the problem. If you are uncertain as to what your “domain” is, you should also contact your Local IT Support Staff.

5. *If possible try to access the service from another machine.*

It is possible that the problem is caused by your browser or some other aspect of the machine you are using to access the service. If at all possible, try to access the service from another machine.

6. *Information you should have ready for your Local IT Support Staff.*

If you have gotten to the point where you need to contact your Local IT Support Staff, you should have the following information ready for them. This information will assist them in determining what the problem may be.

- a) Your name
- b) A number that they can reach you at
- c) Your Internet E-mail Address
- d) The URL or webpage that you are trying to access
- e) Your domain name (if you know it)
- f) Any error messages that you are receiving