

Welcome to the Cascade Locks Broadband system at clbb.net.

Your Basic cable modem internet connection and email has been established and includes three (3) email boxes, 10 MB of personal web space, and free 24 hour customer service and technical support.

We strongly recommend that you install a firewall immediately if you do not already have one. If you do not have a firewall, it is recommended that you unplug your modem when you are not using your email or the Internet.

All email box names and passwords are set up in lower case and with no special characters (dots, dashes, &, ~, etc.).

To set up your computer's Outlook Express to receive your mail at clbb.net, you must take the following steps:

- Open your Outlook Express
- Click on "Tools" on the menu bar
- Click on "Accounts" in the "Tools" drop down menu
- Click on the "Mail" tab
- Click on "Add" and then follow the wizard
- When you get to the "POP3" screen,
for "Incoming" enter pop.clbb.net, and
for "Outgoing" enter smtp.clbb.net
- Open your Internet Explorer and click on "Tools"
- Click on "Internet Options"
- Click on the "Connections" tab
- Click on "Never dial a connection" and "Apply" and then "OK"

When you are finished, please send a test email to someone and ask that they reply, so that you are sure your email is working properly. Wait a few minutes and then call them to make sure that they received your email and will try to reply.

If you wish to check your email from a different computer, log onto the internet and type in the address <http://webmail.clbb.net> (there is no @ in this address). This will take you to a login page. Enter your mailbox ID and password and it will bring up your mail.

If you require technical assistance or wish to change your password(s), please call 1-800-352-8156.

Customer service and technical assistance is available at this number 24 hours a day.

Please do not call the City of Cascade Locks with technical issues, as the personnel at the above number are highly trained to help you with your technical needs.

Please call the City of Cascade Locks at 374-8484, Monday through Friday between 8:00 AM and 5:00 PM for:

- Billing questions
- Changes to your service package (upgrading to 'Basic + domain' or 'Premium' service)
- Adding email boxes
- Changes in your personal information

The Basic Package is for personal use only, and is monitored for excessive use. If you wish to have a business domain and website that will generate more data transfer than a personal website, you will be required to upgrade to the Premium Package. The Premium Package includes 200 MB of web space, web and unlimited email boxes at your domain, 10,000 MB of data transfer, and free 24-hour customer service and technical support. Please call City Hall at 374-8484, if you wish to upgrade.