



Alphacomm.net

A Subsidiary of Upper Peninsula Telephone Company

Providing Exceptional DSL, Dial-Up,
and Long Distance Services

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How To Save a Password for Dial-Up Internet Connection

- A. Double click on the **Shortcut to Alphacomm.net** icon, which should be on your Desktop. If you don't have a shortcut icon, please use the following link: www.alphacomm.net.
- B. In the **Password** line, enter your Alphacomm.net password exactly as it appears on your customer information sheet, or call Support at 877-450-3500 (toll free) or 906-639-3500 (local).
- C. If you are running Windows 98, click the **Save Password** check box**. If you are running Windows XP, click the **Save This Username and Password** box**.
- D. Click **Dial or Connect** (depending on your version of Windows) to connect to the Internet. You should no longer be prompted for your password.

****IF THE "REMEMBER PASSWORD" CHECK BOX IS GRAY AND
CAN'T BE SELECTED, FOLLOW THE STEPS BELOW:**

If you are running Windows98:

1. Click **Start**.
2. Click **Find**.
3. Type ***.PWL** in the **Find / Search** box.
4. Delete **all** files with the **.PWL** extension.
5. Reboot the computer.
6. If the computer asks for a password when it reboots, **DO NOT** enter one.
7. Click **OK** or strike **Enter**.
8. When the computer is fully booted up, proceed with steps A through D above.

If you are running Windows XP:

1. Click **Start**.
2. Click **Search**.
3. Click **All files and folders**.
4. Type ***PWL** in the **Search** box.
5. Delete all files with the **.PWL** extension.
6. Follow steps 5 through 8 above.

If after completing the preceding steps you are still unable to save your password, the most likely problem is that you do not have administrative privileges and are therefore unable to make any lasting changes. Please contact Alphacomm.net Support for assistance.