Frequently Asked Questions:

My avast! Anti-Virus registration has expired, how do I renew the license?

How can I check my Ivnworth.com email?

How can I change my Account Password?

Why does my email application (Outlook, Internet Mail, Eudora) hang up or stall on a particular message?

I am having trouble checking my web-based email from my work computer. What can I do?

I am receiving unwanted email. Can I block these messages?

What can I do if I am still receiving unsolicited email or Spam?

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Frequently Asked Questions:

My avast! Anti-Virus registration has expired, how do I renew the license?

1. Go to www.avast.com > click on Purchase at the top of the menu bar > Go to FREE Avast! Home Registration. There is no cost for the registration renewal.

2. Click on 'I'm a registered user and my registration key has expired, I need a new one.'

3. Enter your Email Address, Name and Country. Put a check in the box next to: 'I understand that I have the right to use this program for non-commercial home use only, both conditions must be met as part of the EULA. Enter the control letters you see.' Click Register.

4. A Registration Key will be sent to your email address. When that email arrives - highlight the key by dragging your cursor over it - the key will turn a different color (i.e. blue), right click on

the key and left-click on copy.

5. Open avast! by going to Start > Programs > avast! > avast! AntiVirus.

6. Click on Registration > put your cursor in the box under 'Enter your license key' and right click and left click on paste. This will paste your license key into this spot > Click OK.

How can I check my lvnworth.com email?
There are several ways you can check your lvnworth.com email:
(1).Web-Based: This option allows you to check your email from any computer that has Internet access to www.lvnworth.com. Go to: www.lvnworth.com > click on Web-Based Email link > Type in email UserID & password > click Logon.

(2). The second option you have to check email is by using a program such as Outlook Express, Eudora, Netscape Messenger, etc. Please visit our System Settings page for a detailed instructions.

How can I change my Account Password?
To change your dialup password please call Leavenworth Online at 727-2225 or 367-7042 (Atchison) and a Support Technician will change the password.

Why does my email application (Outlook, Internet Mail, Eudora) hang up or stall on a particular message?
This usually occurs when your email application is downloading a large message, it often contains a file or a bitmap. Even though the email application is actually downloading the message, it would appear that it has stalled, especially if no visual cue or download status is shown . You may wait until it's downloaded, which may be a really, really long time, or delete it by going to our web based email system: mail.lvnworth.com . Make sure you delete the offending message, or the next time you run your email application it will attempt to download it again.

I am having trouble checking my web-based email from my work computer. What can I do?
You can try to go to our Secure Web-based email.

How can I change my email password?
To change your email password:
1). Connect to the Internet;
2). Go to http://www.lvnworth.com
3). Enter your email address and password under "My Web-based Email" - Click Logon.
4). Click on Preferences on the left side under the email folders.
5). Go to Change Password
6). Type in your New Password and retype it in under Retype Password:
7). Click SAVE under the User Preferences Heading
8). Log-Out of email. Your Email Password is now changed.

I am receiving unwanted email. Can I block these messages?
Yes, you can block unwanted email coming into your lvnworth.com email
These messages can be from a specific email address or by keywords.

To do this:
1). Get connected to the Internet and go to www.lvnworth.com
2). Click on My Web Based Email link in the upper left corner
3). Enter your email box (type in UserID and Password)
4). Click on Rules on the left side of the window, below all of your folders.
5). Click on the New button under the Rules Heading
6). Follow the appropriate action below

To Block a SPECIFIC EMAIL ADDRESS:
1. Enter a Name for this Rule. You can put in the address you want to block.
2. Click on Add Condition button
 a). WHERE: Choose From
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: Type in the specific email address you wish to block.
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete
 This action will delete ALL messages coming from this specific email address. Messages from this address will not be allowed to enter your mailbox until this rule is deleted.
4. Click Save and Close under the Add a Rule Heading

Please note: This only works if mail is coming from the same address each time. You must Add a New Rule for each email address you wish to block.

To Block by KEYWORDS:
1. Enter a Name for this Rule. You can put in the key work you want to block.
2. Click on Add Condition button
 a). WHERE: Choose Body
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: Type in the specific keyword that is located in the body of the message you wish to block.
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete
 This action will delete ALL messages containing that specific keyword.
4. Click Save and Close under the Add a Rule Heading

Please note: In this example, the keyword must be in the Body of the message to be blocked. You may also block keywords in the Subject, To, From, Sender and Header Fields. You must Add a New Rule for each keyword you wish to block.

If you receive a lot of unwanted email and the messages come from all different email address, you may want to call us and create a new email address which you only use for family, friends, co-workers, etc. Continue to use your current email address for "junk mail."

What can I do if I am still receiving unsolicited email or Spam?
To filter additional spam:
1). Get connected to the Internet and go to www.lvnworth.com
2). Click on My Web Based Email link in the upper left corner
3). Enter your email box (type in UserID and Password)
4). Click on Rules on the left side of the window, below all of your folders.
5). Click on the New button under the Rules Heading
6). Follow the appropriate action below

RULE #1:
1. Enter a Name for this Rule. Call it SPAMHEADERS
2. Click on Add Condition button
 a). WHERE: Choose Header
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: SPAMHEADERS (this is case sensitive - make sure it is in all capital letters)
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete
4. Click Save and Close under the Add a Rule Heading

RULE #2: Click ADD RULE
1. Enter a Name for this Rule. Call it WEIGHT10
2. Click on Add Condition button
 a). WHERE: Choose Header
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: WEIGHT10 (this is case sensitive - make sure it is in all capital letters)
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete
4. Click Save and Close under the Add a Rule Heading

RULE #3: Click ADD RULE
1. Enter a Name for this Rule. Call it BADHEADERS
2. Click on Add Condition button
 a). WHERE: Choose Header
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: BADHEADERS (this is case sensitive - make sure it is in all capital letters)
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete

4. Click Save and Close under the Add a Rule Heading

RULE #4: Click ADD RULE
1. Enter a Name for this Rule. Call it SPAMCOP
2. Click on Add Condition button
 a). WHERE: Choose Header
 b). COMPARISON: Put the dot next to Contains
 c). SEARCH: SPAMCOP (this is case sensitive - make sure it is in all capital letters)
 d). Click SAVE.
3. Set the action to take when conditions listed above are met
 a). ACTION TYPE: Delete
4. Click Save and Close under the Add a Rule Heading

Please note: In some rare circumstances these rules can filter out messages that are not spam. These rules still may not catch all spam messages, however they will catch the majority of them.

Instead of choosing the ACTION TYPE: Delete you can choose the ACTION TYPE: Spam. This will send these messages to the Spam folder instead of permanently deleting them.

Why am I unable to open attachments in Outlook Express
You are unable to open attachments in Outlook Express because of a setting in that program. To fix this problem:

a). Open Outlook Express
b). Click on TOOLS on the top menu bar
c). Click on OPTIONS
d). Go to the SECURITY tab
e). UNCHECK the option: "Do not allow attachments to be saved or opened that could potentially be a virus"
f). Click APPLY
g). Click OK

What can I do if I suspect I have a virus on my computer?

Due to the nature of recent viruses there is not a way to put a comprehensive instruction list for you to follow here. Leavenworth Online can remove the virus from your computer though. Please give us a call at 727-2225 or 367-7042 (Atchison) to talk with a technician about our repair options. Existing Internet customers also receive a discount on repair. Be sure to mention to us that you are a current Leavenworth Online customer.