

Teleport Times

Teleport: Internet Services for the Northwest

info@teleport.com

http://www.teleport.com

February 1995

Inside This Issue



Meet the staff. Who are we? What do we do?

.....p. 2-3



User Profile: Tige Phillips' World Wide Web page

.....p. 4



Beyond Email: How to read, understand, and use URLs

.....p. 5



Education and the Internet: Introducing a new program

.....p. 6



Support Q&A: Tech support answers questions

.....p. 7



Why a newsletter? (Includes a reader survey)

.....p. 7

Copyright Teleport Inc. 1995

Teleport Growing

In the beginning...

Teleport began as a BBS (bulletin board system) in the back corner of a bookstore in Beaverton. For its first year or so the BBS was small enough that Jim could manage both it and the bookstore, TECHbooks. Over the next few years it grew to a point where he had to make a decision about whether to continue with the store or the Internet. He chose the Internet, which marked him as a true techno-geek, though he still claims he did so in ignorance of what his BBS was going to become.

...there was Jim.

When I was hired to write user documentation in October of 1994, Teleport had 2,000 customers and was adding 20 new users each day. By the new year the total was almost 4000.

This expansion has resulted in a lot of changes at Teleport. At this time last year, Teleport consisted of 400 users and Jim. He answered questions, handled the bookkeeping, and kept the system running. Over the next twelve months as Teleport grew ten-fold he hired the current staff. Today we have four support people: Lynn, Dan, Natalie, and Zach.

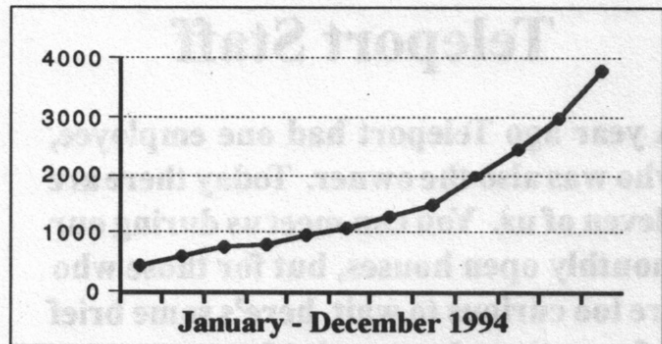
They answer support calls and email. Lynn also digs up pointers to interesting Internet tidbits and posts them in the newsgroup "telport.internet". Zach is in charge of technical documentation, which means he is writing reference sheets and a manual for the technical support people to use. The idea is to share the information and knowledge one support person may have with all the others, and to have a good training tool in place for when new support people are hired.

Our receptionist, Miriam, joined us in January. She answers the telephone, mails manuals, and

keeps the office running. Miriam also works with Jim organizing the bookkeeping and handling the billing.

Jim continues to work on the system, and takes care of the day to day responsibilities of running the business. This includes serving as the fearless leader for his small but devoted band of cyber-dweebs.

Joey is now the head system administrator, with Chris assisting him. Together they are in charge of keeping the system running; sometimes this means one of them, or Jim, is here in the middle of the night. They also write scripts, monitor usage patterns, upgrade or change account types, upgrade equipment, and set up new sites. Joey travels to Salem, Vancouver, and Eugene as necessary to take care of maintenance problems or hardware changes.



Thor is the recently hired Education Coordinator. His first task is to get an education newsletter started. While he completes the academic year he is only here one day each week, but this summer he will be on full time and will start working with teachers to help them connect to and use the Internet.

Ron is another new employee. He comes to Teleport with a strong background in software development; his primary focus is on creating CGI-BIN scripts and providing technical support

...continued on page 2

...continued from page 1

to people creating World Wide Web pages. He is helping people use some of the more "trick" aspects of HTML such as forms. So far he's generated one script, that lets people find out how many people have accessed their WWW pages.

And I'm Sarah, the publications department. In addition to writing this newsletter and helping Thor with the education newsletter I write user manuals and other documentation.

Hardware

The equipment has grown even faster than the staff. We have grown from forty phone lines a year ago to 288 lines in Portland (196 IP and 96 UNIX), twenty-four lines each in Salem and Vancouver, and sixteen lines in Eugene. Our connection to the Internet has grown from a 56K line to a 512K line, meaning we can now send and receive ten times as much information per minute as we could a year ago. We are also now utilizing "frame relay" between Vancouver and Portland and between Salem and Portland. In addition to giving us more bandwidth between the remote sites and Portland, frame relay also makes it easy for us to add even more sites. The

next issue of the Teleport Times will have an article about the equipment that makes up Teleport, and what it does.

Whither goest Teleport?

Such rapid growth is not surprising given that, by some estimations, the Internet is doubling in users every eight months. Part of how we are handling the influx of new users is by not fanning the flames until we are equipped to handle them — i.e., Jim has decided not to advertise until our problems with US West are fixed out and we can handle more users. This newsletter, a potential marketing tool, has been held back from the press for over month while we work on stabilizing service for current users.

Once we are confident in the service for existing sites we plan to set up service in several more Oregon towns, providing people outside the urban areas with local Internet access. With Eugene in place we can spread into the southern parts of Oregon, using Eugene as a hub for the southern sites. All traffic for the southern sites will go to Eugene, and from there it will be relayed to Portland. Possible destinations include Corvallis, Medford, Roseburg, and Coos Bay. As we smooth out the process we'll start to spread east of the Cascades, and further up the coast.

Teleport Staff

A year ago Teleport had one employee, who was also the owner. Today there are eleven of us. You can meet us during our monthly open houses, but for those who are too curious to wait, here's some brief information about each of us.



Dan Owens

Dan is also Senior Technical Support. He mainly handles Windows questions, since that is his area of greatest expertise, but he is familiar with Macintoshes as well. Dan has been a Teleport subscriber for over a year and has been with Teleport as a staff member since November.

Lately he has been helping train new employees and helping Zach with his documentation efforts. He is also starting to learn OS/2.



Lynn Siprelle

Lynn is currently Senior Technical Support, writes the "One Useful Thing and One Cool Thing" column on the newsgroups teleport.internet and pdx.online, and was Teleport's first employee. She is co-owner of The Habit, the Internet cafe on S.E. 21st at

Clinton. Lynn is also a former and still occasional radio producer with Oregon Public Broadcasting and KINK-FM.



Natalie Reed

Natalie is another member of the technical support team. Her background is mainly in Windows, but she is also familiar with OS/2 and is working alongside Dan to learn more about it. Originally from Bainbridge, Washington, Natalie has been net-surfing for as long as she can remember. When

she is not busy taking technical support calls, she can be found playing with her friends Miriam and "Hello Kitty". She also has been known to mimic Maria Callas.



Zach Nobel

Zach is more physicist than computer fanatic, but jobs in the physics fields are a little scarce these days. While he waits for something to turn up Zach applies his finely trained scientific mind to creating some internal documentation for our support staff to use. When he is done with that he will tackle the online help files. Meanwhile he enjoys the bus/bicycle commute into "beautiful" downtown Portland.



James Deibele

Jim started Teleport as a bulletin board service when his main interest was running his bookstore. (See "Teleport Growing", p. 1-2.) Since then he has had many adventures with US West, all kinds of hardware, and his hard-working but eclectic staff.

You can meet Jim during our open houses, when he emerges from his office. Open houses are on the first Friday of each month, from 4pm to 6 pm.



Chris Lamb

Chris is the assistant system administrator. He helps Joey keep all the equipment running, writes and maintains support scripts, makes cables, holds things, loses coffee cups, moves furniture, plays the radio too loud, and displays an uncharacteristically lighthearted demeanor

(for a sysadmin). He is reputed to be painting a basement black so he can move into it and be a cave dweller at home as well as at work where he keeps the blinds down all the time.



Sarah Perrault

Sarah worked as a technical writer during college, then left the field to work in bicycle shops for a few years. She started to work for Teleport in October, as the publications department. Mostly this means writing user guides, though recently she was asked to start producing two newsletters, a task she

would find incredibly daunting if Thor weren't around to help write one of them.



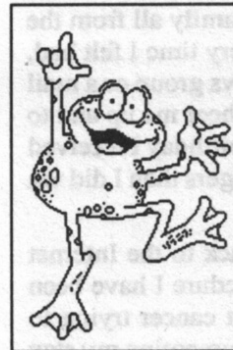
Miriam Gershow

Miriam is the first person you encounter when you call Teleport. She is more than a receptionist, however. She also manages our mail, does research, and has recently taken on the tremendous task of helping Jim make sense out of the book keeping files. A relative newcomer to the city, she spends lots of time exploring the Portland area. She's already a great fan of the cafes in SE, where she camps out and writes for hours and hours when she is not at work.



Joe Pruett

Joey is Teleport's head Systems Administrator. He has been using UNIX and global networking since 1979. He started at Teleport as a consultant to install the first 56k leased line connection here, and somehow ended up becoming a partner. His duties include installing, upgrading, and maintaining all the computers and networking hardware. With the planned expansion over the coming months, he will be out driving around Oregon and Washington quite a lot. Keeping a neat office is not one of his strong points.



Ron Lunde

Ron is the new CGI-BIN person at Teleport. CGI-BIN is what is needed to support "forms" in HTML. Initially he'll be working half time, but he'll try to respond as quickly as possible to questions, suggestions, and requests. Ron, sometimes called "Svld", (nobody knows why) has had twelve years of software development experience (mostly Unix & Windows), keeps a large inflatable penguin by his desk, and draws upon his Norwegian-Gypsy heritage to do a daily WWW horoscope, which some people call "uncannily accurate".



Thor Prichard

Thor, like many other Reedies, has a bright inquisitive mind and a very unusual name. He is our newly acquired Education Coordinator. For now he is here part time and his main task is to write a monthly newsletter. After exams in May he will be here full time. At that point he will begin outreach work to help educators use the Internet in their classrooms and in their work in general. Thor has

been working with education and technology for over five years, and is a devoted connoisseur of the Internet.

User Profile: Tige Phillips

"Find out what this Internet thing is and then get us connected. Oh, and we need this done yesterday." That was my boss talking to me in February of 1992. I had been stationed at the Air Force Academy in Colorado Springs for about 4 months at this point. For a year and a half I built our connection and explored the Internet as part of my job to find resources that the cadets and staff could use for education.



Then in August of 1993 I found a reason to use the Internet for my own use. I was diagnosed with cancer. That was exactly 1 week before my daughter's first birthday and 9 days before my 23rd. I thought my life had ended. They gave me between 3-5 years if the treatment went well. The first treatment I got didn't do anything of course, so I started to look for support groups on the Internet. I found several, and lots of information sources and started meeting and making friends. In August of 1994 I went to Seattle and got a Bone Marrow Transplant. I was in the hospital for about 5 weeks. I took my notebook and modem and via the Internet conversed with friends and family all from the convenience of my hospital bed. Every time I felt bad, all I had to do was post a note to a news group or a mail list and I would get many replies to cheer me up and to encourage me to keep going. On my birthday I received more cards via the Internet from strangers than I did via snail mail (US post office).

I'm now trying to give something back to the Internet after I took so much. Since the procedure I have been very active in the news groups about cancer trying to help people like myself. I'm also documenting my stay in the hospital. Each day will have an entry so anyone getting ready to have a Bone Marrow Transplant will get an idea of what it will be like. This is just my way of saying thanks. The Internet is like a big family, and if everyone in the family would give in return for what they take we would have all the information we could ever want. It would all be there for us to learn. That's what the Internet is all about, learning and helping. Of course you can have a lot of fun in the process.



- Tige Phillips
tige@teleport.com
<http://www.teleport.com/~tige>

Medical Resources

Tige's home page on the World Wide Web contains many links to resources about cancer (and to information about car racing, motorcycles, and other interesting things). The list below contains pointers to online medical resources.

World Wide Web pages

Tige's home page

<http://www.teleport.com/~tige>

OncoLink

<http://cancer.med.upenn.edu/>

Global Resources for Cancer Information

<http://cancer.med.upenn.edu/1s/stuff>

Cancer FAQ

<http://cancer.med.upenn.edu:80/1s/faq>

National Library of Medicine

http://www.nlm.nih.gov/current_news.dir/biomed.html

University of Michigan Medical Center

<http://www.anes.med.umich.edu/>

U. of Texas School of Public Health

<http://utsph.sph.uth.tmc.edu>

Biomedical Internet Resources (links by medical topic)

<http://www.cc.emory.edu/WHSC/medweb.html#schools/>

Usenet Newsgroups

alt.support.cancer

sci.med.diseases.cancer

misc.health.alternative

List of medical newsgroups (by gopher)

<gopher://selway.umt.edu:700/11/internet/News>

Mailing Lists

CANCER-L CANCER-L@WVNVN.WVNET.EDU
WVNET CANCER discussion list

CLAN CLAN@FRMOP11.CNUSC.FR
Cancer Liaison and Action Network

CSHCS-L CSHCS-L@EMUVM1.CC.EMORY.EDU
Center for Study of Health, Culture, Society

FINAN-HC FINAN-HC@WUVM.D.WUSTL.EDU
Health Care Financial Matters Discussion

HEALTHRE HEALTHRE@UKCC.UKY.EDU
Health Care Reform Discussion List

Electronic Mailing List Information, Cancer (by WWW)

<http://cancer.med.upenn.edu/0h/stuff/listserve.html>

Beyond Email: URLs

"Beyond Email" will be a regular feature endeavoring to lift people out of the comfortable but limiting world of email. This first article will demystify the bewildering entities we call URLs. (Pronounced "earls".)

URL stands for Uniform Resource Locator. Every file on the Internet has an URL. The URL tells you where the file is and lets you get it using a variety of applications. You can think of a file's URL as being like a library book's call number. It gives you information about what kind of document it is, and where you can find it.

Like a call number, an URL has certain specific parts, each of which says something about the file.

The first part of the URL tells what kind of format was used to create the file. This is important because it tells you what kind of application you use to access the file. For example, an URL that begins in "ftp" indicates that the file can be accessed using an FTP application such as Fetch (Macintosh), Ws_ftp (Windows) or FTP (UNIX).

Other formats are:

http - the file is a World Wide Web document, accessible using a Web browser such as Netscape or Mosaic

gopher - use a gopher program such as TurboGopher (Mac), Wsgopher (Windows), or gopher (UNIX)

ftp - use an FTP program such as Fetch, Ws_ftp or FTP

telnet - establish a telnet connection with the site

mailto - this is the only kind of URL that does not have "/" after the colon. "mailto:" is followed by an email address.

Many Web browsers are able to access files with formats other

than "http", but most other applications can only get to the files that are in their format. For example, a Web browser can usually access a gopher file, but a gopher application cannot generally access an http file.

The next part of the URL comes after the "://" and indicates the location of the file. It tells the site where the file is located, and the specific machine at that site.

For example, an URL beginning with "http://www.teleport.com" tells us that the file is on the "www" machine at "teleport.com".

Sometimes the URL tells what directory or directories the file is in. These are separated by a "/". For example, the URL <http://www.teleport.com/animals/slimy>

tells us that the file is on the "www" machine at "teleport.com", in the "animals" directory, then in the "slimy" subdirectory.

The final part of the URL tells us the file's name. This name may end in .html, but does not have to. So, given the URL

<http://www.teleport.com/animals/slimy/slugs.html>

we can get the following information:

The file is

- a World Wide Web document
- on the "www" server at Teleport
- in the "animals" directory
- in the "slimy" subdirectory
- and the file name is "slugs.html".

With this information, you should be able to use URLs to find all kinds of files on the Internet.

Try out your newly-learned skills with a few URLs from the Useful/Cool archive. These are all from June, 1994. For full descriptions of each item, see <http://www.teleport.com/~lynsared/useful.html>.

Markets and Investments Page at Stanford University

http://akebono.stanford.edu:80/users/www_server/Economy/Markets_and_Investments/

The Disability News Archive

<ftp://handicap.shel.isc-br.com>

GRANOLA, a discussion list for vegetarians, focuses on more than recipes.

<mailto:listerv@gitvm1.bitnet>, no subject, with "SUB granola YourFirstName YourLastName" the entire contents of the message.

Copyright Basics

<gopher://wiretap.spies.com/00/Gov/Copyright/US.Copyright.Basics.txt>

The Foreign Currency Converter at Global News Navigator

<http://www.ora.com/cgi-bin/ora/currency>

The InforM Women's Studies Database

<gopher://inform.umd.edu:901/11/inform>

ftp://inform.umd.edu/inforM/Educational_Resources/WomensStudies/

<http://inform.umd.edu/welcome.html>

Coming Soon: Education

This article began as a two-page feature on education and the Internet. In the middle of my writing it, however, I met Thor. Both Jim and I were sufficiently impressed by his qualifications and his ideas that he was hired to be our Education Coordinator, a position we had not expected to fill so quickly. Since Thor is currently working on articles for a separate education newsletter, it seemed redundant to feature the topic too extensively here. This article changed into an introduction to Thor, to what he will be doing as education coordinator, and to some of the issues revolving around the Internet and the classroom. I'll address the last part first.

I recently sent mail to twenty-five educators asking them about education and the Internet. Their replies were varied in enthusiasm as well as content, but for the most part they said two things - the are interested in the Internet, but they don't quite know how to use it in their work, and they don't have much time to spare exploring and learning. Other problems were raised as well - questions about putting limits on student access, questions about the immediate applicability of the technology to their classes, questions about how other educators had worked the Internet into their curricula.

Using the Internet in the classroom

One way teachers can use the Internet without using too much time is through email, including mailing lists, and through newsgroups. Teachers can communicate with other teachers online, and subscribe to relevant mailing lists. While this does not bring the Internet into the classroom, it helps the teacher in a few ways. The most profound, I am told by teachers, is the end of the "teacher's isolation syndrome" in which teachers feel they are working in a vacuum. They report being able to find support, suggestions, and encouragement from colleagues online.

Ideas are also bandied about online — teachers talk to other teachers about lesson plans, about working with administrators, about dealing with difficult students. Discussions also revolve around different teaching methods and theories and issues in education today. Usenet newsgroups are a similar source of companionship, aid, and insight.

Teachers can also use their individual Internet connections to

enliven their classrooms by bringing data off the Internet into their projects. The Internet started as a military project, but was quickly adopted by the academic circles. Scientific data abounds - one school draws on seismicity reports, another on weather projections, another on information about the space program, put online by NASA.

Other teachers are establishing "keypals" programs. Like the familiar "penpal" programs, these put children in touch with students in other parts of the world. But unlike penpals' letters, email letters arrive in hours instead of weeks. Teachers find that students are more likely to continue the relationship because of the immediacy of the dialog.

When the students themselves have direct Internet access, many more uses and projects become available. For example, two physics professors help students with science fair projects via email. They offer suggestions and answer questions.

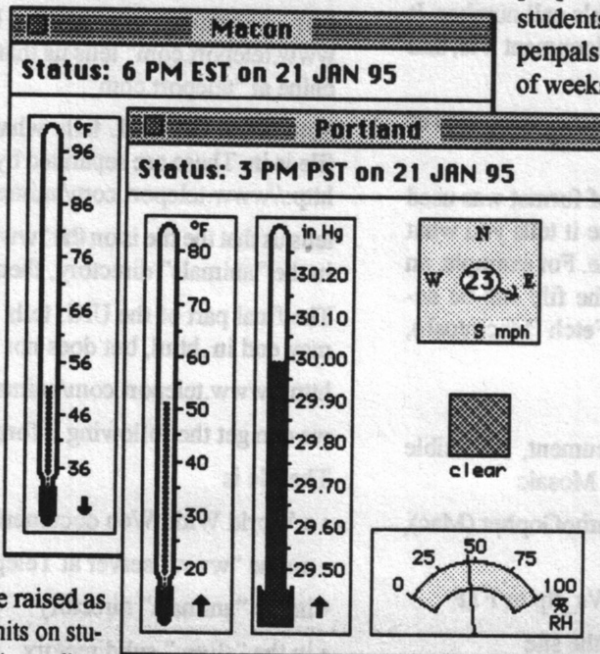
Students at the Buckman Elementary School learned about participatory democracy in November by taking part in an election they cared about. They, along with over 2,600 other students, elected a mayor of "Toon Town". The voters went to virtual polls in the United States, Canada, and South Africa.

Potential Problems

As the potential grows dramatically with student access, some potential problems also appear. Many schools are creating "Acceptable Use Policies" that are signed by the teacher, the student, and the parents. These, they hope, will help curtail problems such as hacking, juvenile pranks, and access to "adult" items on the Internet. Many examples of such policies are available, and these are issues Thor will address.

Education coordinator

Thor's specific job description is, to a great extent, up to the educators he will be working with. While he finishes the school year he will be working on the education newsletter (name suggestions welcome). After he finishes exams in May he will offer his expertise to any teachers wanting his help. His experience includes teaching Internet seminars to both teachers and students, and designing and implementing projects. One of the biggest problems he has seen in his work with teachers is a lack of follow-up support; too often teachers are given a two-hour training session, then left on their own with the new information and tools. One of Thor's main goals is provide ongoing follow-up support to teachers.



Support Q & A

Q: Why doesn't my password work?

A: It does, unless you have changed it. The most likely problem if you can't get your password to work, and you absolutely did not change it, is that you are typing it in the wrong case. In other words, you are typing a lower case password in upper case, or the reverse. Try retyping your password, and check to be sure your caps lock key is not down.

Q: What is my user name? What is my login name? What is my account name?

A: First, these are all the same thing. Your user name is the name you decided to use when you signed up for an account and is the name you use when you want to login to their system. It is also the first part of your email address.

Q: What is my email address?

A: Your email address is your user name followed by "@teleport.com" (without the quotes). For example, if your user name is "winston" your email address is "winston@teleport.com". If your user name is "tunafish" your email address is "tunafish@teleport.com".

Q: Can I change my name?

A: Yes and no. You can change your real name as it appears in email message headers, when you post a news article, or when someone fingers you. For information on how to do this, see the appropriate manual. Changing your user name is much more complicated, because so many files are associated with it. If you really want to change it, email your request to "support@teleport.com". They will contact you.

Q: Why do I have two passwords? (IP users)

A: One password is the password your computer uses when it connects to our computer. This is your "router" password, also called your "IP" password, and is the password we gave you in upper case letters. You only use this password when you are setting up MacTCP or Trumpet Winsock.

The other password, your "UNIX" password, is the password you use to login to Teleport's UNIX shell (for example, if you connected to Teleport using NCSA Telnet or Trmptel), to get your mail, to connect to "ftp.teleport.com" as a registered user, and so on. This is the password we gave you in lower case letters.

Q: Can I change my password?

A: You can change your UNIX password. You may use up to eight characters. You cannot change your IP password. If you do change your UNIX password, please change it to something you will remember. Once you have changed your password we cannot help you figure out what it is. This means that if you forget it we have to assign you a new password, which takes time.

Why a Newsletter?

That's what people keep asking, and then invariably they add, and why on paper instead of online?

The main answer to both questions is that we are trying to provide help and encouragement to people who may not be comfortable online yet. Many people learn to use email, but are too overwhelmed to do much more. Noted Internet expert Thor Prichard said of the new user's experience of the Internet, "This concept of awakening to the global cyberspace is one of the most overpowering problems of new users because of the size, global scope, and lack of cultural or political boundaries in the Internet."

The idea, then, is that the newsletter can provide information, tips, and overall inspiration. In this issue I have avoided covering any of the more technical topics people might find interesting. I plan to have more of that in future issues, and if there are areas you want to see discussed, please let me know.

Reader Survey

Please email replies to "docs@teleport.com".

1. Should we keep doing a newsletter?
a) yes b) no
2. How's the format?
a) nice b) blech
3. Have a user profile in each issue?
a) yes b) no
4. Next two-page feature on:
a) Art on the World Wide Web
b) Law and the Internet
c) Food (gardening, cooking, etc.)
d) Other - what do you want?
5. How many articles with "how-to" information:
a) lots b) some
c) a little d) none
7. More about how Teleport works
a) yes b) no
8. Contests (sillies sig file, for example)
a) yes b) no
c) only if the winner gets lots of publicity in the next issue
9. Technical content - how much do you want?
a) none b) a little
c) some d) lots

Please share any thoughts, opinions, suggestions, offers to write articles, etc. with "docs@teleport.com". Thanks!

Sarah Perrault
Publications

Events, Numbers, Addresses

Open House 4pm-6pm

Friday March 3

Friday April 7

Friday May 5

Shell access 220-1016
Portland 220-2276 (IP)
Portland 220-2196 (28.8 baud only) (IP)
Vancouver 260-0330 (note: the new area code is 360)
Salem 364-2028
Eugene 302-0939

Support support@teleport.com
WWW Support www.teleport.com
Billing billing@teleport.com
Publications docs@teleport.com
Info info@teleport.com
Rates rates@teleport.com
Quota quota@teleport.com
Education resources educate@teleport.com

The Internet Made Easy
Teleport, Inc.
(503) 223-0076
Suite 803
319 SW Washington Street
Portland, OR 97204

ADDRESS CORRECTION REQUESTED

People, Places, Times

James Deibele	President
	Fearless Leader
Joe Pruett	System Administration
Chris Lamb	System Administration
Joey's Peon	CGI-BIN and WWW Support
Ron Lunde	Senior Technical Support
Lynn Siprelle	Net Mommy
Dan Owens	Senior Technical Support
Natalie Reed	Technical Support
Zach Nobel	Technical Documentation
Miriam Gershow	Reception
	Bookkeeping
Sarah Perrault	Publications
Thor Prichard	Education Coordinator

Teleport, Inc. Voice: 223-0076
The Spalding Building Support: 223-4245
319 SW Washington Fax: 223-4372
Suite #604 Emergency: 237-2358

Office hours 8:00 a.m. to 6:00 p.m. weekdays.

Phone support hours 8:00 a.m. to 8:00 p.m. Monday through Friday. Voicemail is checked on weekends.

Bulk Rate
US Postage
PAID
Portland, OR
Permit #98