

Write2Them Quick-Start Guide

An overview of Write2Them terminology

You have a Write2Them *Account* that you sign-in to using your email address and a password. Write2Them accounts are free, and you need to create one to activate our service and send email to a loved one.

Your loved one is a *Recipient* of letters mailed by Write2Them, created from emails that you (and friends/family) send. Each Recipient has a unique email address at write2them.com. You specify the friends and family that can send email to each Recipient, and those emails are formatted, printed, and mailed out on a daily basis. Letters are not mailed out until you have *activated* that Recipient by paying for the service using PayPal.

Each Recipient can have up to 30 email addresses listed that can send email. Those email addresses are created as *Friends* of the recipient.

The Write2Them fee is based on the length of the service term (*Subscription* Plan) or number of letters mailed (*Bundle* Plan), not the number of emails received. Family and friends can send as many emails as desired each day, but please keep in mind the 8-page limit for each mailed letter.

Creating a Recipient record for your loved one

On your Account page, click on the [Add a recipient](#) link to create a Recipient record for your loved one. Specify their rank (as applicable), name (first, last, middle initial), and mailing address (if you know it). If you do not yet know the mailing address, you can leave that blank and enter it later by editing the Recipient record at a later time. Once you save the information by clicking on the **Create** button, a Write2Them email address will be assigned using the first and last name (and maybe a number if needed to make it unique).

Each time you sign-in to your Write2Them account, your Account home page will display a list of the Recipients you have created. Any records that are displayed with a solid blue background have not yet been activated. You will see several hyperlinks ([blue and underlined](#)) on the right of each record:

- [Edit](#) Update the Recipient's name and/or mailing address.
- [Activate](#) Pay for the service and activate the email processing. If this link is disabled (greyed out), it means that you need to edit the recipient record and fill in the mailing address.
- [Extend](#) Extend the expiration date (weekly/monthly service) or number of mailings.
- [Friends](#) Add, edit or delete email addresses of people allowed to send email to the recipient. You may add up to 30 Friends to each Recipient. The link also shows the current number of Friends in parentheses.

[Delete](#) Remove a recipient that has not yet been activated.

Add family and friends to your account

To keep spam out of our system, only email to activated Recipients from recognized email addresses (Friends) are accepted by our email server. In order for Write2Them to accept and process an email, the sender's email address must be added as a Friend to a Recipient record.

If you are going to send email from your home and work email addresses, you should add both addresses. The same is true if you have multiple personal email addresses that you use to send email. Note that your sign-in username (which is one of your email addresses) is automatically added as a Friend for any recipients you create. If that is your personal email address, then you should add your work email address as a Friend.

Adding thumbnail photos to friends' email addresses

Each email address of a Friend (you included) can have a thumbnail photo which will print out with their emails. Each friend can send an attached picture (JPEG format) to mypic@write2them.com. Use your Facebook photo or something of a similar small size; the thumbnail should be about 100x100 pixels.

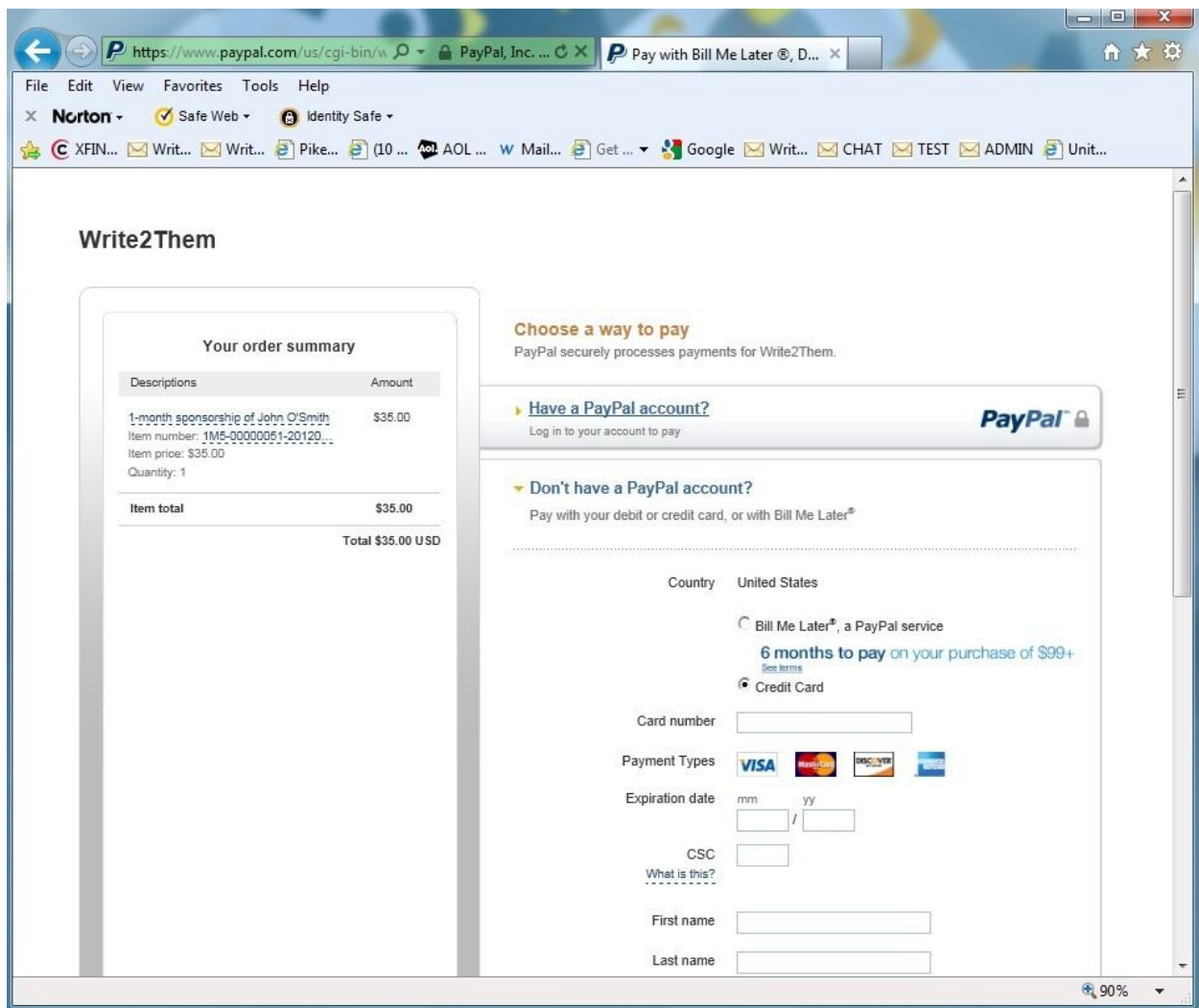
Activating email processing for your loved one

You should activate your Recipient record for email processing as soon as you receive your loved one's physical mailing address at basic training or boot camp. This will ensure that your loved one receives your email as soon as possible.

Once you set up your account and create a Recipient record with your loved one's basic training mailing address, you are almost ready to start sending emails. The final step is to activate the Recipient record through secure payment on PayPal. You can use PayPal in one of two ways:

1. Login and pay using your PayPal account
2. Pay with a debit or credit card as a PayPal guest

If you want to pay by debit or credit card, simply select "Don't have a PayPal Account?" as shown in the figure below, and fill in the card number, expiration date, security code, and billing information.



What is the difference between a Subscription and a Bundle?

With a Subscription, you activate our service for the number of weeks or months that your son or daughter will be in basic training. Subscriptions make sense if you plan to have a number of family members and friends sending email frequently. Emails are processed, printed and mailed out daily (Monday – Saturday).

A Bundle will be more cost effective if you know that only one or two emails a week will be sent each week. It's also more cost-effective for extended use like corresponding with seniors, missionaries, or deployed troops. You can purchase one or more bundles of 10 mailings (letters), and any unused mailings are fully refundable, subject to the terms in our Refund Policy.

You can find a link to our Refund Policy at <http://www.write2them.com/pricing>.

Use Write2Them - Send emails to your loved one

Using Write2Them is as easy as writing and sending an email. We encourage our customers and their friends and family to send email on a regular basis to help keep their loved ones connected to home during their time at basic training, summer camp, or other extended absence.

Family and friends added to your Write2Them account may simply send email to the assigned Write2Them email address using their usual email service (AOL, Yahoo, Hotmail, Gmail, Comcast, Verizon or other email account) from any computer (home, work, school, library, etc.) or cell phone. Emails may include attachments such as photos, scanned newspaper or magazine articles.

All attached photos must be in good taste. Off-color or racist material can get your soldier, sailor or airman in serious trouble.

As the account owner, you may also use the Compose Message feature on our website. Note that you will not be able to attach photos or other images using this feature (use your email instead). You may only use the Compose Message feature or send an email when the Recipients Sponsorship has been activated through payment via PayPal.

Attachment guidelines

Keep in mind that each mailing is limited to 8 pages (4 sheets printed double-sided). Photos that are too large may take up to an entire page. Please try to keep attachment sizes at 350KB or less per email. We recommend that you scan newspaper or magazine clippings at 100 dpi.

Getting help with your Write2Them account

We offer several on-line help features:

- After you sign-in to your account, you can use the on-line help link at the top of each page to answer specific questions. The help page is a pop-up browser window that is positioned at the information relating to your current web page.
- When you see the “information” icon (“i” in a blue circle) on a page, specific information and help is available by clicking on the icon to display the information (and clicking it again to hide the information).
- There is an FAQ page located at <http://www.write2them.com/info> or you can simply go to the Write2Them website, click on Resources, and select Frequently Asked Questions.
- We monitor an on-line Q&A chat session several times a day that you can access from any page on the web site. If the chat is not active, the time of the next chat session is displayed. If you come to the chat with a support question, please introduce yourself with your name and email address so we can access your account information.
- Account owners may send questions or other support requests via email to support@write2them.com.