

ACCESSING YOUR EMAIL (TWINE) USER ACCOUNT

Go to <http://www.prospectcity.com/support.html>

ProspectCity Call for a free consultation **847.487.4256**

Home About Us Our Platform FAQs Relevant Experience **Support**

Support / Knowledge Base

24 x 7 x 365
Prospect City Support is always available no matter when you need us! We're live 24/7/365 and our team will respond immediately.
Email: support@prospectcity.com
Phone: 847.487.4256

We have incorporated a 24/7 support system of technicians and trainers across North America and Europe. However, we go a few steps further than our competition: First, our Velvet's design is so intuitive very few of our customers actually have training questions. Second, our systems use only open source technology so we can change it or improve it at any time without having to wait for software producers to issue an update. Finally, all of our systems issue warnings to our internal teams who correct the problems - usually long before a client would notice. All of Prospect City's database systems use **RAID** drives with distributed **mirrored** servers, ensuring our customers don't experience any interruptions in service.

Exchange Hub Support

Fast Facts
Started: 2000
Membership: Nearly 1,000
Geography: NA, SA, Asia, AU, EU
Researcher Fees: \$40 - \$120/hr
Retainers Available: Yes
Data Resale: Yes
of Recruiters/Hiring Execs: 247
Membership Fees: \$50/mo. (no min.)

Already a member?
Log On

Need to apply for a membership?
Sign up now!

Candidate Support
We serve as an advocate and representative for a limited number of senior executives. If you are interested in learning more click [here](#).

VoIP Support

[Polycom 501 Quickstart Guide](#)
[Polycom 501 User Manual](#)
[Polycom 601 Quickstart Guide](#)
[Polycom 601 User Manual](#)
[Polycom Soundstation Guide](#)

Velvet Support

[Velvet User Manual](#)
[Examples of Customization](#)
[Email \(Twine\) Support](#)
[Login to Your Mail Account](#)
[Jabber Support](#)
[Jabber Setup Instructions](#)

Firm Resources

In addition to our **FAQs section**, download more information below:

Starting a Firm
Questionnaire - Looking for a Recruiter
Questionnaire - Looking for a Researcher
How We Process
Re-engineering Example
Tech Specs (overview)
Why You Need A CIO
Evaluating a Database?
How Prospect City Addresses Top Technology Trends of 2008

Surveys

We recommend the following surveys to your candidates and clients:

Candidate Survey (presented by Recruiting Entrepreneur)
Client Survey (presented by Recruiting Entrepreneur)

Recent Press

Recruiting Entrepreneur Article - September 2007
Article - Critical Steps in Building a Search Boutique
Cavoure Selects Prospect City
Prospect City Adds Integrated VoIP Solutions
RHR International Selects Prospect City
SSP Selects Prospect City to Replace Encore
Signium/Meridian Expands Prospect City's Role

Books

To request one of our books in electronic format:

"The Black Book of Executive Recruiting" **TRY**
"How to Start a Search Firm"
contact us at sales@prospectcity.com

Find and click on
"Login to Your Mail Account"

You will be taken to the Twine Control Panel:

superblock®
1418 north avenue, crystal lake, illinois 60014 p: 815.669.5551

Home Services Products Customer Support Contact Us

Twine Control Panel

To access your Twine account, enter your full e-mail address and password:

E-Mail Address:
Password:

Login

Enter your email address and email account password (the same used by your email client (MS Outlook) and click Login button.

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Upon logging in, you'll be taken to the Email (Twine) Control Panel:

superblock®
1418 north avenue, crystal lake, illinois 60014 p: 815.669.5551

Home Services Products Customer Support Contact Us

Twine Control Panel Logged in as [mckie@cavoure.com](#) | [Logout](#)

Account Settings **A**

Username: mckie
Domain: cavoure.com
Name: Miles Mckie
Inbound E-Mail Enabled: Yes
IMAP/POP3 E-Mail Enabled: Yes
Jabber IM Enabled: Yes

Server Settings **B**

IMAP/POP3 Username: mckie@cavoure.com
IMAP/POP3 Hostname: vmail.superblock.net
IMAP/POP3 SSL Enabled: Yes

SMTP Auth Username: mckie@cavoure.com
SMTP Hostname: vmail.superblock.net
SMTP SSL Enabled: Yes

Jabber Screen Name: mckie
Jabber Domain: cavoure.com
Jabber Connect Server: jabber.superblock.net
Jabber SSL Enabled: Yes (Port 5222)

Change Password **C**

New Password:
New Password (again):

NOTE: Changing your password will take effect immediately. Be sure to update all e-mail and jabber IM applications with the new password.

Change Password

Vacation Message **D**

To temporarily reply to all incoming e-mails with a vacation or out-of-office message, enter the message below. E-mails will still be delivered to your inbox.

Vacation Enabled:
Vacation Message:

Save Vacation Settings

A Account Settings lists your basic account information. Changes must be requested via Prospect City support.

B Server Settings lists your incoming and outgoing mail server settings and IM server settings.

C Password Change **Warning:** changing passwords requires you also make changes in your local MS Outlook client.

D Vacation Message allows users to create, activate, and de-activate an out-of-office auto-reply message for incoming emails.