

If you lost connection to ReferNET, follow these steps:

1. Verify if you have Internet connection. Open a Web browser and try to access a website, like www.211oh.org.

Unable to access the Internet - contact your Internet service provider.

Able to access the Internet - Proceed to #2

2. Switch ReferNET networks

ReferNET can be accessed from two networks: rtmcentral.net and rtmcentral1.net

If you were connected to rtmcentral.net - try connecting to rtmcentral1.net

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To Access the Second Network:

1. Click 'start' (lower left hand corner on your desktop)
2. Click "Programs"
3. Click "Accessories"
4. Click "Communications" (skip this step for Windows Vista)
5. Click "Remote Desktop Connection"
6. Enter the second network name in the Computer drop-down list
7. Click "Connect" and login using your User ID and password

If this did not resolve the connect problem proceed to Step 3.

3. Connect Directly to a Server

1. Follow Steps 1 - 5 above
2. Enter one of the server names below in the Computer drop-down list.
ts2.rtmdesigns.com ts7.rtmdesigns.com
ts3.rtmdesigns.com ts8.rtmdesigns.com
ts4.rtmdesigns.com ts9.rtmdesigns.com
ts5.rtmdesigns.com ts10.rtmdesigns.com
ts6.rtmdesigns.com ts11.rtmdesigns.com
3. Click "Connect" and login using your User ID and password

If this did not resolve problem, Contact the supervisor

**** NOTE ****

Use Step 3 as a last resort. Do not continue to use Direct Server Access after the connectivity problem is resolved. Always use the network names to log in: rtmcentral.net or rtmcentral1.net