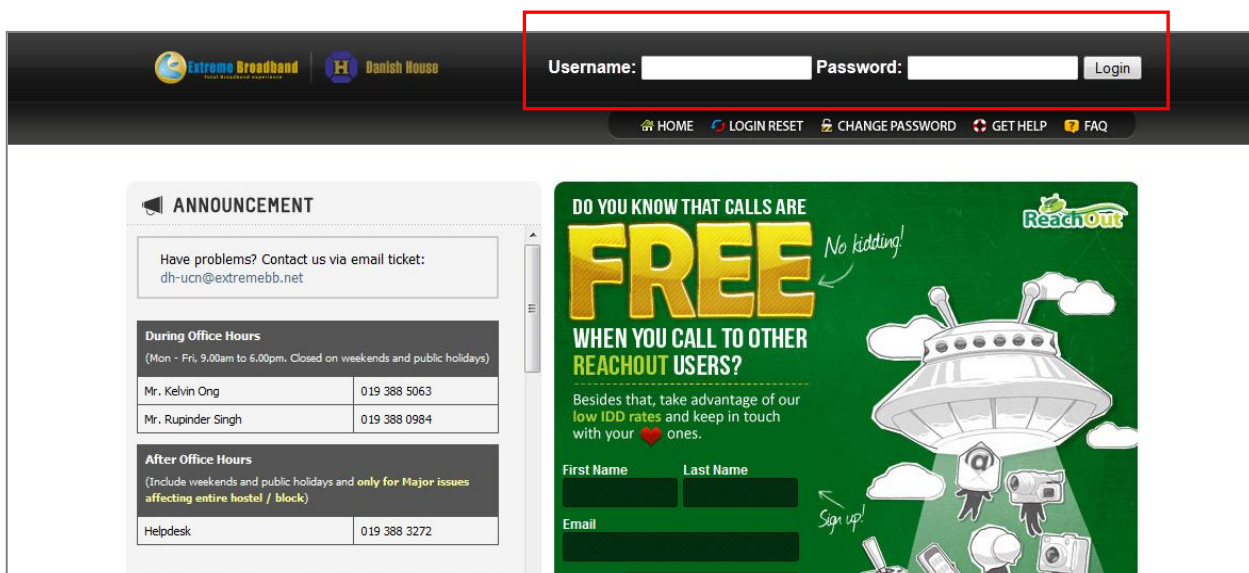


ReachOut Broadband - How to login and get the 512kbps speed?

The following is a simple guide to login and access the upgraded 512kbps ReachOut Broadband Internet account provided to you by Extreme Broadband, and prepared exclusively for students / tenants of Danish House

Getting Started

Once you are connected to the Internet, and you open up your web browser – you will be able to see the Login Page as shown below. Please take note of the part highlighted below, Username and Password section.

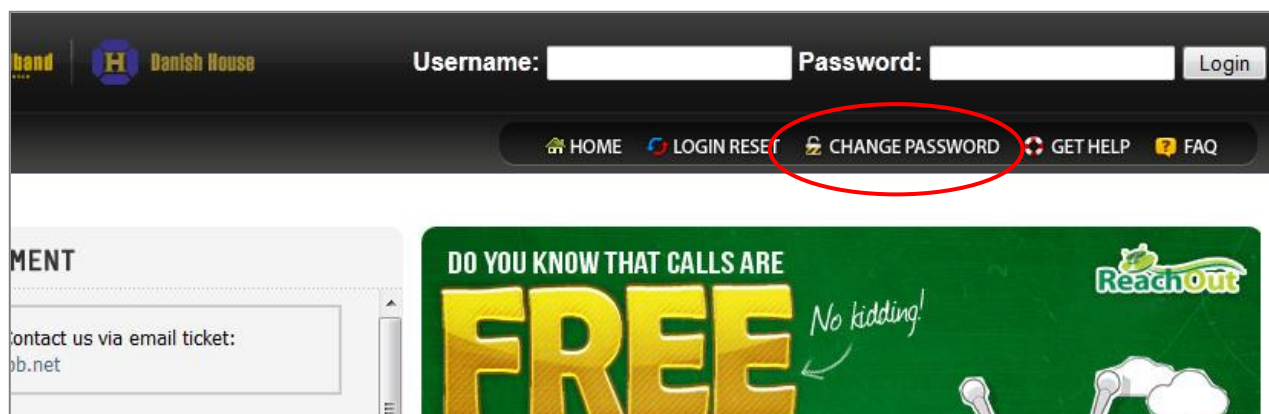


The screenshot shows the ReachOut Broadband login page. At the top, there are logos for Extreme Broadband and Danish House. A red box highlights the login section, which includes fields for 'Username:' and 'Password:', and a 'Login' button. Below the login section, there is a navigation bar with links: HOME, LOGIN RESET, CHANGE PASSWORD, GET HELP, and FAQ. The main content area is divided into two sections. On the left, there is an 'ANNOUNCEMENT' section with contact information and office hours. On the right, there is a promotional banner for 'FREE' calls to other ReachOut users, featuring a cartoon illustration of a UFO and people using mobile phones.

Note: If you do not see the Login Page, Username and Password section – please type login.extremebb.net to get the Login Page. Click on Logout button before you Login for your 512kbps account.

Login using IC Number (Malaysian citizen only)

- At the Username space, please type your **IC number** (if you are Malaysian citizen). Example: If your IC number is 900410-10-5399, then please type 900410105399 in Username space
- Then, type 123456 in the Password space. This is just a default password. You may change it to any desired password later, by clicking on “Change Password” circled below:

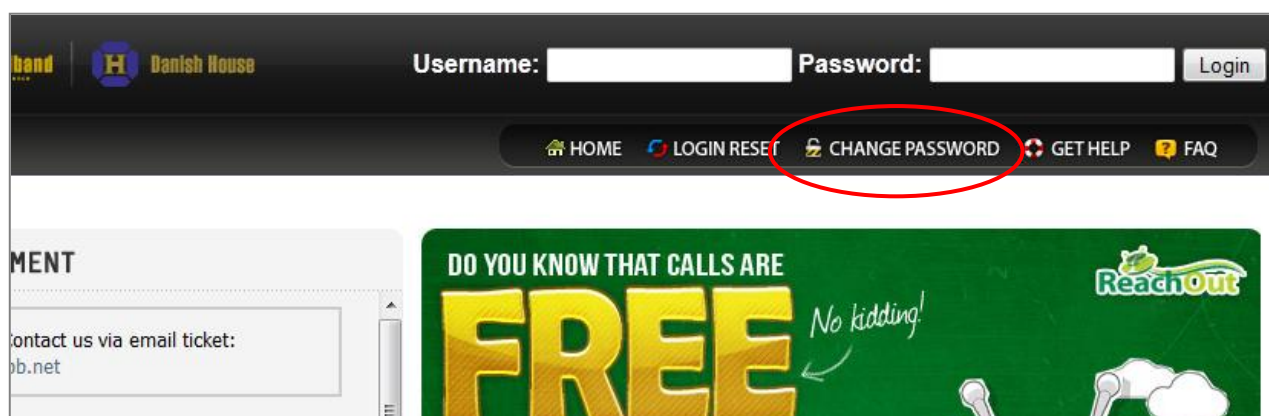


(Example: If your IC number is 900410-10-5399)

- Once done typing the Username and Password, click on Login and you should be redirected to Google (a sign that you have successfully logged in and connected to the Internet)

Login using Passport Number (Non-Malaysian citizens)

- At the Username space, please type your **Passport number** (if you are Non-Malaysian citizen). Example: If your Passport number is A-6007089, then please type a6007089 in Username space. Remember to use lower case alphabet.
- Then, type 123456 in the Password space. This is just a default password. You may change it to any desired password later, by clicking on “Change Password” circled below:



(Example: If your IC number is 900410-10-5399)

- Once done typing the Username and Password, click on Login and you should be redirected to Google (a sign that you have successfully logged in and connected to the Internet)

What about Beta Username and Beta123 Password?

As a measure to allow you to familiarize with the new upgrade, the Beta account will still be active but only until for a **limited time!** You can still type beta in the Username space, and beta123 in the Password space (like you have been doing all this while), but you will only be able to get the 384kbps speed – and not the new 512kbps speed.

If you face problem, please do not hesitate to contact:

During Office Hours (Mon - Fri, 9.00am to 6.00pm. Closed on weekends and public holidays)		After Office Hours (Include weekends and public holidays and only for Major issues affecting entire housing area)
Email: dh-ucn@extremebbb.net	Helpdesk – 019 388 3272	
Mr. Karl Tan – 019 388 2086		
Mr. Kelvin Ong – 019 388 5063		