

HOW TO ACCESS YOUR EAGLE E-EDITION

By EVAN BERKOWITZ >> *The Berkshire Eagle*

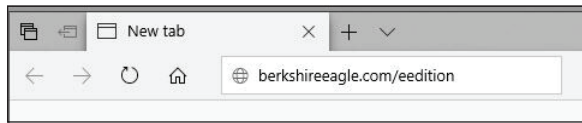
The Eagle is introducing several new web features, and while we will still bring you a high-quality print newspaper five days a week (including this special Weekender edition each Saturday), there's even more to enjoy at **BerkshireEagle.com**. From our daily digital replica of the print paper, to our interactive "Digital Monday" e-edition, to videos, podcasts and other web-only features, our subscribers have access to a huge variety of content. "Being digital" is a big step for us, and we know it might be a confusing transition for you, too. So here's a step-by-step guide on how you can access the Digital Monday e-edition (plus Tuesday through Saturday as well) no matter how you've used our web products in the past.

YES, I AM AN EAGLE SUBSCRIBER

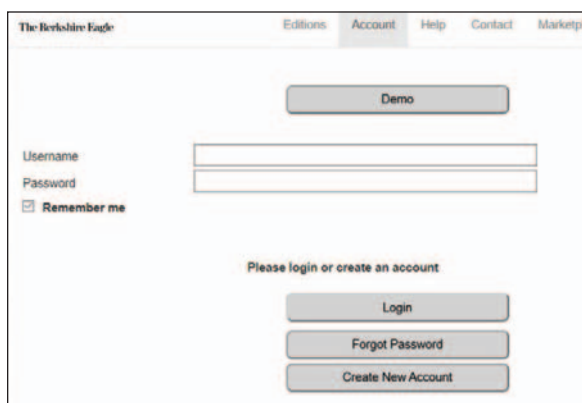
Great, thanks! We appreciate your support of local journalism in the Berkshires! Now, have you used our e-edition before? (It looks just like the print paper, but on your computer, phone or tablet.)

YES, I'VE READ THE E-EDITION BEFORE

To get our Digital Monday and other e-editions, click over to our website. Open up any internet browser (like Chrome, Firefox, Safari, Opera or Microsoft Edge/Internet Explorer) and type "BerkshireEagle.com/eedition" into the address bar at the top of your screen. All browsers are slightly different, but it will look something like this.

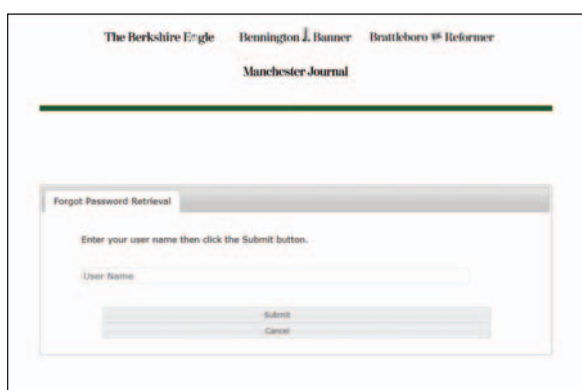


If you've read the e-edition recently, you may already be logged in, but if not, you'll see the screen pictured below, prompting you for a username and password. Since you've used the e-edition before, just type your username (the email address associated with your account) and



I DON'T KNOW MY PASSWORD ...

If you don't know your password, you can click "Forgot Password," which will take you to the page below, where you can enter your username and set a new one.



I DON'T KNOW MY USERNAME ...

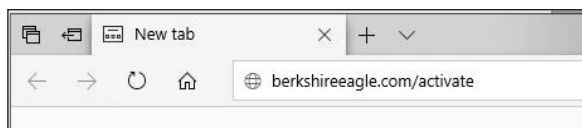
If you don't know your username (which should be the email address associated with your account), or need help for any other reason, you can call **800-245-0254** or email **Subscribers@BerkshireEagle.com**, and our customer service department will be happy to assist you. (Phone hours are Monday through Friday, 7 a.m. to 4 p.m., and Saturday, 7 a.m. to noon.)

When you're logged in, you're all set to enjoy our e-edition for Digital Monday plus Tuesday through Saturday.

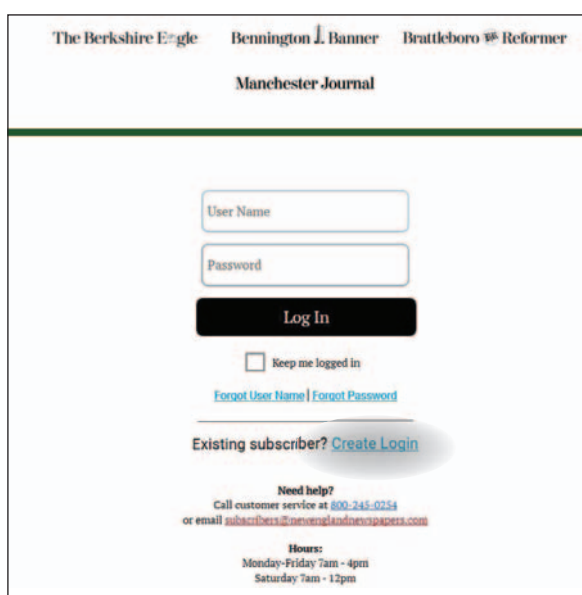
NO, I'VE NEVER READ IT ON THIS ACCOUNT

Subscribers who have not yet taken advantage of the e-edition need to take one extra step. First of all, welcome! We're happy to have you and show you all that our digital products have to offer. If at any time in this process you need some help, please don't hesitate to call our customer service department at 800-245-0254 or email them at **Subscribers@BerkshireEagle.com**. (Phone hours are Monday through Friday, 7 a.m. to 4 p.m., and Saturday, 7 a.m. to noon.)

Step one is to open up any internet browser (like Chrome, Firefox, Safari, Opera or Edge/Internet Explorer) and type "BerkshireEagle.com/activate" into the address bar at the top of your screen. All browsers are slightly different, but your address bar will look something like this.



On this page, all of our subscribers can enter the username and password associated with your subscription to view account details. Toward the bottom of that screen, it will say "Existing subscriber? Create login." Click on "Create login" (highlighted in gray below).



There, you will enter your account number, your last name and your email address, so that we can verify your subscription. Also on this page, you will set your password. It must be at least six characters long.



I DON'T KNOW MY ACCOUNT NUMBER ...

If you don't know your account number, click "Find my account number" at the top of your screen. Here, you can enter your phone number (the phone number associated with your subscription) and retrieve your account number to continue the process above.

I HAVE NEVER CONNECTED AN EMAIL ADDRESS TO MY ACCOUNT...

If you have never had an email address associated with your account, you will need the help of our customer service department. If you begin this process, you will be contacted by them within 24 hours, or you can call them directly at 800-245-0254.

Now that you have activated your digital account, you can use the steps listed in the left section above to access the e-edition.

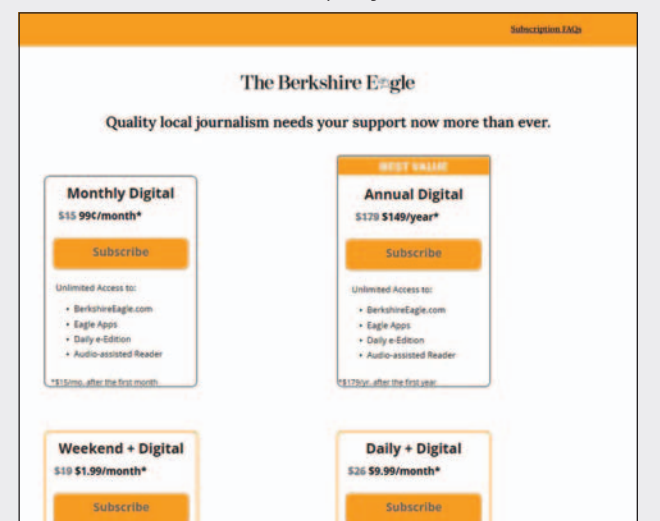
Any lingering questions? Check out the dark-gray sections at left and right for common issues, or contact our customer service department at 800-245-0254.

NO, I'M NOT A SUBSCRIBER

Only our subscribers have access to the daily e-edition, to Digital Mondays and to our entire website with no limits. Subscriptions are affordable and easy to set up online or over the phone.

To subscribe over the phone, call **800-245-0254** and our customer service department will be glad to assist you. (Phone hours are Monday through Friday, 7 a.m. to 4 p.m., and Saturday, 7 a.m. to noon.)

To subscribe online, open up an internet browser (like Chrome, Firefox, Safari, Opera or Microsoft Edge/Internet Explorer) and type "**BerkshireEagle.com/subscribe**" into the address bar at the top of your screen.



On this page, you'll see the wide variety of subscription options available. With all four options, you'll have full, unlimited access to our website and our e-editions, including Digital Monday. With Weekend+Digital, you will also receive our Saturday Weekender edition (the super-stuffed newspaper you're reading right now), full of news, sports, features, puzzles, comics and money-saving coupons. With Daily+Digital, you'll receive our print editions

Tuesday through Saturday (including the Weekender), plus UpCountry Magazine and circulars for local stores, which arrive with Wednesday's paper.

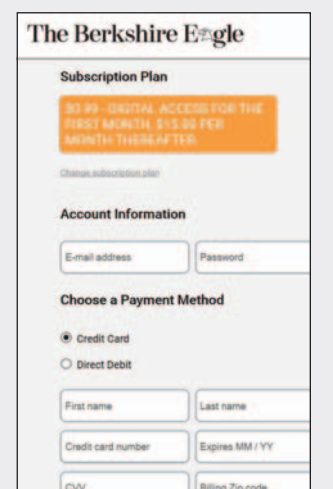
Select the option you want, and click "Subscribe." If you choose an option that includes print newspapers, you will need to enter your ZIP code to make sure you live in our delivery area. If your ZIP code checks out, you'll move onto the next screen. If not, you can choose an applicable digital option.

Here, once you choose your subscription, you will enter your email address and create a password for your account. Then, you can enter your payment details, either a credit or debit card. Finally, check the "I'm not a robot" box. (Websites use this feature to make sure users are bonafide, not nefarious internet "bots.")

If you selected a subscription with print newspaper delivery, you will also need to provide your mailing address and a phone number. You can also enter a tip amount for your delivery carrier here.

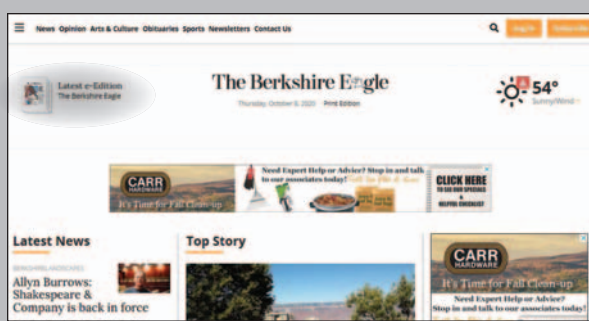
Simply click "Start Subscription," and you're set.

Once you've subscribed, you can access the e-edition using the steps outlined above in the left section and start enjoying everything The Eagle has to offer.



I'M ALREADY ON THE EAGLE WEBSITE - NOW WHAT DO I CLICK?

No matter where you are on our website, you can always click on The Berkshire Eagle logo at the top left corner of your screen to go to our homepage. There, to left of our logo, you'll see a newspaper icon that says "Latest e-Edition" (highlighted in gray below). Click the icon and continue with the steps listed above.



HOW DO I FIND AN INTERNET BROWSER?

On a computer with Microsoft Windows: Go to your desktop and seek out one of these icons: Chrome (green, yellow and red circle icon with a blue center), Firefox (orange fox on a purple circle icon) or Edge (stylized blue-green 'e' icon that looks like a crashing wave). They may also be on the main bar of programs at the bottom of your screen. If you can't find one, search in the "Start" menu at the bottom left of your screen.

On an Apple computer: Look on the program "dock" at the bottom or side of your screen for one of these icons: Chrome (green, yellow and red circle icon with a blue center), Firefox (orange fox on a purple circle icon) or Safari (light blue stylized compass icon). If you can't find one, click on the magnifying glass icon at the top right of your screen and search for Chrome, Firefox or Safari.

On an iPhone or iPad: You might have the Safari app, a light blue stylized compass icon, on the main row of icons at the bottom of your screen. If not, look for it, or for the Chrome app (green, yellow and red circle icon with a blue center) or Firefox (orange fox on a purple circle icon), on your home screen, or swipe down and search for it.

On an Android smartphone or tablet (most smartphones except iPhones): You might have the Chrome app, a green, yellow and red circle icon with a blue center, on the main row of icons at the bottom of your screen. If not, look for it, or for Firefox (orange fox on a purple circle icon) on your home screen, or swipe down and search for it. If you have a Samsung smartphone, you can also use the default Samsung web browser. If your Android device has its own default browser, you can also use that.

(The Eagle site and e-edition also work on Opera or other web browsers, and on Internet Explorer on older computers.)

Check back next week for a step-by-step guide to how to use our e-editions once you've accessed them.