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## Dial Up Service Tips by Connectto

**If your Internet Service does not provide you with all of this information and more for \$9.99, why not sign up with us? SIGN UP FOR INTERNET SERVICE - CLICK HERE!**

**05/10/05 We are still getting a lot of people who call and leave a message but do not leave an area code !**

We have thousands of customers all over the USA and Canada and we cannot know where everyone is calling from.

Please make sure you leave your area code and phone number on our voice mail should you call and have to leave us a message.

**We are still getting a lot of people who call and leave a message but do not leave a phone number !**



When calling us if you get the voice mail and you leave a message for us PLEASE leave us your area code and phone number TWICE.

If we can at least get that information we can return your call. We can find out who you are once we call you :) )

Also, please remember that if you are calling and NOT leaving a message for us there is no way you will get a call back.

It is very important that if you need to speak to us or expect a call back that you leave a message on the voice mail with a phone number where you can be reached, otherwise we will not be able to help you. (Some people leave incorrect numbers-obviously those calls cannot be returned)

We do not put customers on hold in the phone system, elevator music can get really boring. Sometimes when we are on calls with other customers we cannot pick up the phone but **we do return ALL calls as long as we can understand the PHONE NUMBER AND AREA CODE that you leave on our voicemail.**

Also, please keep in mind that sometimes cell phone calls can sound very broken and garbled and there are times we cannot understand what was said from cell phone calls.

If you have called in and have not received a call back within a reasonable amount of time go ahead and call to leave your area code and phone number again.

But, it is not necessary to keep calling over and over again. This will not hurry things up at all and can in fact can slow down the call process.

### How do I change my billing information?

At the present time you will need to call us

We do not have an online page to change it yourself

You can call us or send an email-if you are sending an email please make sure you include your dial up username

### Old Tip-Just a reminder

We are still receiving many calls from customers who forget to leave their area code on the voicemail.

Please remember that in most cases we will not be able to call you back without an area code!

Also, some people use different email addresses to email us, addresses other than their username@gct21.net.

That is fine but we need your real name and or your gct username so please include it in your email to us.

We cannot give you information about your account if we do not know who you are so please make sure when sending us an email you include your real name and/or your dial up username or email address that we have on file for you here.

## **New pages have been added to our site about Spyware and Spam**

We have gathered information from various websites and added some input from our Technicians on this page.

The SPAM page is here

The SPYWARE page is here

\* Don't sign up for email lists and freebie things and use your email address.

We have an ongoing battle with SPAMMERS and some of the problem is caused by our members signing up for junk mail using their GCT email address.

While we understand that it is your choice to do that our members need to understand that by doing that it is an invitation to have your email added to "lists".

Once they have your email address they can sell it or give it away to other SPAMMERS that can send you mail as well.

We suggest that you try to educate yourself on how SPAMMERS trick people and the dirty low down things they do.

\* If we issue a trouble ticket for an issue either by phone or by email please use the ticket number when responding.

This makes it more efficient to look up issues that are on-going or re-occurring.

**A reminder-when you call us and get our voice mail-please leave a message! We cannot call you or help you or anything if you do not let us know there is a problem. If you leave a message for us we WILL call you back. We answer calls/messages in the order they are recieved but if you do not leave a message we will never call :)**

\* Check out the site below to learn about viruses, spyware, keystroke loggers, backdoors, trojans, and other forms of malware.

Click here for Security Tango-Great Site!

\* Sometimes we get calls from customers saying they cannot browse the internet or they cannot "see" a particular web page.

Other complaints have been a customer cannot log into a website asking for a username and password.

If the site(s) in question are not our websites we probably cannot help you with this.

We do not have any control over your browser or what issues you may have with it.

Also, connecting to the internet and "browsing" "seeing web pages" are two different things.

We provide connectivity, not a browser. If you go to a website that you need to log into and you are having trouble with it the issue can be

many different things. It could be that you have an old version of the browser, your security settings are set too high, you need to enable cookies or you have a firewall that is preventing you from logging in. Please try to refrain from calling us for these issues unless the website in question is OUR website or you have exhausted all resolution attempts on your end.

Also, different browsers behave and "see" things differently. An example is if a website can be viewed great using Internet Explorer but now with Netscape. These browsers are different and sometimes websites are designed for use with Internet Explorer and really cannot be viewed using Netscape.

In that case just use Internet Explorer instead of Netscape.

If you do not have IE just download it from Microsoft.

We will do our best to assist you with issues like this but it is important that you understand that it is not the type of tech support that we normally provide and will have to take a "back seat" to connectivity issues and email problems. This means that we can TRY to help you with those issues when and if we have some extra time to do it.

\* If you are having problems with email using Outlook, Outlook Express or some other mail program try using webmail to find out if there is something wrong with your settings before calling support.

[CLICK HERE FOR NEW WEBMAIL LOG IN PAGE](#)

\*\*\* When you notify us to cancel your account we will cancel it right then, that day- unless you specify a date no more or less than 3 days prior to your billing date. Once closed, your account will not be re opened unless you sign up online and pay the set up fee

When you call for support-please have your computer ON.

If you have left a message for support please make sure your computer is ON so that when we call you back everything is ready for us to begin troubleshooting.

Also just as important-make sure you have a phone plugged in NEAR your computer so we can talk to you while you follow the steps with us on your computer.

\* We have some people who call and leave us messages with no phone number, no name etc.

Please understand if we do not have your phone number WITH THE AREA CODE we cannot call you back!

Also, sometimes the connection on the phone is not clear when people leave us a message.

If we cannot hear what you are saying on the voice mail (muffled voices, static, etc.)we probably cannot return your call either because we may not have a number for you. Please understand we do our best to return all calls but occasionally we do not hear the messages clearly. This happens most often when people are calling us on a cell phone.

\* If you check the box "CONNECT AUTOMATICALLY" on the dial up dialog box you may be setting yourself up to go over your daily usage limit which is stated on our terms and conditions.

Also, leaving the connection live while you are asleep all night is also in violation of the "un attended usage policy"

## **My email is stuck! I am trying to download it and it is getting stuck on a message and then I get a timeout error!**

When this happens using Outlook, Outlook Express or any other email client you need to make note of what message it is getting stuck on. There is usually a number on the message. The best thing to do is to go to webmail and log in. The webmail is at: <http://webmail.gct21.net> Log in and find the email that is giving your trouble and delete it. That should resolve your issue once you log out of webmail and back into your email client. Please note that sometimes there is more than one email that will be causing a problem so you may have to repeat this process.

\* You do NOT need a V92 modem to use the V92 access numbers. You DO need a V92 modem to be able to use the V92 features such as modem on hold.

**!!!! XP-2000** This tip is from <http://www.annoyances.org/exec/show/article03-300>  
In a new low, spammers are now abusing a seemingly-innocuous feature in Windows 2000 and Windows XP systems to place pop-up messages on systems with high-speed connections to the Internet. The NET command is used to send such messages (e.g. **net send \* Hello World**), and the messenger service (different than Windows Messenger) allows users to receive such text messages. By default, it is running and active on all Windows 2000 and Windows XP systems. Here's how to turn it off:

Open the Services window (services.msc).  
Double-click the **Messenger** entry in the list.  
Click **Stop** to close the service.  
Select **Disabled** from the **Startup type** list to prevent it from loading automatically the next time Windows starts.  
Close the Services window when you're done.  
Once it has been disabled, you will no-longer receive such messages.  
Note that many firewalls also prevent this type of data from reaching your computer in the first place, but it certainly can't hurt to turn off the service anyway.

### **How to prevent Windows Messenger from running on a Windows XP-based computer**

Go to the Microsoft Support Page about this issue by clicking [here](#)

\* When sending an email to tech support please be as specific as possible when describing a problem.  
If you are having a connection problem say it is a connection problem-meaning you cannot connect to the internet. If it is an email problem-that is very different to a connection problem.  
If it is a connection problem please include your ENTIRE DIAL UP USER NAME, the password and the area code and access number you are using as well as your home phone number.  
We will also need any error messages you are receiving when trying to connect.  
If it is an email problem we will need the email address you are having

trouble with and the password. We will also need to know if you are using webmail, Outlook, Outlook Express, Eudora or any other email program and your mail server settings if you know them.

\* When sending an email to support please try to send in plain text when possible.

While we do appreciate the fancy emails we copy and paste a lot of the information we get from emails into our ticket system

If there are too many fru fru things it makes it difficult to do that.