

## **Frequently Asked Questions**

1. **Are additional e-mail accounts available?** Yes. Each additional e-mail account costs \$2.99 per month.
2. **What is the difference between my username and e-mail address?** Your username is the unique name assigned to your account. All Bristol Bay Internet users must have **bbx** as the first three letters of your username. This distinguishes them from GCI's other customers. Your e-mail address does NOT begin with **bbx**, but it may use the main portion of your username if desired. Example: Username is "bbxmanyofus" and e-mail address is [manyofus@bristolbay.com](mailto:manyofus@bristolbay.com)
3. **Can I get help to create a Web page?** Yes. There is online help via any one of the search engines. If you use a web crawler such as [www.askjeeves.com](http://www.askjeeves.com) you can type in a question like "How can I create a web page?" This will start a search for web sites that help you build a web page. Alternatively, there are a few people in the community that build web pages—just ask around.
4. **Can I change my username, password, or e-mail address?** Yes. If you decide that you need to change any of these items, give our office a call. There will be a charge of \$35.00 for this service.
5. **Are my kids safe on the Internet?** Bristol Bay Internet (BBI) claims no responsibility for the content of the World Wide Web. Software is available that can protect unwanted site content from being accessed by your computer via the World Wide Web.
6. **Is my connection secure?** BBI suggests that you do not post any personal or financial information either in the form of e-mail or any other online service when you are uncertain of the security of the site you are visiting. There are people that have the capability to intercept information on the web and will do so maliciously.
7. **Does it matter how long I am connected?**
  - ✓ **Dial-up Internet:** BBI provides you with *unlimited attended access*. You will remain connected to the Internet indefinitely, as long as you are at your computer actively "attending" your access to the World Wide Web. If for any reason your connection is idle for more than 20 minutes, you will be disconnected from our server so the modem will be available for other subscribers.
  - ✓ **Wireless Internet:** There is no limit—you are *always* connected as soon as you open your browser (e.g., Internet Explorer or Netscape Navigator).
8. **I think my modem should be connecting faster than it is. Why?** (Dial-up Internet only)

There are many factors that come into play when dealing with modem speeds. BBI's modem pool is made up of 56K speed modems. When a faster modem is connected to a slower

modem, they only communicate at the rate of the slower modem. Another factor is what modem speed is selected in your modem configuration. There are other factors as well. If you feel your modem should be connecting faster and you have reviewed the above factors, there may be other problems. Call Tech Support so they can review your situation.

9. **Why do some web pages load faster than others?** Equipment on the World Wide Web is not all the same. Different connection speeds, how many other users are trying to reach the site at the time of your visit, as well as content of the page you are trying to view, all play a part in web page loading. If a web page has a large number of pictures or graphics, this can be a reason it loads slowly.
10. **How can I mark a page I like so I can find it again?** Browsers have created a “bookmark” or “favorite” icon in the tool bar at the top of your screen. Just click on that icon and choose “add” and give it a name you will recognize if you wish to return to it.
11. **What does “URL” mean?** Universal Resource Locator. This is a web page’s address. When you are on a web page, the URL is listed in the address window at the top of the browser. For instance, BBI’s web address, or URL, is <http://www.bristolbay.com/bbisp>.
12. **How do I check my e-mail?** The easiest way to get your e-mail is to log onto the Internet with your browser. Most browsers have an “e-mail” or “Check e-mail” or “Mail” icon in the tool bar at the top. By clicking on that, you can receive or even check your e-mail. Some computers are set up with e-mail clients preloaded and all you need to do is click on the “In Box” or the “envelope” icon to open that software.
13. **Can I check my mail remotely?** Yes. From anywhere in the world you can get on the Internet and go to [www.gci.net](http://www.gci.net). Enter your username and password to access your mail on GCI’s website. You can not only check your mail, but also reply, forward, and compose new messages. You can also delete messages to keep your Inbox cleaned out, since there is a limit of 5MB of e-mail storage on their site. When you get home you can download the remaining messages in the way you normally check mail.

**For additional information, go to [www.gci.net](http://www.gci.net), select Internet, then Frequently Asked Questions. There is a wealth of technical and troubleshooting information there.**