

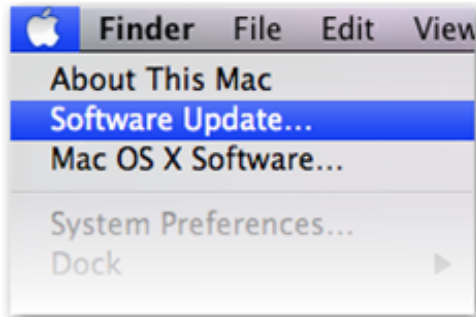
@net FAQ

Q - I can't access the @net page?

A - In many cases, if you are unable to access belco@net or experience errors the computer's java needs updated. This mainly happens in older windows machines and Apples.

Windows – update java at www.java.com

Mac – Apple writes their own version of java. Go to the Apple icon in the bar and select software update. From there, you can search for java.



Q - You have reset me and my pc still says that I am locked out?

A - Your browser cache may need cleared. To do so:

Internet Explorer 8

Once your browser is open, click the **Tools** menu. Click on **Delete Browsing History**. Select **Temporary Internet Files**. Click the **Delete** button near the bottom of the window to delete your temporary files (i.e. clear your cache).

FireFox 4.0 / 5.0 / 6.0+

Click the **Firefox** menu in the top left corner. Next, select the right arrow next to **History** >, and click **Clear Recent History** (or click on Tools then Clear Recent History if you don't have the FireFox Menu). Make sure 'Details' is expanded, then select **Cache** from the list. Uncheck everything else. In the **Time Range to Clear:** drop down, select **Everything**. Select **Clear Now**. Your computer will work for a moment, and the process will be complete.

Google chrome v1 – v9

Once your browser is open, select the **Tools** menu (the wrench in the upper-right corner) and select **Options (Preferences on Mac)**. On the **Under the Hood** tab, click the **Clear Browsing data...** button. Select the **Empty the cache** check-box. You can also choose the period of time you wish to delete cached information using the **Clear data from this period** dropdown menu. Click the **Clear Browsing Data** button.

Safari for MAC OS X

Once your browser is open, click the **Safari** menu and select **Empty Cache....** Click **Empty**.

Site with pictures: <http://www.wikihow.com/Clear-Your-Browser's-Cache>

Q - The picture and background on my pc are not what I have normally, is something wrong?

A - This occurs when an incorrect member account number or PIN number is entered. Sometimes this gets stuck in the browser. If the correct information was entered, your browser cache may need cleared. Follow the instructions for the previous question.

Q - I can't view my e-statements?

A – e-Statements open in a program called Adobe Reader. If the statement will not display, you may be missing the program or need an update. To obtain the latest version of the software, visit Adobe's website at: <http://get.adobe.com/reader/>

Q - What is the link for mobile phones?*

A - <https://www.belco-online.org/mobile>

*iphones have a full browser (safari) and must use our normal site.

Q - Why won't my pc access the mobile site address?

A - The mobile site uses WML (wireless Markup Language) that is used on mobile devices. The exception to this rule being the iphone as mentioned above.

Q – Why am I getting time out messages?

A – For added security, @net will time out after five (5) minutes of inactivity. This is to ensure that your account information is protected in the event that you would step away from your computer for an extended period of time while still logged into your account.

Q – I am out of the country and am trying to access my account, however, am receiving an error message. How may I gain access?

A – For your protection, access to @net is restricted outside the US due to increased fraud attempts. To gain access, please contact a Belco a Member Service Representative at 800-642-4482.