goconnect
voice, data and cloud smiths

# Hello!
# Sawubona!
# Haai!
# Welcome to Go Connect

**Your step-by-step guide to getting connected.**

# Welcome
## to Go Connect!

Welcome to the Go Connect family and thank you for choosing Go Connect, we know how important a reliable broadband and phone service is for you. We also understand that you need to be able to trust your provider to fix things if there are problems. We take great pride in providing outstanding customer support - it's at the heart of everything we do.

This pack will show you exactly what to expect from your new Go Connect service. We've included frequently asked questions and comprehensive information on how to get assistance if required. We recommend that you keep this guide in a safe place for future reference. Should you require more information, our Support Team is only a phone call away.

We wish you many happy hours of surfing and a great Go Connect Broadband experience.

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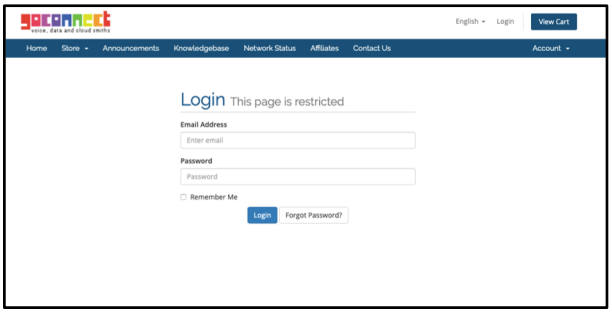
# Customer website

Go Connect provides a customer website (https://portal.goconnect.co.za) that gives you a secure login facility to manage your Go Connect services. Our customer website is referred to as a portal. On the portal you can perform the following functions:



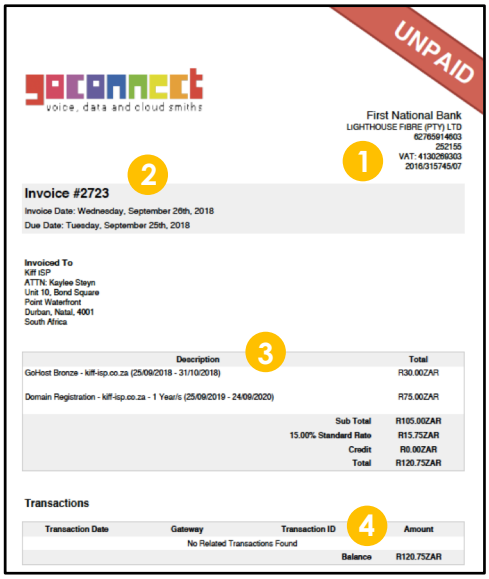

- Review your service details
- Review your account details
- Pay your account
- Register for referral program
- View network status
- Register a question or log a problem by raising a support ticket
- View Frequently Asked Questions

New features are added regularly.

# How to read your bill

Please note that your first bill from Go Connect may be different from those you receive thereafter. This is because there may be an installation charge, and the subscription for services is payable one month in advance. Your bill will therefore include a pro-rated amount for the month in which you joined. This can be paid via EFT or PayFast on the portal.

1. Go Connect banking details
2. This area provides a quick overview of the invoice number and date of invoice
3. This provides a description of all services due for payment.
4. This area shows the total amount due




We hope this information will give you a better understanding of your monthly statement.
If you have additional questions, please call us on 086 999 0560.

# REFER A FRIEND

## And you could get R200 back*

If you bring a new customer to Go Connect, we'll credit you with R200 for each successful Broadband activation service.*

It's our way of saying thank you – which, by the way, is what your friends will say after you refer them.

Visit
https://portal.goconnect.co.za/affiliaties.php
for complete details.

*New or current customers adding a service

# Connecting Your Devices

## Fibre Broadband Router

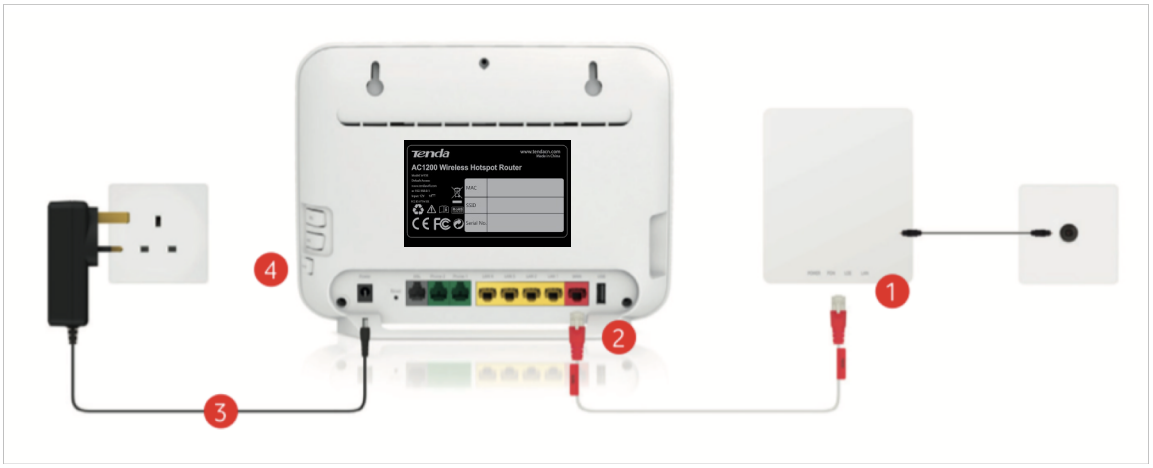
There are 2 ways that you can have your Go Connect fibre broadband installed at your property

**1. Go Connect approved installer**
Go Connect has a dedicated installer team who will install and connect your fibre from your connection point outside, to the router installed in an appropriate location within your property. We also test and connect one device to demonstrate that the service is working. We offer a reduced price when they are working in the area for a standard installation, and will provide a quotation for any installation that is more than 2 meters from the connection point, or for any additional work you may require.

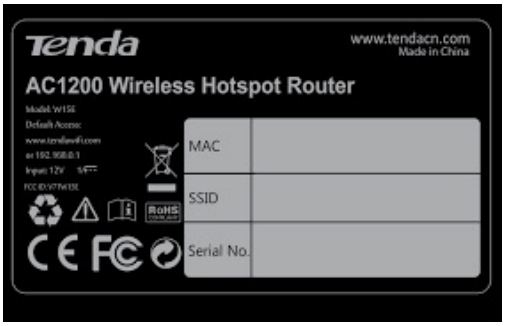
Contact Go Connect for information about installation on 086 999 0560 or email info@goconnect.co.za

**2. Self installation**
Go Connect provides a complete kit with instructions for self-installation. There is no cost for this option, and the majority of our customers elect to use this method of installation. You are provided with a guide of step by step instructions on how to install your router at your house. If you need help along the way, you can give us a call on 086 999 0560 and we will gladly assist you.

## Setting up your modem




Your Go Connect router's wireless details
Your Go Connect wireless router is secure. No one can connect to it over wireless without knowing the Wireless Name (SSID) and Wireless Key (or password). The Wireless Name will be shown on the underside of router
The Wireless Key will be no more than 10 characters
**Not sure what these are? You'll find them printed on the bottom of your router and the set-up card so you'll always have them close to hand.**



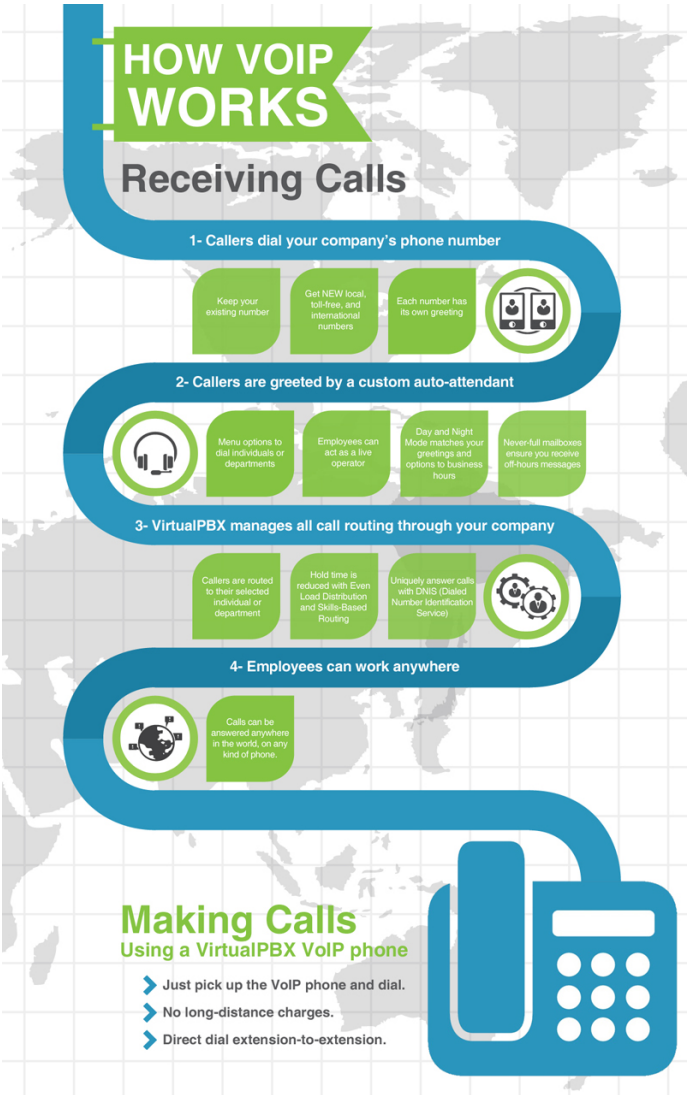
# VoIP Phone

## Phone number porting

If you have opted for your current landline phone number to be ported (transferred) to Go Connect, we will ask you to sign a Phone Number Porting Authority (PNPA) form. This simply confirms that you agree to give Go Connect authority to act on your behalf and enables us to start the number porting process.

The phone number porting process may take up to 14 days to complete. During this period your phone service will remain with your current provider and you should continue to use this as normal.
Once we have a confirmed date for the number porting process to complete, we will inform you via email. On that day, when you detect that your dial tone has ceased, you should connect your phone handset to the Go Connect NTE.

During the numbering porting period, Go Connect will not bill you for any call packages that you may have selected.




## Useful phone features

**Call waiting**
Using the call waiting feature, you can answer other incoming calls while you are in another conversation. Incoming calls will not get rejected, and your callers will not hear the Busy signal.
**How to use Call Waiting**
To activate call waiting on your extension, dial ***71**.
To deactivate call waiting on your extension, dial ***70**.

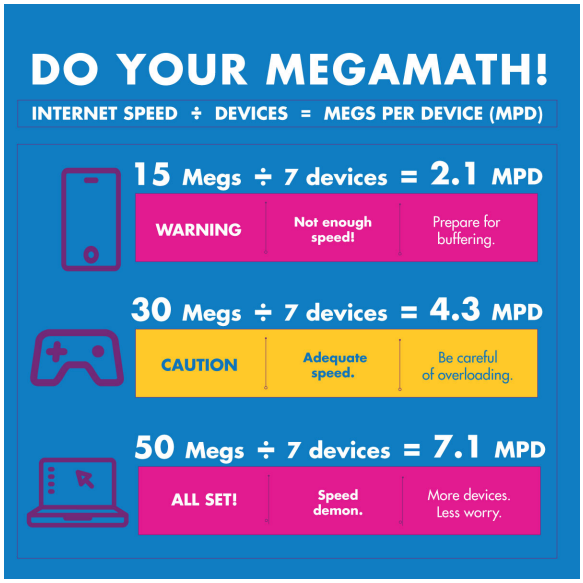
**Voicemail and voicemail2email**
Never miss important messages when you're out of office! You can personalize your voicemail using custom greetings (i.e. busy, unavailable, out of office, etc.) and you can access messages over the phone, remotely or in your inbox; voicemail messages can be sent to your email address as sound files.
**How to use Voicemail**
Dial ***95** to manage your voicemail messages or ***950** to enable/disable the voicemail feature on your extension.

**Password protection**
Press ***11** to block or activate a Phone Terminal extension using a password for protection.

# Connection Speed

If you're experiencing a slow Internet connection, check the website you're using. If it seems slow, then try different websites. If other sites load quickly, then the problem is with the website you were using.

Please note that even if all your devices use 802.11ac, the WiFi signal in your property is shared between all the devices you have connected to it. So as you use more devices, the average speed available will decline. Here's a simple way to work out your connection speed.

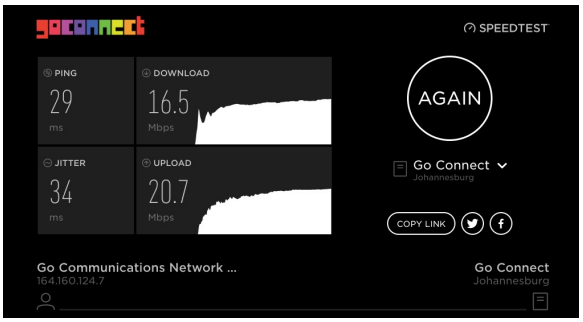



If all websites load slowly:

1. Go to https://goconnect.speedtestcustom.com to test your Internet connection speed. You may experience slower speeds for reasons unrelated to your plan, such as online gaming, multiple computers sharing one Internet connection or resource-heavy software. To get the most accurate speed-test results, ensure only the computer you are testing is accessing the Internet. Disconnect all other devices connected to Wi-Fi and close any applications that consume bandwidth to ensure the most accurate reading.
2. If your speed test seems slow compared to your plan, make sure your computer is securely connected to your Gateway by an Ethernet cable.
3. Unplug the power cord to the Gateway for 30 seconds, then plug it back in.
4. Wait two minutes for the Gateway to reboot.
5. Restart your computer.
6. Run the speed test again to see if your Internet speed improved.

If your Internet speed didn't improve after completing the above steps, it could be:

- Your actual speeds can be dramatically affected by your own computer and hardware as well as the capabilities of the websites you visit. Older computers may not have the capacity to process at the same speed as your connection. A higher traffic or lower capacity site won't let you browse or download as quickly as higher capacity sites.
- Spyware or Virus: We suggest you scan your system with antivirus and antispyware software on a regular basis, such as once a week
- Browser: Try a different browser to see if it is faster or try clearing your cache in the slow browser or restoring your browser to default settings
- File Sharing Software: These programs can use up a large amount of Internet bandwidth and it's recommended you close them
- Gaming Systems: If connected to the Internet, they may be using up most or all of your Internet bandwidth. Turn off the systems before testing your Internet speed



# Support – How to get in touch

Go Connect support is via remote access only. We will endeavour to assist you as far as possible provided the equipment we are assisting on is Go Connect approved and supplied hardware.

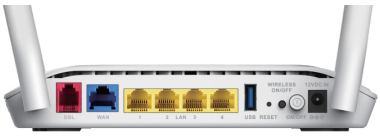
Please log onto the portal and log a ticket or send your support request to **support@goconnect.co.za**. You will receive an email acknowledgement with a unique ticket number, and our support desk will investigate. You will be kept notified of progress by either email or a call from our support desk.

**Support Office Hours**
Office hours are 08:00 to 17:00 Mon to Fri excl. public holidays.
Phone: 086 999 0560

**Support After Hours**
After hours support is from 17:00 to 20:00.

Email: support@goconnect.co.za

Before contacting us, there are a few simple checks you can perform yourself which might resolve the problem sooner:



- **If using Wi-Fi, check your connection is working correctly:**

Have you got another device you can test this from?

- **Check any equipment that's connected to your router:**

This may include televisions, laptops, mobile phones and tablets.

- **Make sure all the cables are correctly connected and haven't become loose. Check that you have power to your equipment:**

Such as your Go Connect equipment and communications provider router, and that it is switched on.

- **Restart your broadband equipment:**

Turn the power off and on again, allowing sufficient time for your equipment to power up.

- **Check our network status:**

You can find this at:
https://portal.goconnect.co.za/serverstatus.php

**Please do not press the reset button as this will erase all the router settings**

**Router Lights**

**Power Light -** This should be green. If there is no light or it is orange or red please check your connection to the mains or disconnect the mains lead, wait 1-2 minutes then re-connect.

**Ethernet Light -** This should be solid green as a direct connection is required to the router. If the light is not illuminated and you have a cable connected, try swapping the cable for another one.

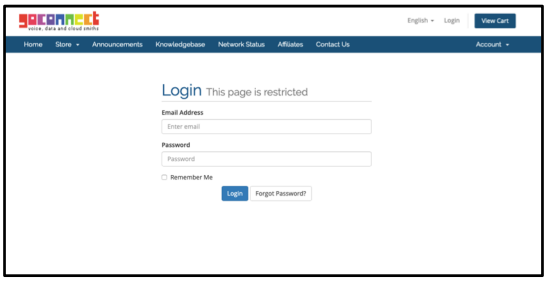
**Broadband Light -** This light should be solid green and denotes that there is a broadband connection. If flashing or not illuminated please check your connections then switch the router off, disconnect the mains, wait 1-2 minutes then re-connect.

**Internet Light -** This should be solid green or flashing green. If solid green it shows an active Internet connection. Flashing green means that information is being exchanged. If red, this indicates that the router is unable to correctly connect to your Go Connect broadband account. Please ensure that the router has not been reset to factory settings and that the username and password in the router have not been changed. If you continue to see the red light, please browse our knowledgebase online to reconfigure your router.

**Still no connection?**
It's time to give us a call on **086 999 0560**.

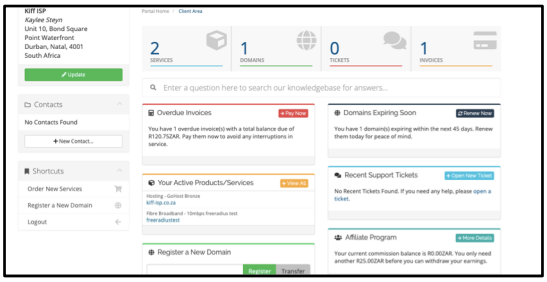
**Please note that fibre breaks will only be repaired by the fibre provider during their support hours, which is typically during sunlight hours.**

# How to pay your account online



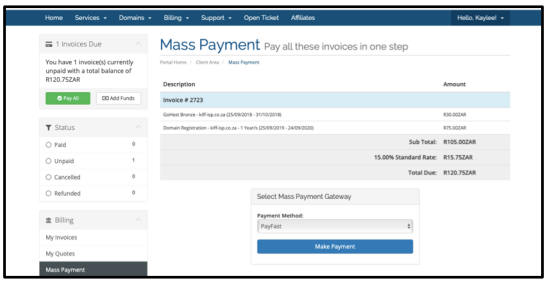

Visit https://portal.goconnect.co.za

Login using your email address and password.

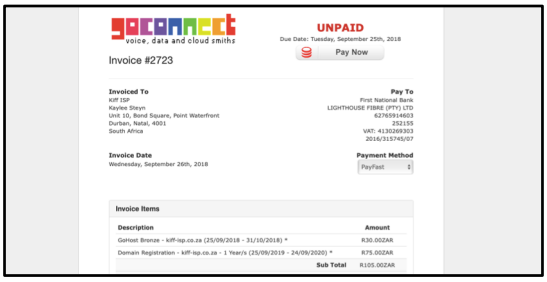



This is your dashboard. You can view all your products and services as well as order new services.

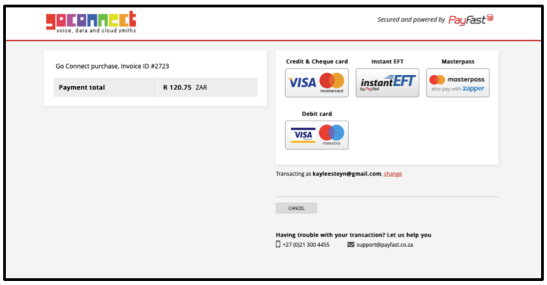
To make payment, click the red **"Pay Now"** box.




This gives you an overview of all your outstanding invoices. To pay your invoices select the **PayFast** payment method. Click **"Make Payment"** below the payment method, all outstanding invoices will be initiated.




Your outstanding invoices will pop up. Click the **"Pay Now"** button on the top right corner.




Choose your method of payment.
Payment methods available:

- Credit/Cheque Card
- Debit Card
- Instant EFT
- Zapper

Follow the online payment prompts.

Once you have made payment, you will receive a proof of payment email.
Suspended Accounts will immediately be active once payment has been made using PayFast.
Payments made via Bank Transfer will take up to 48hours to re-activate suspended services.

**Still struggling to make payment online?**
Give us a call on 086 999 0560 & we will gladly assist you.

# Any other questions?

## Office Hours:

Monday-Friday 08:00 to 17:00
info@goconnect.co.za

**Technical Support**

| | |
|---|---|
| Telephone | 086 999 0560 |
| Email | support@goconnect.co.za |
| Opening times* | 8am – 5pm weekdays |
| After hours | 5pm – 8pm weekdays |

**Customer Services**

| | |
|---|---|
| Telephone | 086 999 0560 |
| Email | support@goconnect.co.za |
| Opening times* | 8am – 5pm weekdays |

**Sales**

| | |
|---|---|
| Telephone | 086 999 0560 |
| Email | sales@goconnect.co.za |
| Opening times* | 8am – 5pm weekdays |

**Customer Billing**

| | |
|---|---|
| Telephone | 086 999 0560 |
| Email | accounts@goconnect.co.za |
| Opening times* | 8am – 5pm weekdays |

## Website:

www.goconnect.co.za

Help and troubleshooting advice for common issues can be found on our portal on Knowledgebase at https://portal.goconnect.co.za

Thank you once again for becoming a Go Connect customer.
We can't wait to see your Go Connect service go live!