

FAQ's

○ **What is this change, and why does my home page look different?**

A: We've updated your home page to the latest version that is now fully powered by iGoogle. This provides additional flexibility and access to the latest features. You can still choose from the thousands of gadgets that are available with iGoogle, to customize your home page.

○ **Why did the DIRECTV logo disappear, and how can I tell I'm on my DIRECTV home page?**

A: The DIRECTV logo has been replaced with the iGoogle logo, which reflects the technology platform behind your homepage. To differentiate the DIRECTV version of iGoogle from the free version of iGoogle, look in the browser address bar.

iGoogle DIRECTV version: www.DIRECTV.net

iGoogle free version: <http://www.google.com/ig>

○ **How do I add new DIRECTV gadgets – or any other gadgets – into my home page?**

A: Click on the "Add Stuff" link, and search for "DIRECTV". When you see the available DIRECTV gadgets, simply click on the "Add it now" button, then click on the "Back to Homepage" link, and you will see the gadget has been instantly added to your user start page.

○ **If my old gadget required me to login with a password, do I still need to do that?**

A: Yes, for a gadget that requires user authentication and login, you will need the username and password for that gadget. Do not use your DIRECTV login name and password for gadgets. The gadget login and DIRECTV login are separate and different.

○ **Will my browser favorites / bookmarks still go automatically to my home page?**

A: Yes, the web address for your home page is still www.directv.net

○ **Will this affect my login name or my email addresses?**

A: No, they remain the same and are unaffected.

○ **Can I access the old, DIRECTV-branded version of my home page?**

A: No. That page format has been retired, and replaced by the new iGoogle version of the home page.

- **I need help setting up my user start page. Who can I call?**

A: Call our support number 1-800-531-5000 to speak with knowledgeable customer care representative.

- **My home page still looks like the old DIRECTV-branded version. When will my home page change to look like the new iGoogle version?**

A: It may take a few days for all customers' home pages to convert to the new iGoogle home page format. If your home page still has the DIRECTV branding and logo on it, you can convert to the new iGoogle home page simply by logging off, and then logging in again at www.DIRECTV.net.

- For general questions/answers regarding WildBlue, please go to the WildBlue Forum here: <http://wildblueworld.com/forum/forumdisplay.php?f=35>.
- If you need further help setting up your user start page, contact us using the contact information (Contact Us) under the Help tab at www.DIRECTV.net