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# KnowledgeBuilder

*All Articles in All Categories*

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## Chat Room and IC

Information regarding our chat rooms and Instant Communicator

### Why Do I Keep getting Booted out Of Chat?

Our Chat Rooms run using a software program called Javascript

Sometimes the Java Script corrupts on your computer so you need to do a couple of this to fix this problem. First make sure you do not have our site loaded into your internet browser.

To make sure Java is enabled you need to do the following.

To enable JavaScript in IE7 for example, from the Internet Explorer menu select:

Tools -> Internet Options -> Security ->  
Custom Level -> Scripting -> Active Scripting -> Enable

Once you have done this Click on Tools ----> Internet Options and from the General Tab click on Delete Cookies and Delete Temporary internet files

Once you enable JavaScript, deleted cookies and temp files try to enter the chat room again.

### What is IC (Instant Communicator) box that pops up and why should I say Yes?

If you are a Gold Subscribed member, the 'Instant Communicator' allows you to send Instant Messages to other members in real time. It is completely private and no other members are able to see what you are talking about. If you have a webcam you can have a video chat with real time audio and video pictures just like a virtual date! If you don't have a webcam yourself, you can still receive audio/video from another member who does. If you are a basic member, you should enable IC when you log in, you will then appear on the "Who's Online" with "Instant Message Me Now!!" on your profile. This lets other members know they can contact you in real time. If you are a basic member you will not be able to start an IC conversation but you will be able to reply to any gold subscribed member who wants to start a conversation with you.

### What are the benefits of using the IC to have a video chat? □

The IC audio/video features allow you to pre-screen members by meeting face to face (virtually) without giving out your contact details or having to meet in person until you are ready. People are not able to pass themselves off as something they are not - at least not in the obvious ways.

### How Do I change the text color & style in chat?

Click 'Style' on the left of the text box then select your preferred color and style. Click 'Style' again to and you will be typing in your desired format.

### How do I see which members are in each chat room?

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Click on each room name on the top left of the chat center to see who is in each room.

## What is a Public Chat Room?

There are several public chat rooms on our site, they are:

The Lobby  
Central Perk  
Cafe Amore  
Hanky Panky

Please note these are public rooms and any member may enter these rooms at any time. They are NOT private chat rooms and whilst you can request another member leaves, they are under no obligation to do so.

## What Are The Chat Room Rules?

Profanity; gender, sexual-preference, religious, ethnic slurs; or unwelcome overtures of any kind to other chatters will not be tolerated.

This is a dating site - not a playground for school yard fights! The saying "But they did it too" was not a good excuse in kindergarten and it is not acceptable in our chat rooms. You are responsible for your own conduct in any of our chat rooms.

If you are being rude to other chatters or are being argumentative - regardless of who started what - you may find yourself banned from the chat center permanently. Harassing other users, including impersonation of other users or support staff will not be tolerated.

By entering the Chat Center you agree to abide by the behavioral guidelines set out above. You also fully acknowledge that our site is not responsible for the content of chat discussions. If you do not like the discussion in a particular room then you have the following options:

- a) Subscribe and create your own private room
- b) Block the offending member so they can't annoy you any more
- c) Ask the 'Room Administrator' to KICK out the offending member from the room if you are in a private room
- d) Leave the room and invite others to go to another public room
- e) Leave the Chat Center entirely

If you are being harassed by someone in chat then you should block this person so you won't have to see what they are saying. You can block another person by

selecting their nickname to see their mini-profile  
select 'Block' on the bottom command bar.

This will block further communications with this member via chat or email. If you feel that someone is in breach of our chat room guidelines then please contact us via our Support Page

## How do I talk to everyone in the chat room at once? □

To talk to everyone in the room at once, enter your message into the text box at the bottom of the chat center and then click 'Send'.

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## Help, my Instant Communicator won't open

Make sure you don't have any programs running that block pop-ups. Having one or more of these running will block pop-up windows from opening. Not all pop-ups are bad.

Pop-up blockers or "script blockers" can be a browser plug-in, an 'extra feature' in a firewall or stand-alone program. For example, the latest version of Yahoo Instant Messenger has a hidden pop-up blocker. Turning it off should fix the problem if all else fails.

If you find a blocker running, check to see if it has the ability to allow pop-ups from a specified website. If such an option does not exist, you'll need to disable your pop-up blocker. Doing so will allow the new window to appear and perform the function you want.

If you already turned off all your pop-up blockers and you're still experiencing the same issue, check to make sure you don't have any hidden toolbars running as well.

Be aware that some toolbars can still be running while they're hidden. To see all your toolbars, right click anywhere in the grey area near the top of your browser window, it should show you a menu of any toolbars you have installed with checkmarks next to them. If you see anything else in that menu that looks like it could be a toolbar, but does not have a checkmark next to it, that would mean that it's still installed but hidden. Usually you can click on it in that menu to make it visible, and most toolbars will have an uninstall option on them.

### IMPORTANT:

Please understand we cannot give tech support for third party software with pop-up blockers. If you need further assistance, we strongly recommend you contact the manufacturer of such programs.

## How Do I use the Anonymous Phone Service

Our anonymous phone service allows you to speak to each other on the phone without ever giving out your own personal details.

To start an anonymous call, you will need to open an Instant Communicator chat with the person you wish to chat with. At the top of the chat there is a telephone number AND an extension number. You both call this number and you will be in a fully secure, private telephone conversation and no one can interrupt you. This means that you can chat privately and securely from your own home and never give out any information about yourself until you are ready.

Please note that standard long distance or international calls costs may apply. Please check with your phone service provider for call costs.

## I have Windows Vista and Chat won't load!

### SYMPTOMS:

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If, when loading the chat room, the blue loading bar appears for a very long time, and the chat room applet never comes up, the following may help you to immediately resolve the problem.

The following solution applies to Windows Vista users only.

### SOLUTION:

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The Windows Vista TCP Stack has been re-written. The following solution appears to correct many internet-related issues with Windows Vista, and seems to resolve the problem. There should be no negative effects from performing the following; but we have provided you with instructions for undoing this should you feel it necessary.

Part I: Disable TCP Autotuning

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1. Click the Start (Windows Logo) icon
  2. Select 'All Programs'
  3. Select 'Accessories'
  4. Right-Click on 'Command Prompt'
  5. Click 'Run as Administrator'
  6. A dialog box will ask you to confirm. Click the 'Continue' button to proceed.
  7. Type: netsh interface tcp set global autotuning=disabled
  8. Press 'Enter'
  9. The message 'Ok.' should appear.
  10. Type: exit

#### Part II: Empty your Java Cache

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11. Visit <http://www.addonchat.com/demo.html>
  12. The Java icon will appear in your task icon list in the lower-right hand corner of your screen
  13. Right-click the Java (coffee-cup) icon and select 'Open Control Panel'
  14. Under 'Temporary Internet Files', click 'Settings'
  15. Click the 'Delete Files...' button
  16. A window titled 'Delete Temporary Files' will appear. Make sure all options are checked and click 'OK'
  17. Click 'OK' to exit the 'Temporary File Settings' window.
  18. Click 'OK' to exit the Java Control Panel

#### Part III: Empty your browser's cache

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11. Clear your browser's cache. Visit <http://support.addoninteractive.com/...n=kb&article=2> for complete instructions.
  12. Shut down all instances of your web browser.

That's all. You may now try to load the chat applet. If you have any questions regarding this procedure, please let us know.

This issue is likely to work itself out in the near future as future updates of Windows Vista and Java are released to the public -- once these updates have been released, your users will not be required to go through the above procedure.

#### How to Un-do the above steps

- =====
- If, for any reason at all, you need to undo the above procedure, follow these steps:
1. Click the Start (Windows Logo) icon
  2. Select 'All Programs'
  3. Select 'Accessories'
  4. Right-Click on 'Command Prompt'
  5. Click 'Run as Administrator'
  6. A dialog box will ask you to confirm. Click the 'Continue' button to proceed.
  7. Type: netsh interface tcp set global autotuninglevel=normal
  8. Press 'Enter'
  9. The message 'Ok.' should appear.
  10. Type: exit

## Favorites

Answers relating to how Favorites work on our site.

### What do you mean by adding a member to my favorites?

When you browse search results and profiles, send flirts, or messages, you have a very easy way to identify members who interest you.

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Simply use the controls on where you see "Favorite?" to mark your interest in each member as a yes/maybe or a no. Everyone has their own perception of what makes someone a Yes, No or Maybe but a simple guide would be.

&ldquo;yes&rdquo;, Yes, I would be interested in meeting, learning more about or getting to know this member better.

&ldquo;Maybe&rdquo;, Maybe I'd be interested in learning more about this member, however I'm currently undecided or I will make my mind up later.

&ldquo;No&rdquo;, No this member isn't what I am looking for, I don't want to see this member appear in my search results anymore.

To review those member you have expressed interest in, you can go to you "Favorites" menu.

Here you can review members you have said yes, no, or maybe to. You can even change your mind!

## **How Does Having Favorites Help Me Find Someone?**

Favorites allows you to quickly and easily identify those members you have expressed an interest in, or those members who you don't feel meet your criteria.

Instead of seeing members you are not interested in, your search results will only contain members you haven't said "No" to. This allows you to spend more time focusing on those profiles and members that do interest you.

When you have said "Yes" you are interested in getting to know another member, we let them know and if they are interested to and say "Yes" then you will have a "Mutual Yes" so you will know exactly who is interested in you.

## **What is the Mutual Yes list?**

While you are adding people to your favorites list, other members are adding you to theirs! Our system keeps an eye out for you to see if both of you say "Yes" to each other.

When this happens, we add this member to your "Mutual Yes" list and let you both know that you have said Yes.

So now you know you are both interested in getting to know each other better, the ice has been broken, and it's time for you to make the next step and contact them and see where things go from there :)

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## **What is the Favorites "To Do" list?**

The Favorites "To Do" list displays the list of members who have added you as a "Yes or a Maybe" to their Favorites. As you haven't added them to your favorites list yet it gives you a chance to decide if you are interested in them.

The "To Do" list also displays members whom you have rated as a "Maybe" and gives you a little reminder that you haven't made a firm decision one way or the other about this member yet. If you are still undecided you simply rate them as a "Maybe" again and we won't show remind you again for another 30 days.

## **Someone disappeared from my favorites To Do list before I got the chance to add them to mine?**

They have either left the site, hidden their profile or have changed their mind and added you to their "No list".

## **How can I increase the number of people in my To Do list?**

By having a good profile, and a good picture. This will encourage more members to add you to their favorites list, which will in turn add them in your To Do list.

Remember, the To Do list ONLY displays members who you have not yet added to your own favorites.

If you have already added someone to your favoritest and they add yours in return, you will be told if you have "Mutual Yes" under the "Mutual Yes" tab

## **Can members tell if I said No to them?**

Definitely not!

If you have said "No" to a member from your favorites that is between you and us. We also remove them from your search results so you won't see them again.

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Don't forget, if you change your mind you can upgrade them to "Yes" from your "No" tab any time.

## **How Do I Delete My Favorites?**

You can not delete favorites.

The reason you can't delete favorites is because when you mark someone as a no we will never send them to you as a match and we also will not show you those people in any search results as you have already said you aren't interested.

You need to changed your maybe's to a yes or a no to remove them from the maybe folder ie. Make you mind up if you are interested in getting to know more about that person or not. If you say Yes then they will move to your Yes folder so you can make further contact. If you say No they will move to your No folder and will no longer appear in any of your search results.

## **How Do I?**

General Answers to questions regarding navigation and use of our site

## **How Do I check when My Subscription Re-bills?**

You can check when your subscription will rebills under "About Me" then "My Account" then clicking on the "Billing History" tab. If you have a recurring subscription then the date will be shown under "Expiration" If your subscription is set to ON then you will be rebilled on that date. If it is set to OFF then you will not be billed again. If you have a non-recurring subscription it will show as NA under the expiration date.

## **How Do I Send A Private Photo?**

To send a private photo you must firstly

- have a private photo added to your profile
- mark it as "private" type
- it must be approved by staff

You can then send your private photo to any member by composing a new message to the person you are interested and then tick on the box that says "Send Private Photo" under the photo you wish to send. This then attaches the photo to the email which can be seen when the other member opens your message.

## **How Do I Protect Myself from being Scammed?**

There are several ways to protect yourself from scammers. Here are a few tips

- Never EVER give money to anyone you don't know for any reason
- Ask them if they have a webcam so you can see they are who they say they are
- Ask them to email you a photo with them holding a sign saying "Hi" and the date (make sure it's WRITTEN on the sign)
- Only give out your personal contact details when you feel it's safe to do so
- Remember not everyone is honest
- Do your research!

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If you are ever in doubt contact us on the Support Desk

If you follow these tips then you will ensure your online dating experience is a good one.

## **How Do I Change My Nickname?**

All you need to do is contact us on the Support Desk and give us a couple of options (in case one is taken) The new nickname must be between 4 and 12 characters. Your profile, photos and password will remain unchanged.

## **How Do I Re-Activate My Profile?**

If you wish to re-activate your membership to our site, you can at any time. Simply go to the login in page and you will be prompted with "If you wish to re-activate your profile Click Here" Just click on the "Click Here" and you will reactivate your membership on our site.

## **How Do I Choose Which Emails Messages I Receive From You?**

You can select the types of emails you to receive from us by changing your email preferences by going to the "My Home" page, then click on "Settings", scroll down to Email Preferences and select the email preferences you want.

e.g. To receive notifications of flirts and messages, Webzine, etc. When you have finished, scroll down to the bottom and click on Save.

## **How do I get more responses?**

There are two types of Online daters....passive and active.

If you upload your photo and complete your profile and then sit back and wait for someone to find you...then chances are you won't get nearly as many responses as you would like.

To GET more responses consider this:

- Are you being proactive and sending out lots of messages?
- Are you asking open ended questions which will mean the other person will WANT to respond to you?
- Are you just cutting and pasting the same message over and over again? (Note: personal messages are appreciated much more)
- Have you visited the Chat Room or tried chatting to someone one on one with the Instant Communicator?

When you log onto our site, your profile will show up on our "Who's Online" list so the more time you spend on our site, the more chance you have of being contacted.

This is a SAFE way to contact someone, you aren't giving out personal information so don't be shy, sending an email doesn't automatically mean you have made a lifetime committment! You are just showing that you might be interested and like what they have to say about themselves.

## **How Do I Hide My Profile?**

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Remember when you hide your profile other members can't see it and you won't appear in the online lists OR any search results. However, members with whom you have had previous contact with will still be able to contact you. You can hide your profile by clicking [here](#)

Or follow the instructions below

Click on "About Me"

Then Edit Account

Then Click on Profile Status

Click on the checkbox to hide or unhide your profile and confirm.

## **How Do I Change My Location?**

If you move City, State or even Country you can easily update this information. Simply go to "My Home" then "Settings" and make the necessary changes then click SAVE. You can also change your location by clicking [here](#)

## **How Do I Change My Date of Birth?**

If you have entered the wrong date of birth when you initially registered you can fix it at any time. Just go to "My Home" at the top of the page then "Settings" My date of birth is the 3 option, so make any necessary changes and click SAVE. You can also correct your date of birth by clicking [here](#)


## **How Do I Change My Password?**



You can change your password at any time, simply click on "My Home" at the top of the page then "Settings" There is a big red button that says "Change Password" click on the red button and then enter your old password, then enter your new password twice in the relevant boxes. Then click on "Submit" You will receive on screen confirmation that your password has been changed. You can also change your password by clicking [here](#)

## **How Do I Change My Profile Once It's Been Approved?**

Edit your profile whenever you want by logging in and clicking on "My Home" at the top of any page then "My Profile & Settings" click on "Change my profile " make all the changes you wish then click on the red "Submit" button. You can also change your profile by clicking [here](#) Don't forget, all changes made to your profile or photos must be approved by our Customer Support Team before your changes will be viewable by other members. Once we have approved your updated profile, you will receive a confirmation email from us that it's been approved.

## **How do I send an Instant Message to someone?**

To send an instant message to a member that has their IC enabled, click on the  icon on their profile and an IC window will popup. You can start chatting with the member by typing a message in the bottom of the communicator window and pressing [Enter].

Note: It may take up to a minute or so for the other member's window to load fully upon startup. To enable (or disable) the IC, click on the IC status icon  (or ) at the top of the page and choose 'Yes' or 'No'.

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## **How Do I Enable/Disable IC**

To enable (or disable) the IC, click on the IC status icon (or ) at the top of the page and choose 'Yes' or 'No'.

## **How Do I change the text color & style in chat?**

Click 'Style' on the left of the text box then select your preferred color and style. Click 'Style' again to and you will be typing in your desired format.

## **How do I see which members are in each chat room?**

Click on each room name on the top left of the chat center to see who is in each room.

## **How do I talk to everyone in the chat room at once? ☐**

To talk to everyone in the room at once, enter your message into the text box at the bottom of the chat center and then click 'Send'.

## **How do I become a featured member in your Connections Webzine?**

There are two ways to become a Featured Member.

You can call us 24 hours a day/7 days a week on our Featured Member Hotline (214) 615-6505 ext 2982 and record your special message to our members. Just tell us a little about yourself and what you are looking for and if we like what you have to say we will put your photo and your recorded voice ad on our Connections webzine.....it's a GREAT way to let other members see you and hear what you've got to say.

You can also have a one on one interview with our Customer Support Team, so if you are a little shy this could be a good option. Just drop us an email on our support page prefer this method.

## **How Do I See Who's Been Viewing Me?**

To see who has been sneaking a peek at you, just click on the Who's viewed me search link located on your "My Home" page at the top of every page . Keep in mind that this option is a Gold subscriber-only benefit. Subscribe today to see who's noticed you!

## **How can I set up a Web-based email account?**

We understand that you won't necessarily want your personal emails from our site coming to you at your inbox at work or University.

If you need to establish an email account, there are several Web-based services that provide email service free of charge eg. Yahoo and Hotmail. By establishing a free Web-based email account and using it to sign up on our site, you can:

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Send all of your messages from us to your Web-based inbox rather than mixing it up with your work or other personal stuff.

Send and receive messages from any internet-connected computer.

Check any messages you have received from us even when you're out of town, all you need is an internet connection.

## **How do I cancel my subscription and stop auto-renewal**

To keep your account active, click here to cancel auto-renewal only.

Otherwise, if you want to close your account and cancel your subscription click here.

## **How Do I Contact You By Telephone?**

Our contact number and hours of operation are listed under "Contact" link located at the bottom of every page on our site. Please note the hours of operation is listed in PACIFIC time so you need to adjust this accordingly for your Time Zone.

## **How Do I subscribe If I don't have a credit card?**

If you don't have a credit card or don't feel comfortable using it on the internet through our secure server, that's why we offer alternate ways of subscribing so you don't miss the chance of meeting that special someone.

When you subscribe just select your preferred payment option

- Money Order
- Paypal
- Secure Fax to our offices

Then just follow the instructions for the method you have selected

## **How do I close my Account and remove my profile?**

To remove your profile, click here to close your account.

If you are currently a Gold Member on a recurring subscription plan, auto renewal will be cancelled within 48 hours of submitting your request.

## **How do I view my own profile?**

To view your profile as other members see it click the "My Home" tab at the top, and then click "View Your Profile". You will see your profile as it appears to others on the site.

## **How do I change my email address?**

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You can update your email address by clicking [here](#). There you can change your email address as needed. We highly recommend you do not use Yahoo as your mail email service provider due to extensive delays on the yahoo mail servers.

The email address you enter will be the address all notifications and forgotten password reminders will be sent to.

## **How Do I use the Anonymous Phone Service**

Our anonymous phone service allows you to speak to each other on the phone without ever giving out your own personal details.

To start an anonymous call, you will need to open an Instant Communicator chat with the person you wish to chat with. At the top of the chat there is a telephone number AND an extension number. You both call this number and you will be in a fully secure, private telephone conversation and no one can interrupt you. This means that you can chat privately and securely from your own home and never give out any information about yourself until you are ready.

Please note that standard long distance or international calls costs may apply. Please check with your phone service provider for call costs.

## **How I tell you about my success story?**

There is one thing that we ALL love to hear and that's success stories!

If you wish to share your success story with our members please Call (214) 615-6505 ext 8218 and leave us your personally recorded success story message! (Don't forget to tell us your nickname!) If you are a little shy about actually recording something then you can always tell us your story [here](#) and we will share it with other members on our site.

## **How Do I Delete My Favorites?**

You can not delete favorites.

The reason you can't delete favorites is because when you mark someone as a no we will never send them to you as a match and we also will not show you those people in any search results as you have already said you aren't interested.

You need to changed your maybe's to a yes or a no to remove them from the maybe folder ie. Make you mind up if you are interested in getting to know more about that person or not. If you say Yes then they will move to your Yes folder so you can make further contact. If you say No they will move to your No folder and will no longer appear in any of your search results.

## **Why do I get replies to flirts/messages when the person isn't even online?**

You are being automatically sent a reply based on the preferences of the person you are sending the message to.

When a person sets up their profile they can specifically say who they wish to be contact by generally the filters applied are

1. Age range

- 
2. Ethnicity
  3. Location
  4. Must have a photo

If you don't match ANY or all those preferences then you will receive an automated response saying No Thanks but good luck in your search. This happens whether the member is online or not. That's why it's called automatic filtering.

The member you send this to doesn't have to be online for you to receive their automated reply.

## **How Do I Add a Photo**

Adding a photo to your profile is an excellent idea that will TRIPLE the number of responses you get from other members. To upload a photo, please follow these steps:

When you log in go to "About Me"

- Click on the "Manage Photos" link on your member homepage.
- Click on the "Upload Photo" link in the slot that you want to upload the photo to.
- Click on "Browse" and select the file you want to upload.
- Click "Upload Photo".

Ideal photo criteria would be the following:

- Must be in Gif or Jpg (jpeg) format
- no larger than 2 MB in filesize and no smaller than 100 x 100 pixels

- not a copyrighted photo or image

You can delete an uploaded photo just by clicking on the "Delete Photo" link in the slot where you want to delete the photo.

Note: All photos are subject to our approval process and may take anywhere between 8-24 hours to review.

## **How Do I Get 100% on my Profile?**

If you have any "Find out Later's" in your profile or you have not changed the preferred age range from the default 18 to 99 then you will not have 100% completed profile.

To check this to go "About Me" "Edit Profile" go through each section and fix up the find out later's etc. and you will then have 100%

## **How Do I Add A Photo?**

You can upload a photo at any time by going to "About Me" "Manage Photos"

Just click on the browse button, select the photo from where you have saved it on your PC and then click on Open. Then click on Upload to Upload it to our site.

Sometimes the files are too big or too small or in the wrong format. All photos need to be a minimum of 100 x 100 pixels and a maximum of 800 x 800 pixels and should be in .jpg format. If your photo is larger or smaller or not a .jpg file then your photo will not upload.

If you are having problems loading a photo, please submit a support ticket and attach the photo you want to upload.

Please note: We do not accept photos sent in regular mail.

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## My Photos

General Information regarding your photo/s

### How Many Photos can I have?

Basic members may have up to 5 photos on their profile. Gold subscribed members may have up to 10. If you don't see the "Upload" option then you have used all the available slots for your photos and you will have to delete some older photos prior to uploading new ones.

### Why can't I add more photos?

If you already have 5 photos (if you are un-subscribed) or 10 photos if you are a subscribed member then you have reached the limit of photos you can upload. You will need to delete some photos before you can upload new ones.

### Do I have to have a photo?

No, you don't BUT our statistics show that you are 15 times more likely to receive a response if you have a photo. Be aware that many members will not make contact with members who do not have a photo and actually filter out those who don't. This could mean that your experience on our site may not be as positive as it could be. For your security and privacy we have disabled the "right click" functionality to prevent members from being able to save your photo. We HIGHLY recommend you have at least one photo on your profile.

### What is a MAIN photo?

Your MAIN photo is the photo that appears when members perform a search. It is VERY important that your main photo is a clear face shot. Remember, first impressions are very important and when another member does a search this will be the first impression they have of you. When you upload your main photo, we will automatically edit your photo to be a face shot which, once approved, will show up on our search results. Click [HERE](#) to see how others will see you in their search results.

### How Do I Send A Private Photo?

To send a private photo you must firstly

- have a private photo added to your profile
- mark it as "private" type
- it must be approved by staff

You can then send your private photo to any member by composing a new message to the person you are interested and then tick on the box that says "Send Private Photo" under the photo you wish to send. This then attaches the photo to the email which can be seen when the other member opens your message.

### What is a Public Photo?

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If you have more than one photo on your profile, any other photos you upload will be listed under the "More Photos" option on your profile.

## **How Long Does It Take To Approve My Photo?**

If you are a basic member it will take between 24-48 hours for your photos to be approved. Gold members have a higher priority and are generally approved within 8 hours (more often sooner!) Until your photos are approved by our staff, no one will be able to see them. Once they have been approved you will receive a confirmation email letting you know.

## **Are private photos reviewed by Customer Support Staff?**

Yes! To ensure that the photo is appropriate for our site ALL photos are manually reviewed by our Support Staff. Generally your photo (if acceptable) will be approved within 24 hours.

## **Why Don't I Have A Main Photo?**

If you have uploaded a photo but it isn't showing as a main photo there could be several reasons why it is not displayed as a main photo.

- You have uploaded a photo with more than one person in it and we don't know which one you are so can't make a main photo of just you

- The photo you have uploaded is too small for us to make a clear face shot which is required for our search results

- The photo you have uploaded is of poor quality or blurry and not suitable for a main photo (we want you to look your best!)

- The photo you have uploaded has a border or graphics included

- The photo you have uploaded has contact details on either the picture description or the actual photo

- The photo you have uploaded is NOT you eg. You may think a Tweety Pie is really cute but it's not what other members want to see when they find you in their search results.

If your photo has been rejected for any of the above reasons, please either upload a new photo or remove your contact details.

## **What if I do not have a digital photo of myself but I do have a printed photo? ☐**

You should be able to get your photo scanned at your local cyber-cafe or photo-shop even places like Wal Greens or Kinkos, just ask them to scan it onto a CD for you. You will then be able to upload your photo onto your profile.

## **I Don't Have Any Recent Photos of Myself!**

It is in your best interest to have a recent photo of yourself to maximize the number of responses you receive. Profiles with photos average TEN times the response rate than profiles without photos receive. You can purchase a disposable camera from most supermarkets or drugs store and when you have finished the roll just ask them to develop the photos onto a CD for you. You will then have lots of recent photos to choose from and can upload the ones you think best represent you.

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Note: All photos are subject to our approval process and may take anywhere between 8-24 hours to review.

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If you are having problems loading a photo, please submit a support ticket and attach the photo you want to upload.

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## My Profile

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## **What is a Public Photo?**

If you have more than one photo on your profile, any other photos you upload will be listed under the "More Photos" option on your profile.

## **How Do I Change My Nickname?**

All you need to do is contact us on the Support Desk and give us a couple of options (in case one is taken) The new nickname must be between 4 and 12 characters. Your profile, photos and password will remain unchanged.

## **How Do I Re-Activate My Profile?**

If you wish to re-activate your membership to our site, you can at any time. Simply go to the login in page and you will be prompted with "If you wish to re-activate your profile Click Here" Just click on the "Click Here" and you will reactivate your membership on our site.

## **How Long Does It Take To Approve My Photo?**

If you are a basic member it will take between 24-48 hours for your photos to be approved. Gold members have a higher priority and are generally approved within 8 hours (more often sooner!) Until your photos are approved by our staff, no one will be able to see them. Once they have been approved you will receive a confirmation email letting you know.

## **How Long Does It Take To Approve My Profile?**

If you are a basic member it will take between 24-48 hours for your profile to be approved. Gold members have a higher priority and are generally approved within 8 hours (more often sooner!) Until your profile has been approved by our staff, no one will be able to read it. Once your

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profile has been approved you will receive a confirmation email letting you know.

## **Why are my profile views higher than the number of people who have viewed me?**

There are two numbers which show for your profile. One is the number of times your profile has been viewed and the other is WHO viewed your profile.

So for example, you send message to a member and they look at your profile, they then reply and have another look at your profile later to see if you have logged on and received their reply. This one member may do this 10 times in total. Therefore, your profile views will show 10 but the number of people who VIEWED your profile will be one as that one person has viewed you 10 times.

## **How do I get more responses?**

There are two types of Online daters....passive and active.

If you upload your photo and complete your profile and then sit back and wait for someone to find you...then chances are you won't get nearly as many responses as you would like.

To GET more responses consider this:

- Are you being proactive and sending out lots of messages?
- Are you asking open ended questions which will mean the other person will WANT to respond to you?
- Are you just cutting and pasting the same message over and over again? (Note: personal messages are appreciated much more)
- Have you visited the Chat Room or tried chatting to someone one on one with the Instant Communicator?

When you log onto our site, your profile will show up on our "Who's Online" list so the more time you spend on our site, the more chance you have of being contacted.

This is a SAFE way to contact someone, you aren't giving out personal information so don't be shy, sending an email doesn't automatically mean you have made a lifetime commitment! You are just showing that you might be interested and like what they have to say about themselves.

## **How Do I Hide My Profile?**

Remember when you hide your profile other members can't see it and you won't appear in the online lists OR any search results. However, members with whom you have had previous contact with will still be able to contact you. You can hide your profile by clicking here

Or follow the instructions below

Click on "About Me"

Then Edit Account

Then Click on Profile Status

Click on the checkbox to hide or unhide your profile and confirm.

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## **How Do I Change My Location?**

If you move City, State or even Country you can easily update this information. Simply go to "My Home" then "Settings" and make the necessary changes then click SAVE. You can also change your location by clicking [here](#)

## **How Do I Change My Date of Birth?**

If you have entered the wrong date of birth when you initially registered you can fix it at any time. Just go to "My Home" at the top of the page then "Settings" My date of birth is the 3 option, so make any necessary changes and click SAVE. You can also correct your date of birth by clicking [here](#)

## **How Do I Change My Password?**

You can change your password at any time, simply click on "My Home" at the top of the page then "Settings" There is a big red button that says "Change Password" click on the red button and then enter your old password, then enter your new password twice in the relevant boxes. Then click on "Submit" You will receive on screen confirmation that your password has been changed. You can also change your password by clicking [here](#)

## **How Do I Change My Profile Once It's Been Approved?**

Edit your profile whenever you want by logging in and clicking on "My Home" at the top of any page then "My Profile & Settings" click on "Change my profile " make all the changes you wish then click on the red "Submit" button. You can also change your profile by clicking [here](#) Don't forget, all changes made to your profile or photos must be approved by our Customer Support Team before your changes will be viewable by other members. Once we have approved your updated profile, you will receive a confirmation email from us that it's been approved.

## **What Happens When I Reset My "Who's Viewed Me?"**

You can reset your "Who's View Me" views count to 0 at anytime. This is a great way to see how much attention your profile receives every time you make a change. eg. added new photos, updated your information etc.

## **How do I close my Account and remove my profile?**

To remove your profile, click [here](#) to close your account.

If you are currently a Gold Member on a recurring subscription plan, auto renewal will be cancelled within 48 hours of submitting your request.

## **How do I view my own profile?**

To view your profile as other members see it click the "My Home" tab at the top, and then click "View Your Profile". You will see your profile as it appears to others on the site.

## **How do I change my email address?**

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You can update your email address by clicking [here](#). There you can change your email address as needed. We highly recommend you do not use Yahoo as your mail email service provider due to extensive delays on the yahoo mail servers.

The email address you enter will be the address all notifications and forgotten password reminders will be sent to.

## **How Do I Get 100% on my Profile?**

If you have any "Find out Later's" in your profile or you have not changed the preferred age range from the default 18 to 99 then you will not have 100% completed profile.

To check this to go "About Me" "Edit Profile" go through each section and fix up the find out later's etc. and you will then have 100%

## **Site Information** General Information about our site

## **How Do I Choose Which Emails Messages I Receive From You?**

You can select the types of emails you to receive from us by changing your email preferences by going to the "My Home" page, then click on "Settings", scroll down to Email Preferences and select the email preferences you want.

e.g. To receive notifications of flirts and messages, Webzine, etc. When you have finished, scroll down to the bottom and click on Save.

## **Do I have to pay to join?**

Absolutely not! With a basic membership you will always be able to post your own profile, browse other profiles, use our chat rooms, submit your own photos and search our database. You can send unlimited flirts to all members on our site and you are able read and reply to Gold subscribed member messages and much more.

## **What Can Your Site Offer Me?**

We offer a fun and secure environment to meet other quality singles who are looking to date interracially. Our success stories prove we are also a great place to build loving and trusting friendships that can lead to lasting, relationships and marriage. It's up to you, you decide to when to correspond online or meet offline.

## **Does online dating really work?**

In a word.....YES! Just check out our success stories All these members met that special someone on our site, and you want to know how all those happy couples got started? They simply made a decision to create a profile on our site....so Click [here](#) to create a profile and let's get you started on the road to happiness

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## **How do I become a featured member in your Connections Webzine?**

There are two ways to become a Featured Member.

You can call us 24 hours a day/7 days a week on our Featured Member Hotline (214) 615-6505 ext 2982 and record your special message to our members. Just tell us a little about yourself and what you are looking for and if we like what you have to say we will put your photo and your recorded voice ad on our Connections webzine.....it's a GREAT way to let other members see you and hear what you've got to say.

You can also have a one on one interview with our Customer Support Team, so if you are a little shy this could be a good option. Just drop us an email on our support page prefer this method.

## **Why Should I Subscribe?**

Why? Because subscribing has proven to be our most successful way to meet people. It gives you unlimited access to everyone on our site. That means more chances, more choices and more ways to connect with that special someone.

Think about how much you spend on a night out at a bar or at the movies or on a dinner date only to come home alone. How quickly would you give up one of those nights to find the last love of your life? Is it worth it? If you answered Yes then you're ready! Subscribe and connect with interracial singles who could be waiting to hear from you right now.

## **I want to send a Money Order, What's Your Address**

If you are making a payment via Money Order are address details are as follows:

You should be able to purchase a money order in US dollars from your post office or bank. Make it out to "Chellaul Corporation", and print your nickname CLEARLY on it, then send it to:

Chellaul Corporation  
1135 Terminal Way  
Suite 209  
Reno, NV, 89502  
USA

If you decide to send a money order we can setup your subscription right away if you fax your receipt to us at +1775-996-7271. If you can't fax through the receipt you may have an extended period prior to us receiving and upgrading you of up to 14 days. You can also scan and send through via email to us.

## **I don't like using my Credit Card over the Internet**

You are right to be cautious on WHO you give your credit card details to. That's why we use [www.2checkout.com](http://www.2checkout.com) for the processing of all online credit card payments. 2checkout processed payments to the value of 143 billions dollars US in 2006 alone, they use the latest encryption technology and like us, their reputation is based on good service and the security of people using their service.

We understand if you are still hesitant about using your credit card online so we offer many other options to including

Money Order  
Pay Pal  
Secure Fax Payment

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Just decide which best suits you and what you are most comfortable using to upgrade to gold membership

## **I have a basic membership so why would I subscribe?**

Having a basic membership is a good way to get started and check out who's on our site that appeals to you. You won't have all the advantages of a Gold member in that your communication with another basic member is limited to generic replies.

Subscribing has proven to be our most successful way to meet people. It gives you unlimited access to everyone on our site. That means more chances, more choices and more ways to connect and find your interracial life partner. Only one of you need to be a Gold subscribed member to be able to make that special connection with each other, so when you subscribe you know anyone, regardless of their subscription status, will be able to read AND reply to you in their own words.

## **What Information Appears on My Credit Card Statement?**

Your subscription will appear on your credit card statement as 2CO \*IDC\*

## **How Do I Contact You By Telephone?**

Our contact number and hours of operation are listed under "Contact" link located at the bottom of every page on our site. Please note the hours of operation is listed in PACIFIC time so you need to adjust this accordingly for your Time Zone.

## TroubleShooting Quick Troubleshooting Help

## **Why Do I Keep getting Booted out Of Chat?**

Our Chat Rooms run using a software program called Javascript

Sometimes the Java Script corrupts on your computer so you need to do a couple of this to fix this problem. First make sure you do not have our site loaded into your internet browser.

To make sure Java is enabled you need to do the following.

To enable JavaScript in IE7 for example, from the Internet Explorer menu select:

Tools -> Internet Options -> Security ->  
Custom Level -> Scripting -> Active Scripting -> Enable

Once you have done this Click on Tools ----> Internet Options and from the General Tab click on Delete Cookies and Delete Temporary internet files

Once you enable JavaScript, deleted cookies and temp files try to enter the chat room again.

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## **I forgot my user name and/or password.**

If you have forgotten either your username or password Click [here](#) and we will send you an email to the email address you registered with and let you know your login details

## **How Do I Change My Password?**

You can change your password at any time, simply click on "My Home" at the top of the page then "Settings" There is a big red button that says "Change Password" click on the red button and then enter your old password, then enter your new password twice in the relevant boxes. Then click on "Submit" You will receive on screen confirmation that your password has been changed. You can also change your password by clicking [here](#)

## **Help! Someone is answering my Flirts and Messages for me!**

When you set up your membership you selected a preferred "type" of person you would like to be in contact with. This is called "Message & Flirt Preferences. Members who contact you who are NOT within your preferences are filtered automatically and an automated reply sent to them telling them you aren't interested. You can check all filtered message under "My Messages" and "Filtered Mail". Filtered Flirt appear under "My Flirts" and "Received Flirts" This ensure you are only receiving message and flirts from people you are interested in.

You can check or change your "Message & Flirt Filters" at any time by clicking [here](#)

So briefly:

When you receive a message or flirt that does not match one or more of your filters...

1. the message will go to your Filtered Mail folder instead of your Inbox.
2. the flirt will go to your Received Flirts folder

In addition...

3. you will not be sent a notification to your personal email address
4. an automatic 'Not Interested' reply will be sent on your behalf

## **Why Don't I Have A Main Photo?**

If you have uploaded a photo but it isn't showing as a main photo there could be several reasons why it is not displayed as a main photo.

You have uploaded a photo with more than one person in it and we don't know which one you are so can't make a main photo of just you

The photo you have uploaded is too small for us to make a clear face shot which is required for our search results

The photo you have uploaded is of poor quality or blurry and not suitable for a main photo (we want you to look your best!)

The photo you have uploaded has a border or graphics included

The photo you have uploaded has contact details on either the picture description or the actual photo

The photo you have uploaded is NOT you eg. You may think a Tweety Pie is really cute but it's not what other members want to see when they find you in their search results.

If your photo has been rejected for any of the above reasons, please either upload a new photo or remove your contact details.

## **Help, my Instant Communicator won't open**

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Make sure you don't have any programs running that block pop-ups. Having one or more of these running will block pop-up windows from opening. Not all pop-ups are bad.

Pop-up blockers or "script blockers" can be a browser plug-in, an 'extra feature' in a firewall or stand-alone program. For example, the latest version of Yahoo Instant Messenger has a hidden pop-up blocker. Turning it off should fix the problem if all else fails.

If you find a blocker running, check to see if it has the ability to allow pop-ups from a specified website. If such an option does not exist, you'll need to disable your pop-up blocker. Doing so will allow the new window to appear and perform the function you want.

If you already turned off all your pop-up blockers and you're still experiencing the same issue, check to make sure you don't have any hidden toolbars running as well.

Be aware that some toolbars can still be running while they're hidden. To see all your toolbars, right click anywhere in the grey area near the top of your browser window, it should show you a menu of any toolbars you have installed with checkmarks next to them. If you see anything else in that menu that looks like it could be a toolbar, but does not have a checkmark next to it, that would mean that it's still installed but hidden. Usually you can click on it in that menu to make it visible, and most toolbars will have an uninstall option on them.

**IMPORTANT:**

Please understand we cannot give tech support for third party software with pop-up blockers. If you need further assistance, we strongly recommend you contact the manufacturer of such programs.

## **I have Windows Vista and Chat won't load!**

**SYMPTOMS:**

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If, when loading the chat room, the blue loading bar appears for a very long time, and the chat room applet never comes up, the following may help you to immediately resolve the problem.

The following solution applies to Windows Vista users only.

**SOLUTION:**

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The Windows Vista TCP Stack has been re-written. The following solution appears to correct many internet-related issues with Windows Vista, and seems to resolve the problem. There should be no negative effects from performing the following; but we have provided you with instructions for undoing this should you feel it necessary.

### **Part I: Disable TCP Autotuning**

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1. Click the Start (Windows Logo) icon
2. Select 'All Programs'
3. Select 'Accessories'
4. Right-Click on 'Command Prompt'
5. Click 'Run as Administrator'
6. A dialog box will ask you to confirm. Click the 'Continue' button to proceed.
7. Type: netsh interface tcp set global autotuning=disabled
8. Press 'Enter'
9. The message 'Ok.' should appear.
10. Type: exit

### **Part II: Empty your Java Cache**

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11. Visit <http://www.addonchat.com/demo.html>
12. The Java icon will appear in your task icon list in the lower-right hand corner of your screen
13. Right-click the Java (coffee-cup) icon and select 'Open Control Panel'
14. Under 'Temporary Internet Files', click 'Settings'
15. Click the 'Delete Files...' button
16. A window titled 'Delete Temporary Files' will appear. Make sure all options are checked and click 'OK'
17. Click 'OK' to exit the 'Temporary File Settings' window.
18. Click 'OK' to exit the Java Control Panel

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### Part III: Empty your browser's cache

11. Clear your browser's cache. Visit <http://support.addoninteractive.com/...n=kb&article=2> for complete instructions.
12. Shut down all instances of your web browser.

That's all. You may now try to load the chat applet. If you have any questions regarding this procedure, please let us know.

This issue is likely to work itself out in the near future as future updates of Windows Vista and Java are released to the public -- once these updates have been released, your users will not be required to go through the above procedure.

#### How to Un-do the above steps

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If, for any reason at all, you need to undo the above procedure, follow these steps:

1. Click the Start (Windows Logo) icon
2. Select 'All Programs'
3. Select 'Accessories'
4. Right-Click on 'Command Prompt'
5. Click 'Run as Administrator'
6. A dialog box will ask you to confirm. Click the 'Continue' button to proceed.
7. Type: netsh interface tcp set global autotuninglevel=normal
8. Press 'Enter'
9. The message 'Ok.' should appear.
10. Type: exit

## **I have a MAC and I am having problems logging in**

We have a known issue with Safari on the Leopard platform and we have contacted the vendor and await their response.

We know that it 100% works using firefox which is a alternate free browser program you can get from [www.firefox.com](http://www.firefox.com) and they have a MAC option.

This should fix your problem.

## **Why do I get replies to flirts/messages when the person isn't even online?**

You are being automatically sent a reply based on the preferences of the person you are sending the message to.

When a person sets up their profile they can specifically say who they wish to be contact by generally the filters applied are

1. Age range
2. Ethnicity
3. Location
4. Must have a photo

If you don't match ANY or all those preferences then you will receive an automated response saying No Thanks but good luck in your search. This happens whether the member is online or not. That's why it's called automatic filtering.

The member you send this to doesn't have to be online for you to receive their automated reply.

## **How Do I Add A Photo?**

You can upload a photo at any time by going to "About Me" "Manage Photos"

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Just click on the browse button, select the photo from where you have saved it on your PC and then click on Open. Then click on Upload to Upload it to our site.

Sometimes the files are too big or too small or in the wrong format. All photos need to be a minimum of 100 x 100 pixels and a maximum of 800 x 800 pixels and should be in .jpg format. If your photo is larger or smaller or not a .jpg file then your photo will not upload.

If you are having problems loading a photo, please submit a support ticket and attach the photo you want to upload.

Please note: We do not accept photos sent in regular mail.

## My Subscription

General answers regarding your Subscription.

### **How Do I check when My Subscription Re-bills?**

You can check when your subscription will rebills under "About Me" then "My Account" then clicking on the "Billing History" tab. If you have a recurring subscription then the date will be shown under "Expiration" If your subscription is set to ON then you will be rebilled on that date. If it is set to OFF then you will not be billed again. If you have a non-recurring subscription it will show as NA under the expiration date.

### **If I cancel my subscription, can I still keep my profile Active?**

Yes. If you cancel only your subscription, your profile will appear as long as it is not hidden and members are conducting searches with criteria that match you. Once your subscription expires you will revert back to Basic Membership status.

### **Will I still have Gold Member Benefits if I cancel my subscription?**

You will be able to use all the benefits of being a Gold subscribed member through the duration of your subscription. For example, if you subscribe for 30 days on March 1st and you cancel your subscription on March 15th of the same month, you will be able to use all the benefits of your Gold Membership until March 30th.

### **Why Should I Subscribe?**

Why? Because subscribing has proven to be our most successful way to meet people. It gives you unlimited access to everyone on our site. That means more chances, more choices and more ways to connect with that special someone.

Think about how much you spend on a night out at a bar or at the movies or on a dinner date only to come home alone. How quickly would you give up one of those nights to find the last love of your life? Is it worth it? If you answered Yes then you're ready! Subscribe and connect with interracial singles who could be waiting to hear from you right now.

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## **I want to send a Money Order, What's Your Address**

If you are making a payment via Money Order are address details are as follows:

You should be able to purchase a money order in US dollars from your post office or bank. Make it out to "Chellaul Corporation", and print your nickname CLEARLY on it, then send it to:

Chellaul Corporation  
1135 Terminal Way  
Suite 209  
Reno, NV, 89502  
USA

If you decide to send a money order we can setup your subscription right away if you fax your receipt to us at +1775-996-7271. If you can't fax through the receipt you may have an extended period prior to us receiving and upgrading you of up to 14 days. You can also scan and send through via email to us.

## **I don't like using my Credit Card over the Internet**

You are right to be cautious on WHO you give your credit card details to. That's why we use [www.2checkout.com](http://www.2checkout.com) for the processing of all online credit card payments. 2checkout processed payments to the value of 143 billions dollars US in 2006 alone, they use the latest encryption technology and like us, their reputation is based on good service and the security of people using their service.

We understand if you are still hesitant about using your credit card online so we offer many other options to including

- Money Order
- Pay Pal
- Secure Fax Payment

Just decide which best suits you and what you are most comfortable using to upgrade to gold membership

## **I have a basic membership so why would I subscribe?**

Having a basic membership is a good way to get started and check out who's on our site that appeals to you. You won't have all the advantages of a Gold member in that your communication with another basic member is limited to generic replies.

Subscribing has proven to be our most successful way to meet people. It gives you unlimited access to everyone on our site. That means more chances, more choices and more ways to connect and find your interracial life partner. Only one of you need to be a Gold subscribed member to be able to make that special connection with each other, so when you subscribe you know anyone, regardless of their subscription status, will be able to read AND reply to you in their own words.

## **What Information Appears on My Credit Card Statement?**

Your subscription will appear on your credit card statement as 2CO \*IDC\*

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## **When will I stop being billed?**

When you cancel your subscription and turn off auto-renewal, your billing stops immediately. You will not be billed from that day forward. You will still be able to use the remainder of your paid subscription time and then you will revert back to basic membership. You can re-subscribe after this time if you wish to do so.

## **Can I still sign in if I cancel my subscription?**

Yes, of course. You will retain your profile and your basic membership for a little or as long as you need to.

## **How do I cancel my subscription and stop auto-renewal**

To keep your account active, click here to cancel auto-renewal only.

Otherwise, if you want to close your account and cancel your subscription click here.

## **How Do I subscribe If I don't have a credit card?**

If you don't have a credit card or don't feel comfortable using it on the internet through our secure server, that's why we offer alternate ways of subscribing so you don't miss the chance of meeting that special someone.

When you subscribe just select your preferred payment option

- Money Order
- Paypal
- Secure Fax to our offices

Then just follow the instructions for the method you have selected

## **I paid, can a basic member read my email?**

As you have upgraded to gold, we help maximize your responses by letting anyone you are interested in be able to read and reply to all the messages you send them. You can also privately chat one on one or use our anonymous phone service so you don't even have to give out your own phone details.

### **About Online Dating**

General information about dating online

## **How Safe is Online Dating?**

Online dating has been around for over a decade. Many couples who may never have met are married and have children thanks to it. There are many things that make online dating a practical alternative to spending the night in a smoky bar.

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You decide how fast or how slow you want things to go  
You decide when to give out your personal information  
You don't have to dress up in your best suit or dress to get to know someone  
You save time by looking through thousands of profiles in the comfort of your own home or office  
You save money because you can have "virtual dates" with people online to find out how compatible you are

These days, many people are time poor and have a hectic life juggling their jobs, children and day to day life. Online dating is a great way to find someone when YOU are ready and you have the added safety of knowing all your personal details remain private unless you are ready to take that extra step.

## **What If Someone Asks Me For Money?**

Bottom line is.....DON'T EVER EVER send money to anyone you don't know. It doesn't matter how sad the story is if someone asks you for money within a few days of knowing you then chances are they are trying to scam you. Here are a few common things a scammer will try to use on you.

They were born in your country but had to go to Africa for work/sick relative etc, they are now stuck in a hotel room because the person they trusted has robbed them and they will pay you back as soon as they get home.

They run an orphanage and would like you to donate to them. Remember, charity begins at home and there are MANY worthwhile legitimate charities crying out for assistance.

They don't have a profile or a photo on our site but can send you one. In the photo they send they look like a model and they only have a few photos and they ALL look professionally done

They profess their love for you after 1 or 2 emails.

They want you to send a few dollars so they can buy a webcam so you can see them.

They are contracting in an African nation and need you to cash a check, Western Union or other paper funds.

They let you know you have won the lottery or they need your help getting access to millions and they will give you a share

These are just some examples on common scammer tactics. It is common for scammers to attempt to get you off our site as soon as possible so we can't monitor their behavior and ban them. These people rely on the greed and the vulnerability of people (especially on internet dating site) to con you out of your cash! [Click here](#) to find out how to avoid being scammed and you will always totally enjoy your online dating experience.

## **How Do I Protect Myself from being Scammed?**

There are several ways to protect yourself from scammers. Here are a few tips

Never EVER give money to anyone you don't know for any reason

Ask them if they have a webcam so you can see they are who they say they are

Ask them to email you a photo with them holding a sign saying "Hi" and the date (make sure it's WRITTEN on the sign)

Only give out your personal contact details when you feel it's safe to do so

Remember not everyone is honest

Do your research!

If you are ever in doubt contact us on the Support Desk

If you follow these tips then you will ensure your online dating experience is a good one.

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## **What Can Your Site Offer Me?**

We offer a fun and secure environment to meet other quality singles who are looking to date interracially. Our success stories prove we are also a great place to build loving and trusting friendships that can lead to lasting, relationships and marriage. It's up to you, you decide to when to correspond online or meet offline.

## **Does online dating really work?**

In a word.....YES! Just check out our success stories All these members met that special someone on our site, and you want to know how all those happy couples got started? They simply made a decision to create a profile on our site....so Click here to create a profile and let's get you started on the road to happiness

## **How Do I use the Anonymous Phone Service**

Our anonymous phone service allows you to speak to each other on the phone without ever giving out your own personal details.

To start an anonymous call, you will need to open an Instant Communicator chat with the person you wish to chat with. At the top of the chat there is a telephone number AND an extension number. You both call this number and you will be in a fully secure, private telephone conversation and no one can interrupt you. This mean that you can chat privately and securely from your own home and never give out any information about yourself until you are ready.

Please note that standard long distance or international calls costs may apply. Please check with your phone service provider for call costs.