

Hi Ogtlt,

Thank you again for reaching out to HMA! Support.

This is just a quick note to inform you that we have reviewed your request and feel that it is appropriate to escalate your ticket to our Tier 2 team, who will be in touch as soon as possible.

Your request summary is:

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**Ogtlt**

Mar 22, 2023, 16:41 GMT+1

Good afternoon! I changed the DNS on both the router and the computer to 208.67.222.222, started working faster, but nothing has changed in the HMA connection. Obviously the address is not skipped by the Provider. But on FireFox, the BROWSEC VPN application works fine, I visit your site. Before that, I installed PITON VPN, but it works slowly. Why HMA does not see the Internet is unclear.

День добрый ! Изменил DNS и на роутере и на компьютере на 208.67.222.222, стал работать быстрее, но в подключении HMA ничего не изменилось. Очевидно адрес не пропускается Провайдером. Но на FireFox Приложение BROWSEC VPN работает прекрасно, к Вам на сайт захожу. Перед этим устанавливал PITON VPN, но он медленно работает. Почему не видит интернета HMA непонятно

----- Пересылаемое сообщение -----

22.03.2023, 01:02, "HMA Support" <[info@hidemyass.com](mailto:info@hidemyass.com)>:

##- Please type your reply above this line -##

This is just a quick email to see if you are still having problems since we last replied to your ticket ([#1969836](https://support.hidemyass.com/hc/requests/1969836) (<https://support.hidemyass.com/hc/requests/1969836>) ). If you are having any problems please contact us and we will be happy to help, if not you can ignore this email and get back to enjoying your day!

Vjeko Telic (HMA Support)

Mar 20, 2023, 10:59 GMT+1

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Hello,

Thank you for getting back to me. I realize that you are still experiencing difficulties with our service.

Please follow the tutorial below for your system, update DNS and afterwards reconnect to the VPN and restart the browser.

Changing your DNS settings on Windows, Mac, Android, iOS, Linux

(<https://support.hidemyass.com/hc/en-us/articles/202720776-Changing-your-DNS-settings-on-Windows-Mac-Android-iOS-Linux>)

Let us know if you need any additional assistance.

Best regards,

Vjeko

How VPN works (<https://www.hidemyass.com/what-is-vpn>) | Installation files

(<https://www.hidemyass.com/installation-files>) | Tutorials (<https://support.hidemyass.com/>)

Legal (<https://www.hidemyass.com/legal/website-terms>) |

Ogtlt

Mar 17, 2023, 15:57 GMT+1

Hello,

Nothing has changed. When you start the program, the inscription comes out: You are not online, connect to the Internet and the "Get help" button. When you click it, it tries to go to the site

[https://www.hidemyass.com/request?utm\\_medium=prg\\_link&utm\\_source=hma\\_win&utm\\_campaign=hma\\_client&utm\\_term=fatal\\_error](https://www.hidemyass.com/request?utm_medium=prg_link&utm_source=hma_win&utm_campaign=hma_client&utm_term=fatal_error), but can only log in with VPN BROWSEC enabled (add-on to Firefox). If you go to settings, it is impossible to enter an account on the "Settings" tab. The account was paid until 06.06.2023, but since the new year it no longer works, I wrote that at least return the money if the service is impossible. Once again I attach the Support Package created by the program

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Ничего не изменилось. При запуске программы, выходит надпись: Вы не в сети, подключитесь к интернету и кнопка "Получить помощь". При её нажатии, пытается зайти на сайт

[https://www.hidemyass.com/request?utm\\_medium=prg\\_link&utm\\_source=hma\\_win&utm\\_campaign=hma\\_client&utm\\_term=fatal\\_error](https://www.hidemyass.com/request?utm_medium=prg_link&utm_source=hma_win&utm_campaign=hma_client&utm_term=fatal_error) , но зайти может только с включённым VPN BROWSEC (дополнение к Firefox). Если зайти в настройки, то на вкладке "Параметры" учётную запись ввести невозможно. Аккаунт был проплачен до 06.06.2023, но с нового года уже не работает, я писал, что хоть деньги верните, если работа сервиса невозможна. Ещё раз прикрепляю Пакет поддержки, созданный программой

Nothing has changed. When you start the program, the inscription comes out: You are not online, connect to the Internet and the "Get help" button. When you click it, it tries to go to the site

[https://www.hidemyass.com/request?utm\\_medium=prg\\_link&utm\\_source=hma\\_win&utm\\_campaign=hma\\_client&utm\\_term=fatal\\_error](https://www.hidemyass.com/request?utm_medium=prg_link&utm_source=hma_win&utm_campaign=hma_client&utm_term=fatal_error) , but can only log in with VPN BROWSEC enabled (add-on to Firefox). If you go to settings, it is impossible to enter an account on the "Settings" tab. The account was paid until 06.06.2023, but since the new year it no longer works, I wrote that at least return the money if the service is impossible. Once again I attach the Support Package created by the program

----- Пересылаемое сообщение -----

17.03.2023, 00:02, "HMA Support" <[info@hidemyass.com](mailto:info@hidemyass.com)>:

##- Please type your reply above this line -##

This is just a quick email to see if you are still having problems since we last replied to your ticket ([#1969836](https://support.hidemyass.com/hc/requests/1969836) (<https://support.hidemyass.com/hc/requests/1969836>) (<https://support.hidemyass.com/hc/requests/1969836>) ). If you are having any problems please contact us and we will be happy to help, if not you can ignore this email and get back to enjoying your day!

Igor N (HMA Support)

Mar 15, 2023, 09:51 GMT+1

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Hello,

I hope you're doing well. My name is Vjeko, I'm part of the HMAs support team and I'll be helping you with your query.

I understand that you are facing difficulties using HMA.

We realize our response time was unusually long, and we sincerely apologize. We faced an unimaginable number of tickets coming our way, and we are doing our best to address every request and resolve your issue.

We know this is not of your concern, but please, bear with us.

We'll do our best to address your inquiry timely the next time you contact us. On that topic, don't hesitate to get in touch with us (reply to this email) if you are still facing any issues with HMA or have any questions to which we may provide you solutions.

If the app is working as intended, or you don't need our help, please disregard this email.

We are looking forward to hearing from you.

Kind regards

Igor

HMA Customer Care Agent

Feel free to copy and share this link with people you want to protect.

\*\*How VPN works (<https://www.hidemyass.com/what-is-vpn>) | Installation files (<https://www.hidemyass.com/installation-files>) | Tutorials (<https://support.hidemyass.com/>) | Legal (<https://www.hidemyass.com/legal/website-terms>)

Ogtlt

Dec 5, 2022, 19:34 GMT+1

I can send mail to your site only via VPN BROWSEC, error code when launching the program through it: EK9RMX

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----- Пересылаемое сообщение -----

04.12.2022, 12:34, "HMA Support" <[info@hidemyass.com](mailto:info@hidemyass.com)>:

##- Please type your reply above this line -##

Thank you for contacting HMA Support. You're in good hands!

Your request (#1969836 (<https://support.hidemyass.com/hc/requests/1969836>) (<https://support.hidemyass.com/hc/requests/1969836>) (<https://support.hidemyass.com/hc/requests/1969836>) ) has been received, and one of our support agents will respond as soon as possible. In the meantime, please feel free to take a look at our support page: <http://support.hidemyass.com> (<http://support.hidemyass.com/>) (<http://support.hidemyass.com/>) (<http://support.hidemyass.com/>) as you may find the answer to your question there.

To add additional comments, or to update your request, just hit reply to this email or click the link below:

<https://support.hidemyass.com/hc/requests/1969836>

This email is a service from HMA Support.

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