

The info below is from AOL technical support in response to a question from one of the Bioc 460 students about how to refresh the browser by clearing out the cached images and text. Note that if you use Netscape or Explorer the refresh (or reload) button is at the top of the browser menu bar (holding the shift key down while clicking on reload seems to be needed in Mac OS). If the info below does not work for you, and the AOL browser is your only option, then contact AOL support and have them walk you through it.

From AOL:

Thank you for calling Technical Support. I am sending this follow-up letter for future reference and so you have a record of what we did. If you continue to have the same difficulties, please refer to this mail before you call us back, as following these steps could resolve the issue.

1. Click START, select Programs or All Programs, select America Online or CompuServe, then click SYSTEM INFORMATION. The window will take a moment to open. If System Information isn't listed, click Start, then click Run. Type AOLsysinfo or CSsysinfo, then click OK.
2. On the System Information window, click the UTILITIES tab.
3. Click CLEAR BROWSER CACHE until the Current Cache Size shows 0KB, then click UNINSTALL AOL ADAPTER. The Current Cache Size may take a moment to drop to 0KB.

NOTE: If you receive the message The Internet Adapter was successfully uninstalled, or The Internet Adapter has already been uninstalled, click OK. If you are prompted to insert your Windows CD, click OK, then click Cancel. If you are prompted to restart the computer, click YES, then skip to step 7.

4. Click CLOSE.
5. Click START, then click SHUT DOWN or TURN OFF COMPUTER.
6. Select Restart, then click YES or OK (if necessary).
7. After the computer has restarted, start AOL or CompuServe.
8. Click YES. The Adapter files will be rebuilt.
9. Click OK to restart. After the computer restarts, AOL or CompuServe will start automatically.