



Electronic Commerce Support

Application: WWW

Problem: Can't get to our site through America Online

Detailed Problem Description: Customers who want to connect to access our web site using America Online.

Problem Resolution

(step by step process to resolve this problem)

This will only work with AOL version 3.0. There are two versions of AOL 3.0: one for Windows and one for Win95. Check help/about on AOL to determine which version the customer may have.

1) For AOL 3.0 for Windows:

A) AOL says this version doesn't run Microsoft Internet Explorer.

B) Customer needs to download the secure version of Netscape. Do a keyword search - Netscape. Customer should **NOT** use the download icon, but browse through the text to the next opportunity to download Netscape and download it.

C) After customer has Netscape, they must connect to AOL. Once connected, minimize AOL and launch Netscape.

D) After customer is in Netscape treat as normal.

2) For AOL 3.0 users w/Win95 (This version uses an unsecure version of Internet Explorer)

A) Do Keyword Search for **128 Browser**.

B) Download and install the **128 Browser**.

C) This installs right into AOL for Win95. Customer just needs to access the internet as they normally would in AOL.

Technical Support for AOL is 800-827-6364.