

It's finally finished! The AOL FAQ began one October evening as a way to kill a few hours. Eight months and hundreds of hours later, it's ready for public release.

In those eight months, America Online doubled its membership, the Internet Center opened, and a new version of the Macintosh software made 9600 access possible. It's been an exciting time. Keeping up with the changes has been difficult, but I wouldn't have traded the excitement for anything.

The FAQ answers many of the questions that are asked by new and experienced users alike. I hope that the FAQ will make your online experience more enjoyable, and open up new possibilities for you as it has for me.

The AOL FAQ is my first venture into professional publishing. Future issues will contain advertising, but will remain free to you, the reader. The FAQ will be a springboard for a monthly AOL magazine which should appear soon.

I didn't write the FAQ alone. The folks in Members Helping Members were a frequent source of inspiration. The experienced users helped me find valuable information, and the inexperienced users helped me decide what questions belonged in the FAQ. Thanks to my beta testers for finding mistakes and making suggestions. I've given them a special place in chapter 6. Of all the beta testers, Ellen Zuby (AFC Ellen) stands out as the most helpful and supportive.

Jeff Held of Not Canned Graphics retouched many of the screenshots. Tom "Dusty" Street was my daily confidant, and educated me in the ways of Macintosh and in the ways of business. Best of luck with your own plans, Dusty.

I would be remiss if I didn't thank my parents for putting me through school and helping me buy my first computer. Thanks, mom, dad.

Les Jones