

Effective Customer Satisfaction Information Management - Tips

What are your internet habits? Did you know that once you log out of a personal account on a website, your browser could contain a memory of the account information you viewed during your session. In order to protect the privacy of your information, you can clear its memory by clearing the cache or closing the browser.

How can I delete my transaction information from the cache? Here's how to ensure that your transaction information is cleared from the cache under Microsoft Windows and the Mac OS using today's leading browsers:

Microsoft Windows

Internet Explorer 5.0:

1. From the Tools menu, select Internet Options.
2. Click on the General tab.
3. In the area called "Temporary Internet files," click the Delete Files button. In the window that appears, select "Delete all offline content."
4. Click OK to confirm and you're done.

Internet Explorer 4.0:

1. From the View menu, select Internet Options.
2. Click on the General tab.
3. In the area called "Temporary Internet files," click the Delete Files button. In the window that appears, select "Delete all subscription content."
4. Click OK to confirm and you're done.

Netscape Communicator 4.x and Netscape Navigator 4.x:

1. From the Edit menu, select Preferences.
2. In the Category area, double-click Advanced. Then click on Cache.
3. On the right side of the screen, press the Clear Memory Cache button. Click OK to confirm.
4. Now press the Clear Disk Cache button. Click OK to confirm.
5. Press the OK button to exit the Preferences window, and you're done.

AOL 4, 5:

1. From the AOL menu, select My AOL.
2. Then choose Preferences.
3. Click on the WWW icon.
4. Click the General tab. Go to the Temporary Internet Files area.
5. Press Delete Files. Select "Delete all offline content." Click OK to confirm.
6. Press the OK button to exit the AOL Internet Properties window, and you're done.

AOL 6:

1. From the AOL menu, choose Settings.
2. In the Preferences window, under Organization, click Internet Properties.
3. Click the General tab. Go to the Temporary Internet Files area.
4. Press Delete Files. Select "Delete all offline content." Click OK to confirm.
5. Choose OK to exit the AOL Internet Properties window, and you're done.

Mac OS

Microsoft Internet Explorer 5:

1. From the Edit menu, select Preferences.
2. In the Internet Explorer Preferences window, look under Web Browser. Then click on Advanced.
3. In the Cache area on the right, click Empty Now.
4. Click OK to exit the Internet Explorer Preferences window.

Netscape Communicator 4.x and Netscape Navigator 4.x:

1. From the Edit menu, select Preferences.
2. In the Category area, double-click Advanced. Then click Cache.
3. Press the Clear Memory Cache button. Then click OK.
4. Press the Clear Disk Cache button. Then click OK.
5. Choose OK to exit.

AOL 4, 5:

1. From the AOL menu, select My AOL.
2. Select Preferences.
3. In the Preferences window, click the WWW icon on the left side of the screen.
4. In the Cache area, select Empty Cache Now. Click OK and you're done.