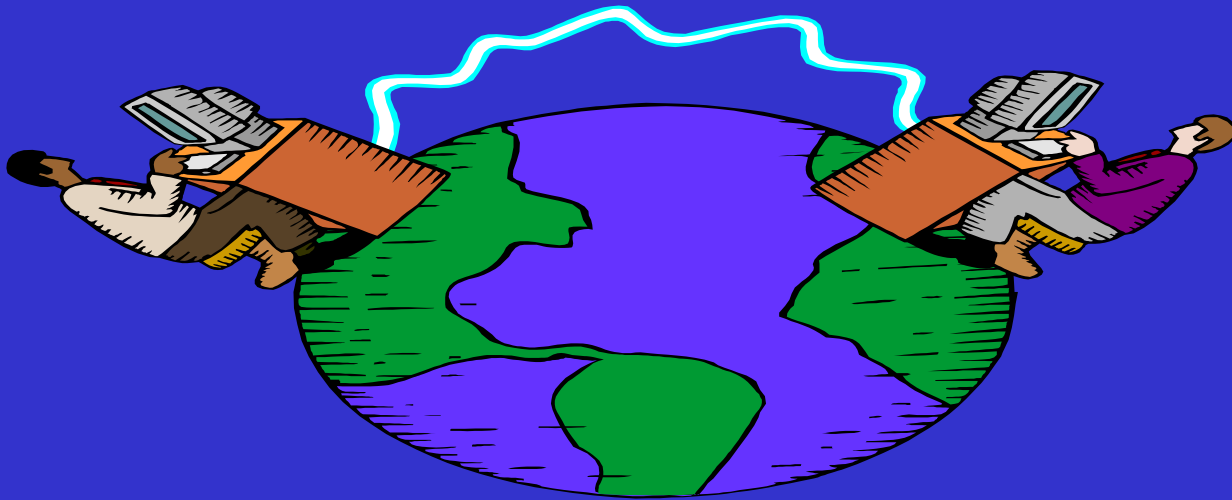


Instructions to Download and Use *AOL® Instant Messenger™* to Collect Qualitative Data



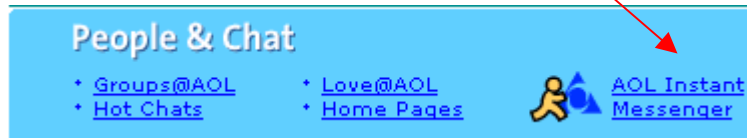
James L. Moore III

Lamont A. Flowers

Step 1 Log on to the Internet. In your web browser, Type <http://www.aol.com>



Next, Click on the "AOL Instant Messenger" Icon under the "People & Chat" heading.



Step 2 Click on the Icon. Please note that this is the latest version of AOL® Instant Messenger™. New versions are subject to be released in the upcoming year.



Step 3 Create your screen name by Typing in the appropriate information and Clicking submit. The screen name is needed to conduct the interviews. It may take several attempts to identify a unique screen name. Once you have completed your registration, Click the "Continue" Button.

ScreenName

Create a Screen Name

Desired Screen Name

3-16 letters or numbers, must begin with a letter

Password

4-16 letters or numbers

Retype Password

E-mail Address

Birth Date
mm dd yyyy

Screen Name Service [Security Tip](#)

Your Screen Name can be used throughout our network of sites! [more information](#)

Important considerations when creating a Screen Name. [tips](#)

Be sure to use a valid e-mail address (e.g. johndoe@aol.com). We email forgotten passwords to this address.

ScreenName

Registration

Gender *

Zip/Postal Code *

Country *

By clicking "Submit," you accept and provide your electronic signature to the Netscape Network [Terms of Service](#), which explain your rights and responsibilities as a Network member, and our [Privacy Policy](#), which explains how we collect and use information from you and the choices you have. You also agree to receive future notices about your Netscape Network membership electronically.

Screen Name Service [Security Tip](#)

ScreenName

Congratulations Researcher!

You have completed registration.

Screen Name Service [Security Tip](#)

Step 4 If you are a Windows user, **Select Windows** to download the installation file. If you are a Macintosh user, **Select Macintosh** to download the installation file. When you save the installation file to your hard drive, make sure that you can relocate the folder. It will take approximately five-ten minutes to download the file.

Choose your platform to start your download.

Windows

Macintosh

Other OS: [WinCE](#), [Palm](#), [Linux](#), [MacOSX](#), or [beta versions](#)
Problems downloading? [Click Here](#)

After you've downloaded the software, start the installation.

Launch

To launch AOL Instant Messenger once installation has successfully completed simply locate the directory where AOL Instant Messenger was installed and double-click the AOL Instant Messenger program icon to sign in.

For more information check out: [Getting Started-Quick Tips](#).

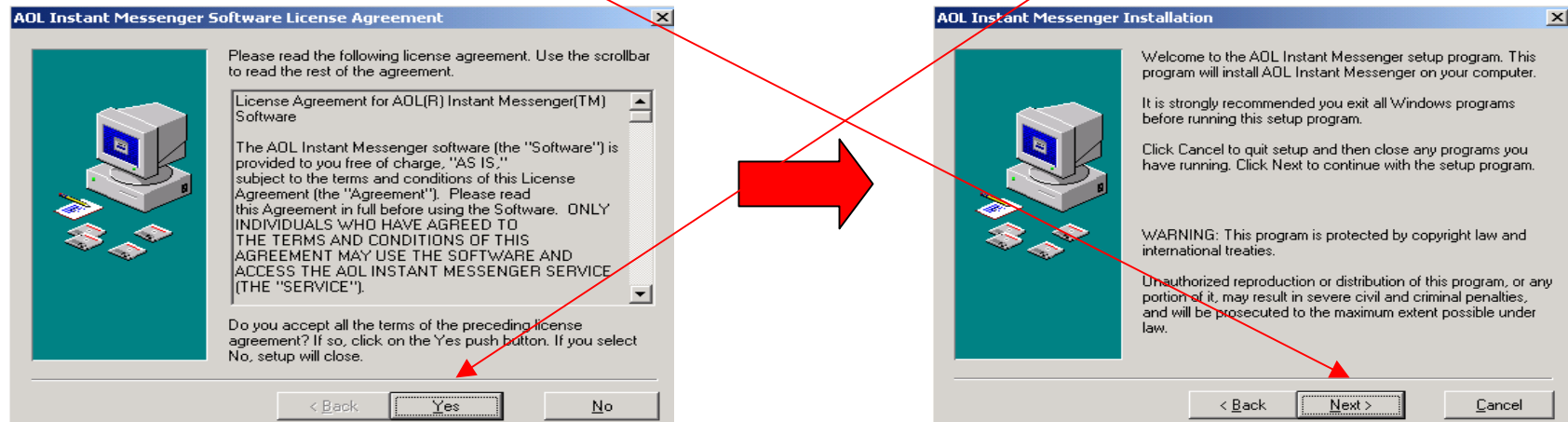
International Users: Please review this [important information](#).

Back to [AIM.com](#).

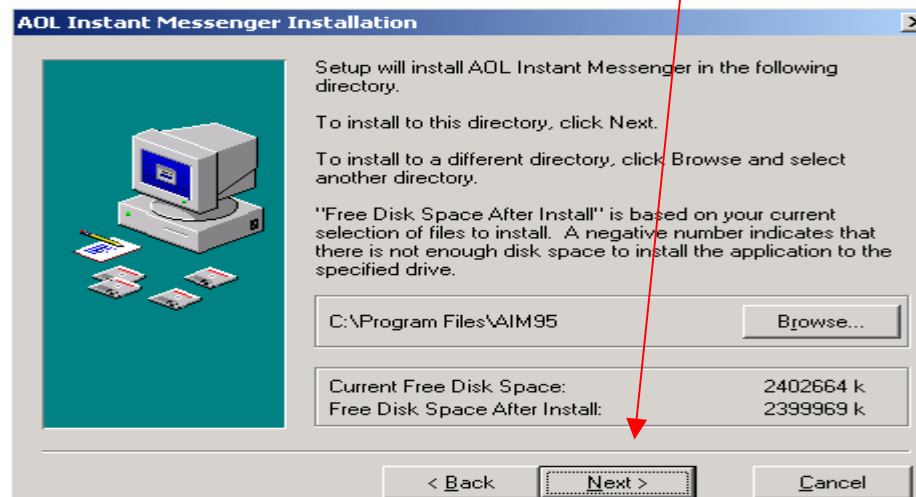
AIM 5.1 requires Windows 98 or later.
Windows 95 users please [click here to download AIM 4.8](#).

(The remainder of the slides are based on the Windows platform.)

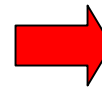
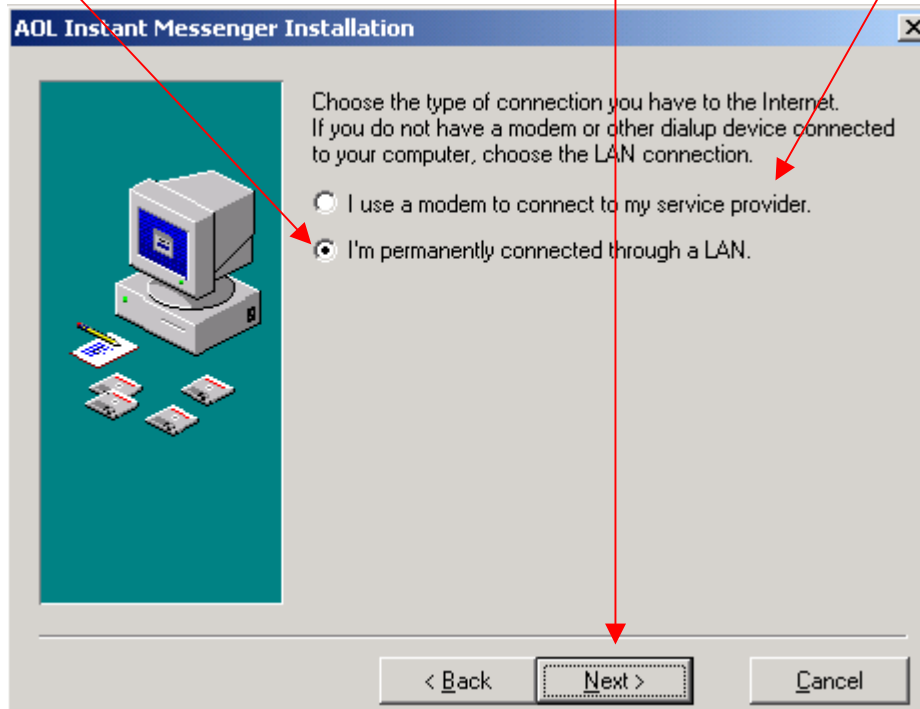
Step 5 Read the Software License Agreement. Click the "Yes" Button. On the next screen, Click the "Next" Button.



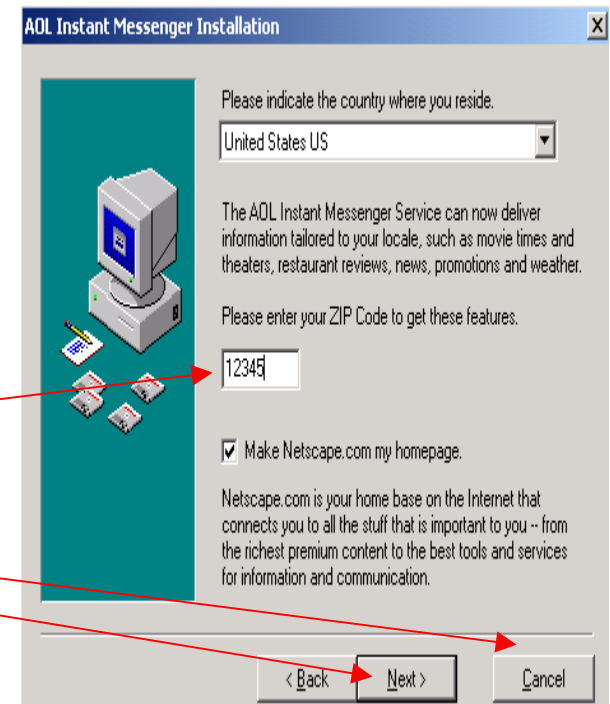
When the computer asks you to install the files to a particular directory, accept the recommended directory site by Clicking the "Next" Button.



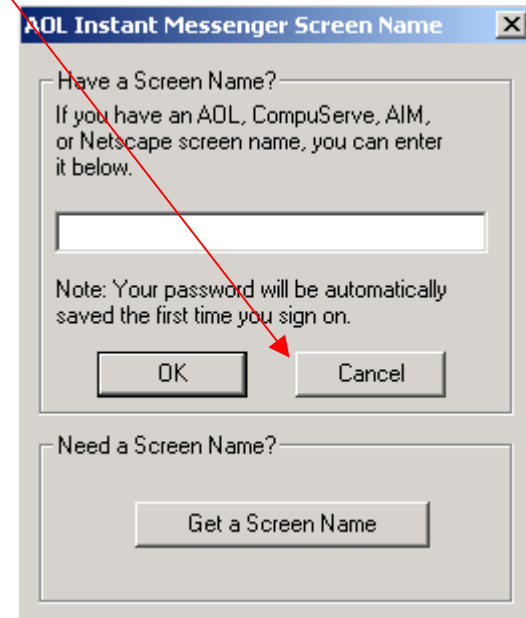
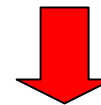
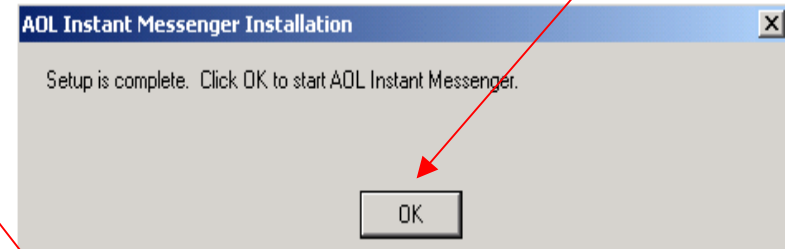
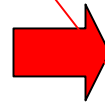
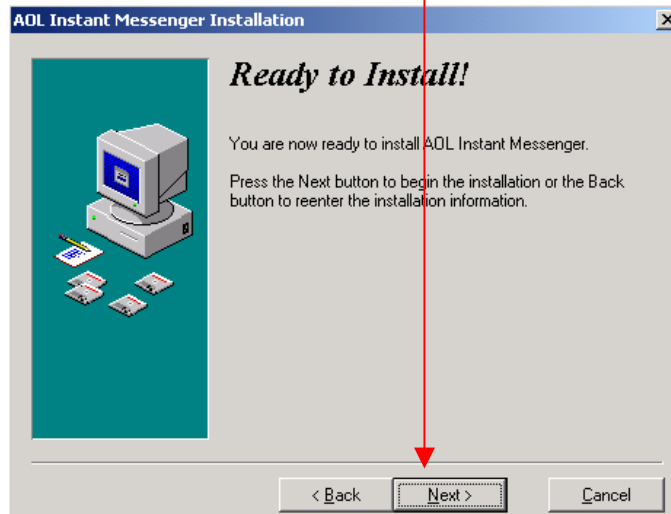
Step 6 If you are using a modem, **Select Modem**. If you are using a LAN, **Select LAN** and **Click the "Next" Button**.



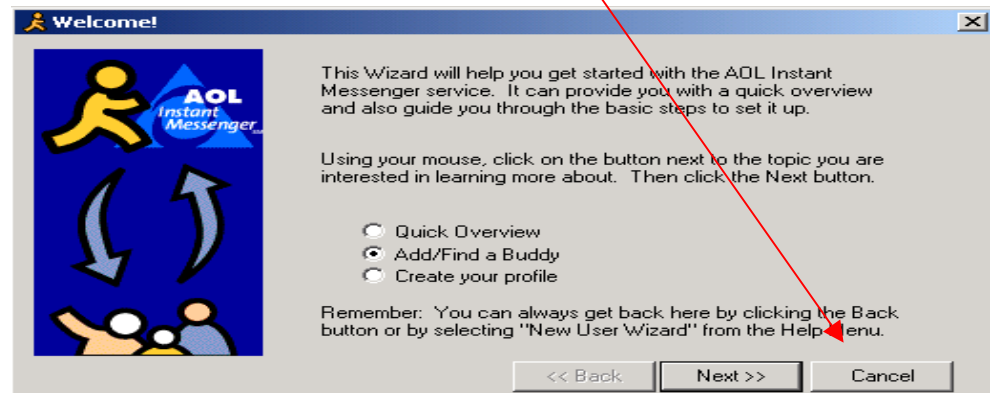
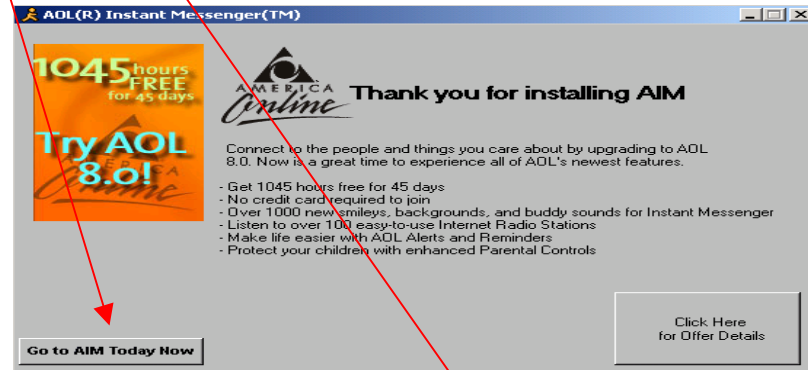
Step 7 Next, you will be asked to enter your zip code to receive information from AOL. If you desire the information, **Type your zip code** and **Click the "Next" Button**. If you do not want to receive the information, **Click the "Cancel" Button**.



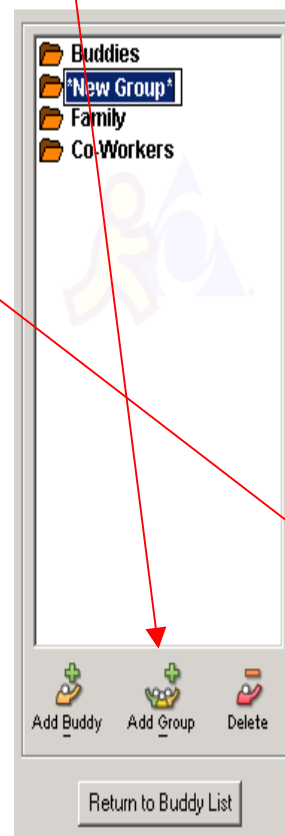
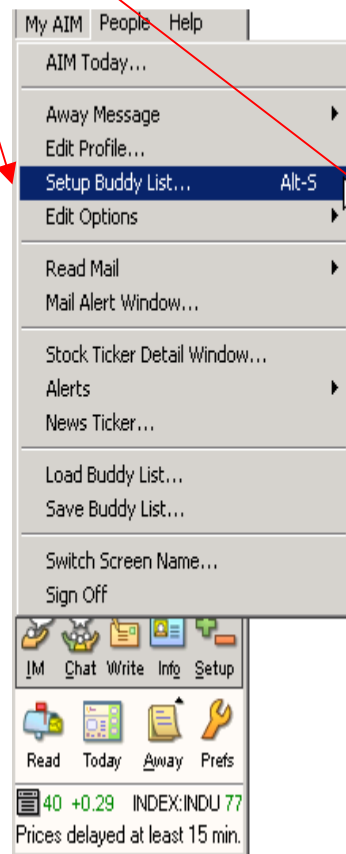
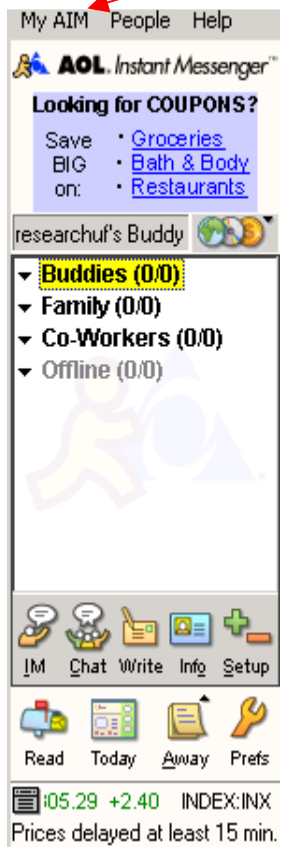
Step 8 Click the "Next" Button on the "Ready to Install" prompt. Next, Click the "OK" Button. Then, Click the "Cancel" Button.



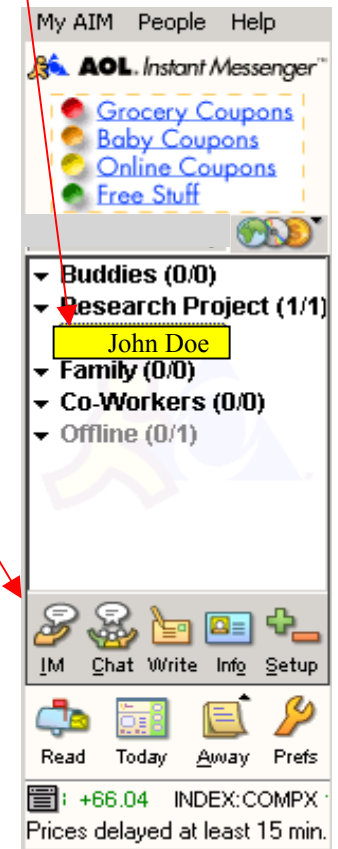
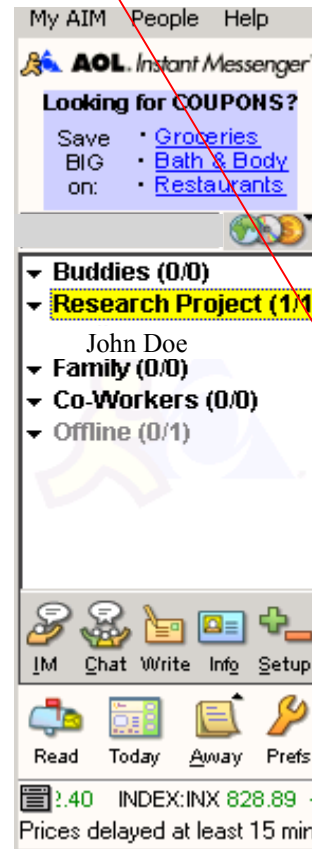
Step 9 If you are signing on for the first time, **Enter your screen name and password**. Then, **Click on the "Sign On" Icon**. Next, you will be asked to consider selecting AOL as your Internet Service Provider. If you desire more information, **Click the "Click Here for Offer Details" Button**. If you do not want additional information, **Click on the "Go to AIM Today Now" Button**. Next, you will be asked to select topics to learn more about AOL® Instant Messenger™, **Click on the Radio Button that interests you and Click the "Next" Button**. If you do not want to learn about any of the topics, **Click the "Cancel" Button**.



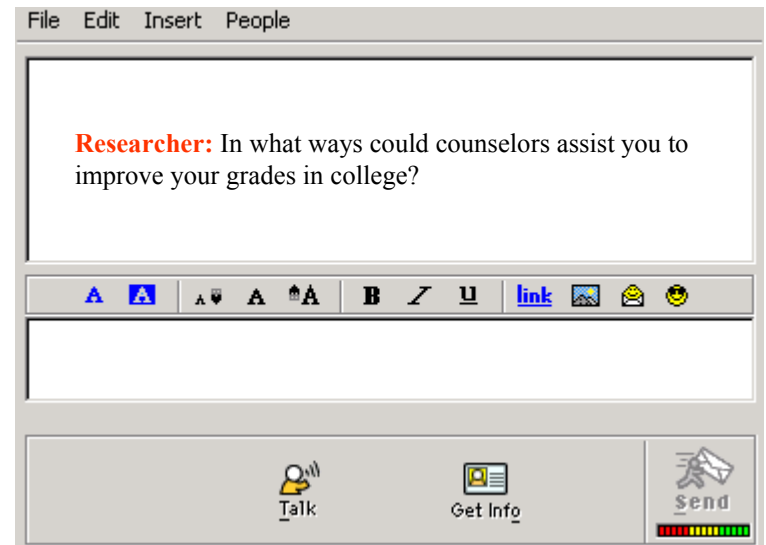
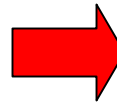
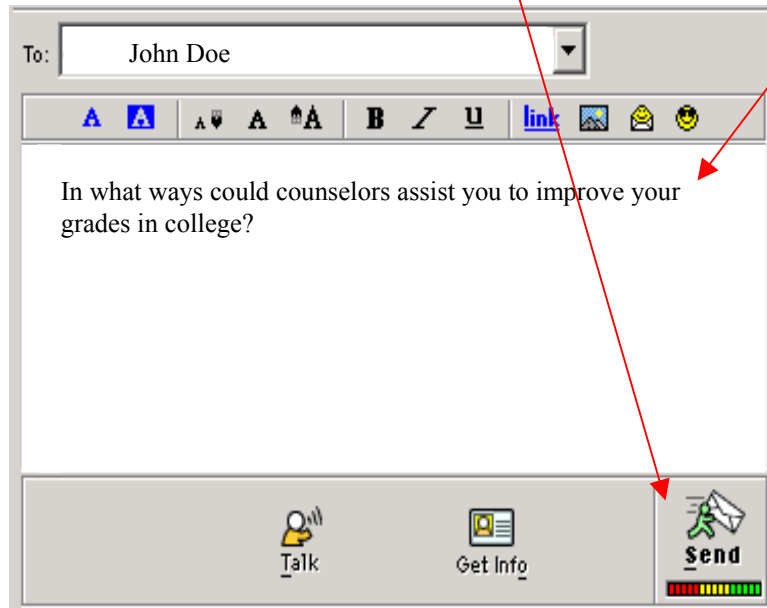
Step 10 The interviewee/participant must provide his or her screen name to the researcher. When he or she does, Click on the "My AIM" Menu. Then, Scroll-Down to "Setup Buddy List." Then, Click on the "Add Group" Icon. This will prompt you to name a new group. Type a name for your group folder (e.g., Research Project). Then, Click on the "Add Buddy" Icon.



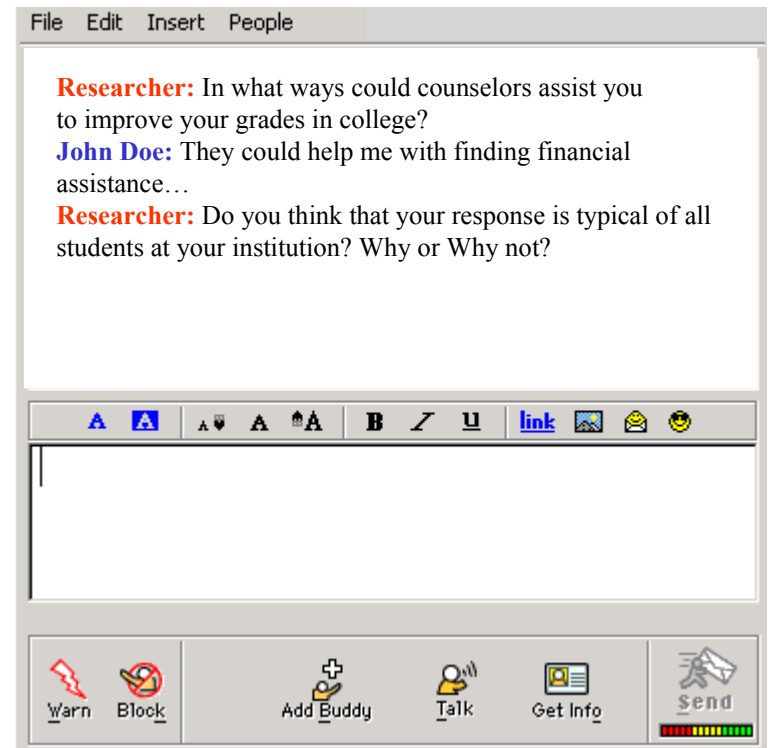
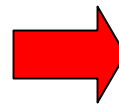
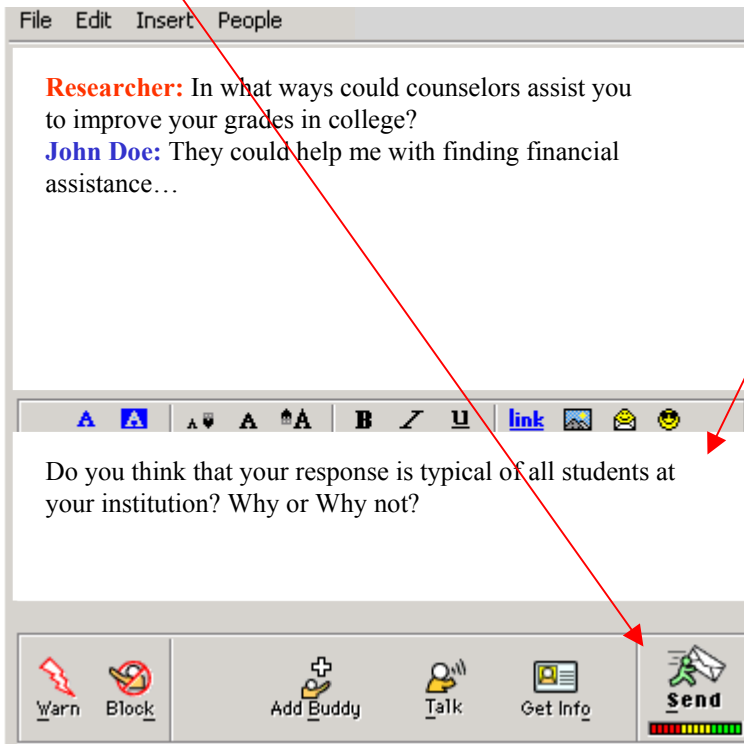
Step 11 Type in the interviewee's/participant's screen name (e.g., John Doe). Then, Click on the "Return to Buddy List" Button. Click on the screen name of the interviewee/participant. Then, Click on the "IM" Icon.



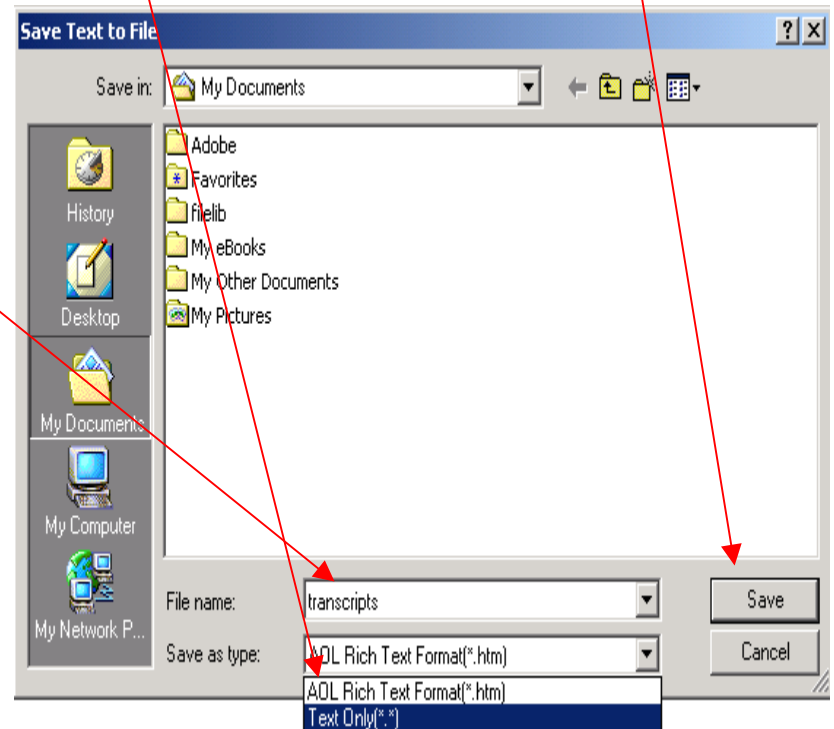
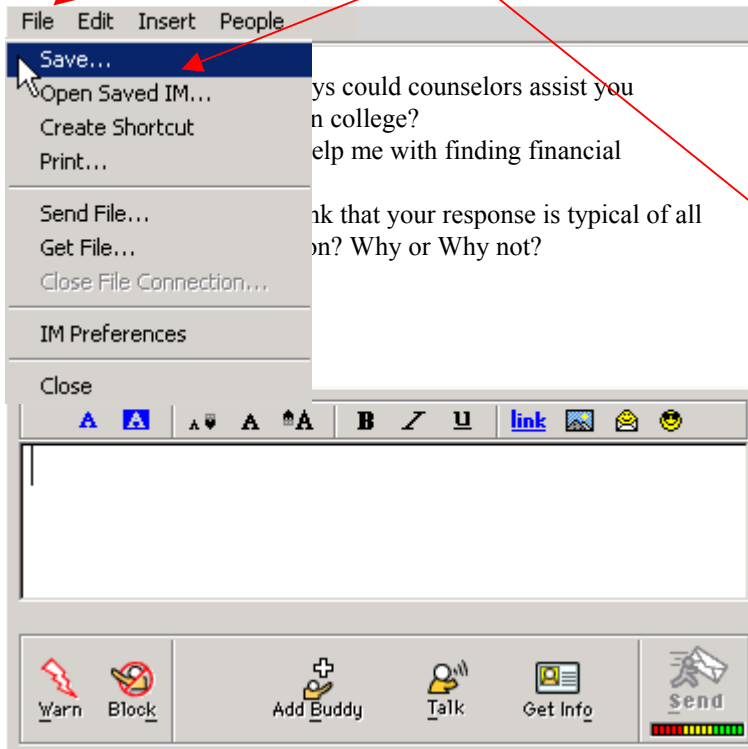
Step 12 In the next dialogue box that appears, **Type your first interview question**, and **Click the "Send" Icon**. The researcher/interviewer should be able to see his or her question in the dialogue box.



Step 13 When the interviewee types a response you will be able to see his or her response in blue. At that time, you can **Type another question** and **Click the "Send" Icon**.



Step 14 Keep in mind that you should save your transcript file frequently by Clicking on the "File" Tab and Scrolling-Down to the "Save" Option. Name your file (e.g., transcripts), and Save the file as a "Text Only" file. Then, Click on the "Save" Button.



Step 15 Once the file is saved, Open the text file in a word processor program of your choice (e.g., Microsoft Word). Then, View and/or Print the interview transcripts.

