

Re-Installing The CancerHelp Program

If your CancerHelp computer is generating error messages on the monthly update, there is a good chance that one of the files are corrupted. In order to fix this this problem the CancerHelp startup file must be deleted. In some cases an error message will appear as CancerHelp is starting up or it will appear while you are using the Cancerhelp program. To remedy this problem please follow the the instructions as provided below. **We suggest that you review this document before you begin so that you are familiarized with the procedures.**

1.) Connect your Keyboard and Mouse to computer. If The Screen saver is running Click the mouse once to get back to the "Welcome Screen'. If Cancerhelp is running Quit from the the program by holding down the Command & Q keys together. This will quit the computer out of CancerHelp. If for some reason that the Keyboard will not acknowledge your command, you will then need to "Force Restart" the computer. To do this, press & hold down the **Control,Command & Power** keys. **You must perform the key sequence in this order.** We have shaded the keys in red for visual purposes. See Illustration below.



2. The computer will automatically restart. As soon as you hear the chime you will need to hold down the shift key during the start up process. This turns all extensions and startup items off. This will enable you to get to the files you have have to delete.



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(cont.)

3.) Once the startup has completed, you should then be in the desktop level of the computer. (Otherwise known as the Finder) You can verify this by looking in the upper right hand corner of the screen where you will see an icon of a Macintosh computer. See illustration three.

4.) Now you will proceed to open the Hard Disk or Macintosh HD as it is shown in the Illustration Three. Using the mouse you will need to Double Click On the Hard Disk Icon to open it. This will result in a window that looks similar to the one shown in Illustration Four.

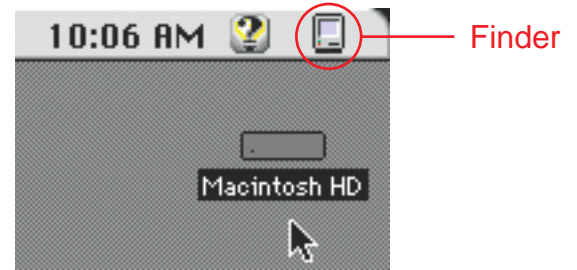


Illustration Three

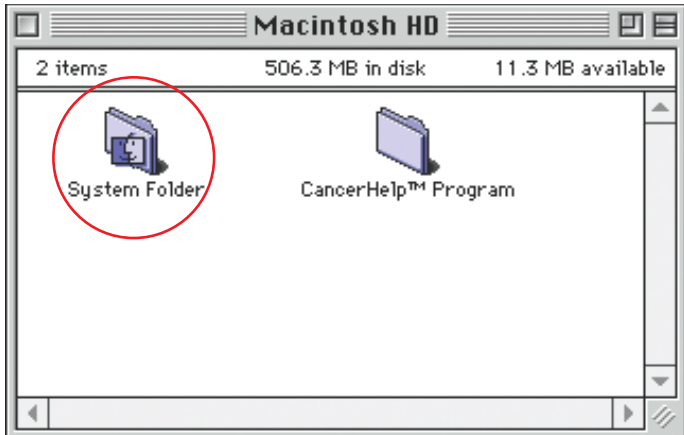


Illustration Four

5.) Double click on the System Folder to open it. This will result in another window as shown in Illustration Five.

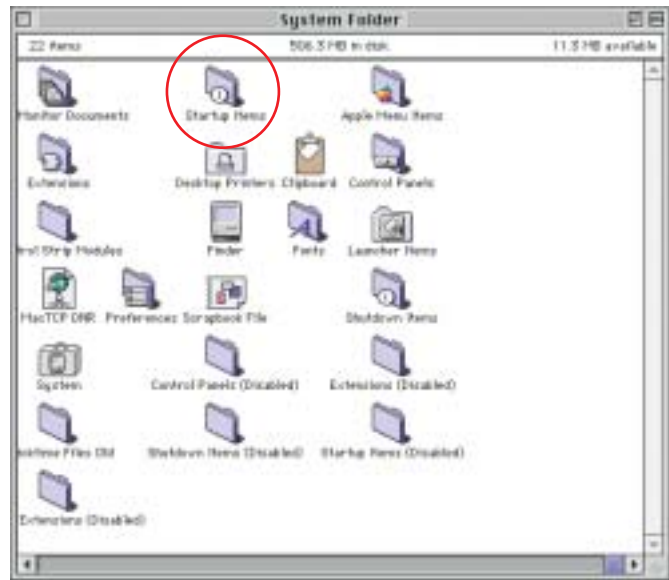
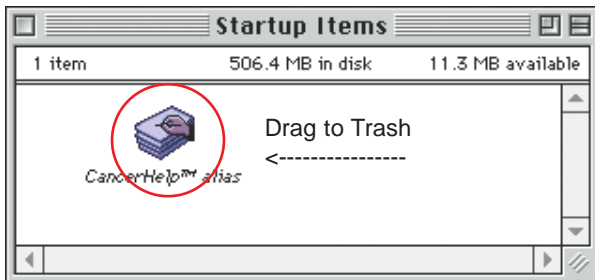


Illustration Five

6.) Once this window is open you will want to find the Startup Items folder. If you do not see it as shown in Illustration five, type the letter s on the keyboard and that should take to it. Once it is opened you will see a window that contains the CancerHelp Alias. Select it with the mouse and drag it to the trash.



7.) Close all open windows by pressing the Option, Command & W keys on the keyboard. Once the windows have closed, you should be back at the desktop. Go to the Menu bar at the top of the screen, select Special and Empty Trash.

8.) At this point you will need to restart your computer and perform the CancerHelp Monthly Update as you normally do. Refer to the instructions printed on the inside of the CD Case. If you have any further questions or need assistance please feel free to call the CancerHelp Institute @ 847-256-3093.