



## Problems with the AskAway Chat Widget?

There's a new and improved chat widget for connecting with an AskAway librarian from the UFV Library's web pages. **This is what it should look like (image on left)**. If you're not seeing the **green bar** at the top, you may need to **clear your browser's cache**. Look for instructions at WikiHow:

<http://www.wikihow.com/Clear-Your-Browser%27s-Cache>

## Why the new widget?

This widget works better with **mobile devices**, such as your smart phone. It also allows you to open the chat in a new, resizable window. Give it a try!