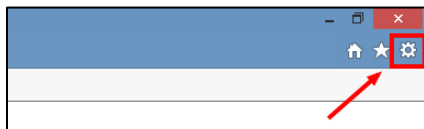


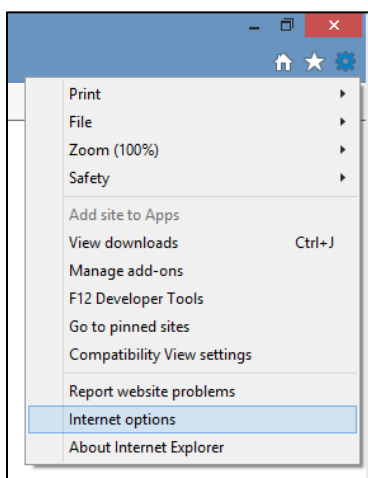
If you experience a “Unable to Connect Securely” error message when trying to open the myChart application, you are using an older version of your internet browser and a setting change is required. Follow the steps below to make this setting change based on the internet browser you are using.

Internet Explorer

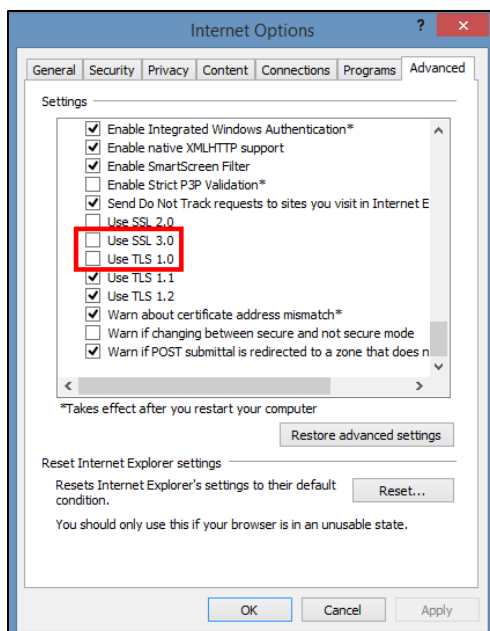
1. Open Internet Explorer, and left-click the gear icon in the upper-right corner.



2. Select “Internet options” from the dropdown menu.

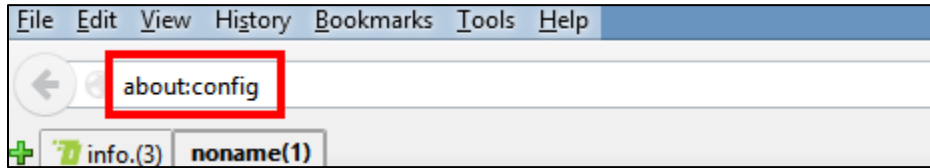


3. Click the “Advanced” tab, scroll down and deselect “SSL 3.0” and “TLS 1.0”. Click “OK” to accept your changes, which should take effect immediately. You may need to refresh your browser.

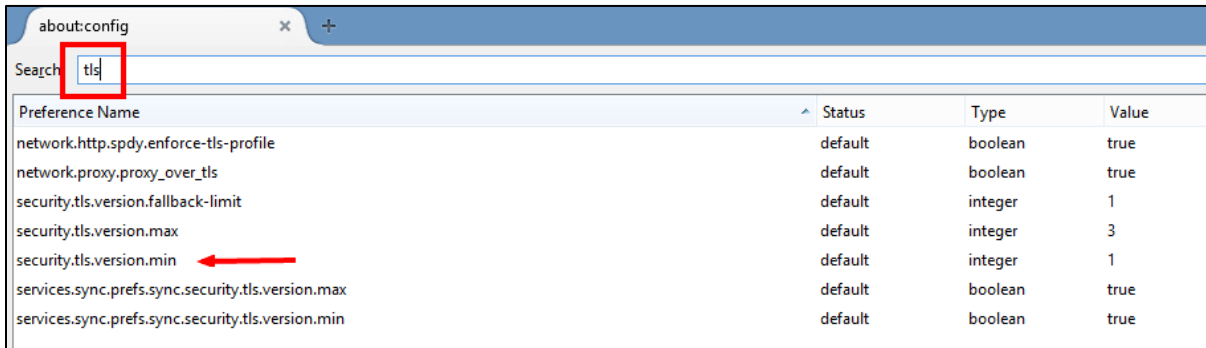


Firefox

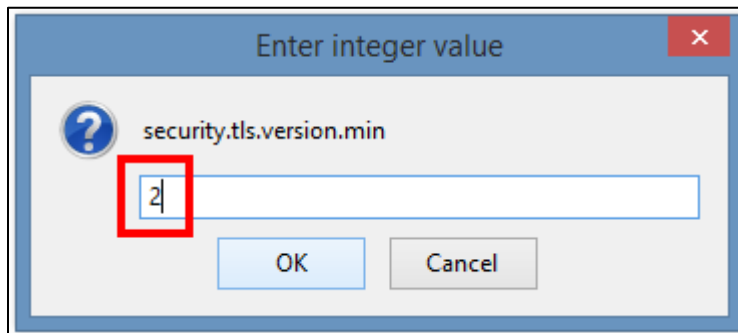
1. Open Firefox and in the address bar, type “about:config”. Then, hit enter.



2. In the “Search” field, enter “tls”. Find and double-click the entry for “security.tls.version.min”.



3. Set the integer value to “2”. Then, click “Ok”.



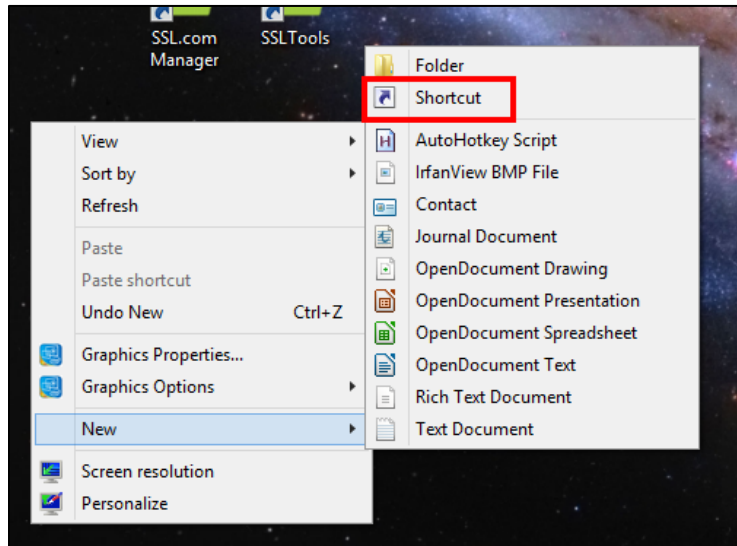
4. This configuration will now show the new value and will take effect immediately (don't forget to clear your cache).

security.tls.version.fallback-limit	default	integer	1
security.tls.version.max	default	integer	3
security.tls.version.min	user set	integer	2
services.sync.prefs.sync.security.tls.version.max	default	boolean	true
services.sync.prefs.sync.security.tls.version.min	default	boolean	true

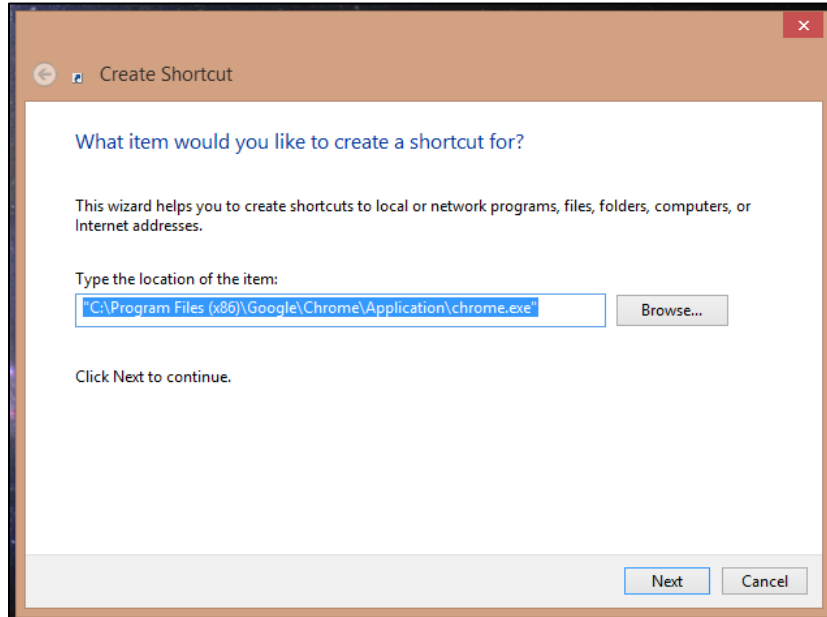
Chrome

To create a secure shortcut:

1. Right-click on your desktop and select “New”, then “Shortcut”.

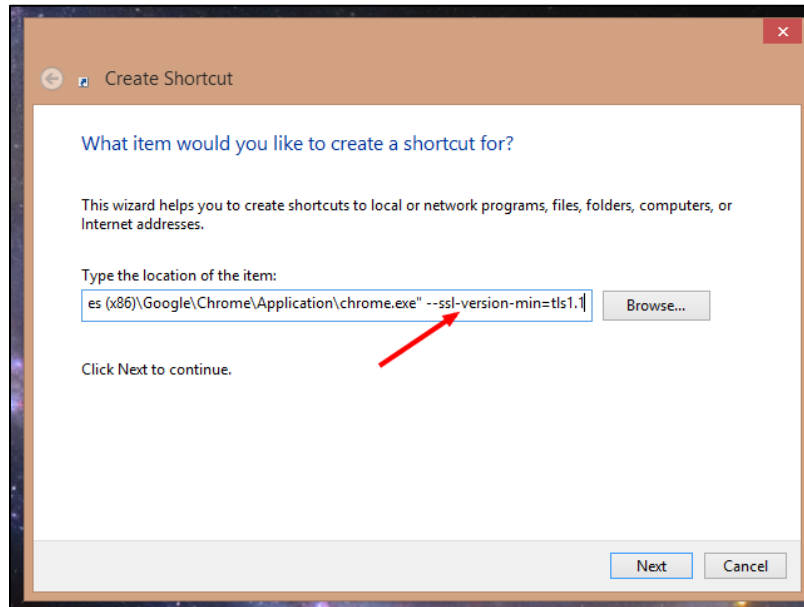


2. In the “Create Shortcut” panel, browse to the location of your Chrome installation and select the Chrome icon – the default location is: **“C:\Program Files (x86)\Google\Chrome\Application\chrome.exe”**



3. Add the following, called a command line switch, `--ssl-version-min=tls1.1` after the item location, so it looks like this: **“C:\Program Files (x86)\Google\Chrome\Application\chrome.exe” `--ssl-version-min=tls1.1`**

Make sure and separate the switch from the location with a space.



4. Name the shortcut (it is suggested giving the shortcut a unique name which will remind you that this shortcut is secure). Then, click “Finish”.

