

To help assure privacy and security when using the FedConnect system, FedConnect uses, in conjunction with other security measures, a protocol called *Transport Layer Security (TLS)*. In order to access the FedConnect website, this setting will need to be turned on in your web browser. If you are having any problems accessing FedConnect, please follow the instructions below, to assure your browser settings are correct.

**Internet Explorer Users:**

1. Open your Internet browser.
2. At the top of the page, go to the Tools menu by clicking on the word "Tools"
3. Go to "Internet Options" at the bottom of the drop down window
4. Click on the "Advanced" tab at the far right.
5. Scroll down to the bottom of the window
6. Put a checkmark in the TLS 1.0 check box by clicking on it.
7. Click on Apply, and then OK.
8. Close the browser window, and then re-open it.
9. Access FedConnect again.

**Firefox Users:**

1. Open your Internet browser
2. At the top of the page, go to the Tools menu by clicking on the word "Tools"
3. Go to the "Options" menu, second from the bottom of the drop down menu.
4. Click on the "Advanced" Icon to the far right
5. Under the heading "Protocols" put a check mark in the box labeled "use TLS 1.0"
6. Click Okay, close your browser, and then re-open it
7. Access FedConnect again.

If you have any questions or need additional information, please feel free to email us at [support@fedconnect.net](mailto:support@fedconnect.net).