

Troubleshooting for Client Portal

Browser Requirements:

Safari:

- Version 7 or greater
- Security Certificate TLS 1.1 + TLS 1.2 are required in order to use

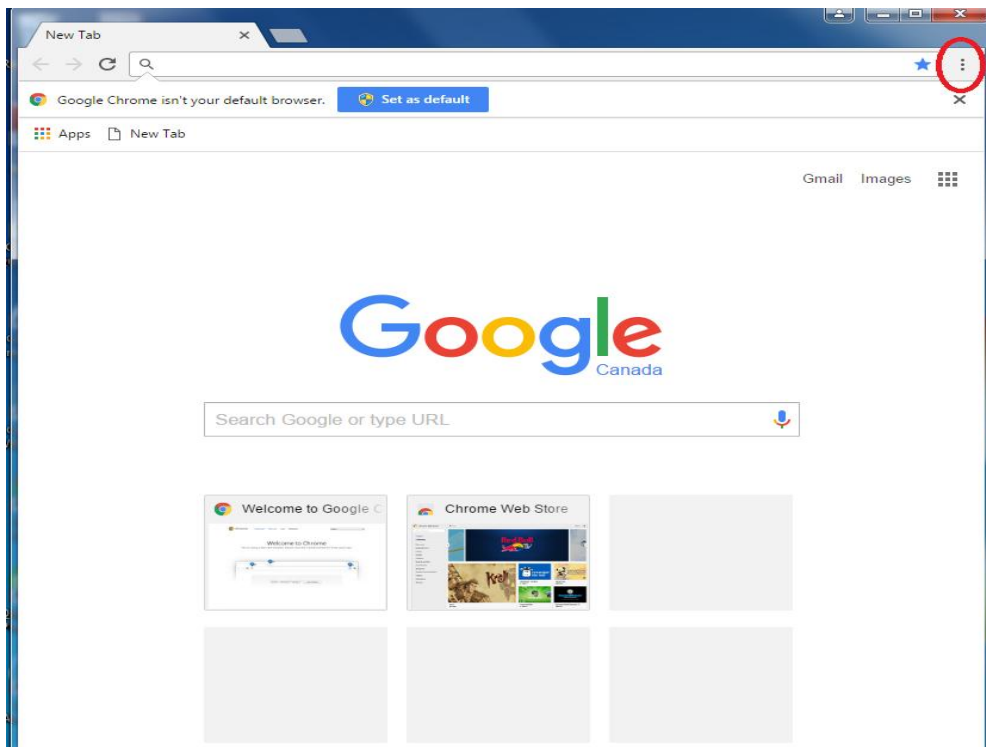
Mac users may be limited in the version of Safari that can be used due to the operating system installed. In the event that Safari does not allow you to access the portal, you will need to switch to Chrome. There is a Chrome browser available for Macs.

Chrome:

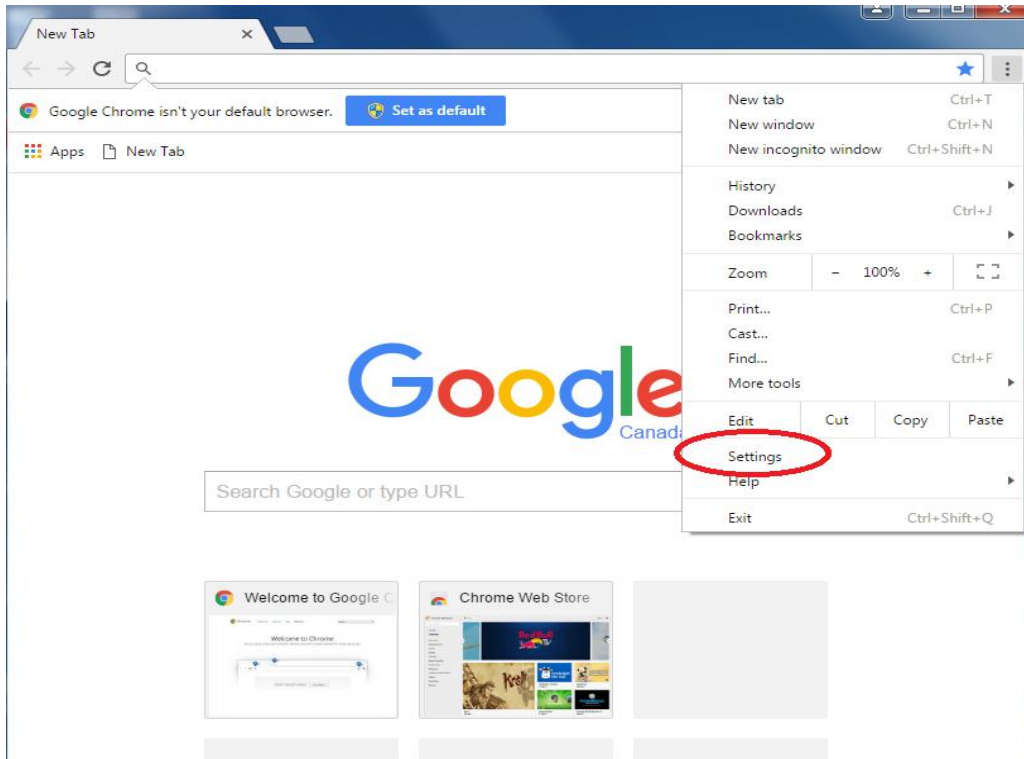
In order for Chrome to allow access to the portal TLS 1.2 security certificate must be enabled. In order to enable this security setting, please follow the steps below.

Changing Certificate Settings for Portal Access

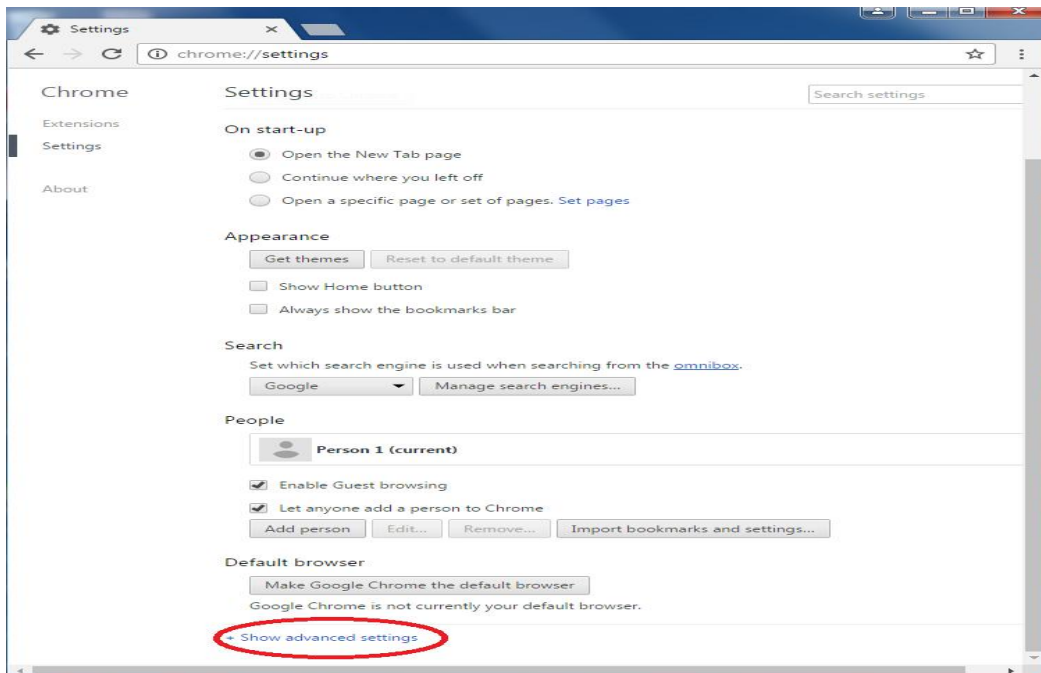
1. Open Chrome
2. Click on three vertical dots in top right hand corner (See below);



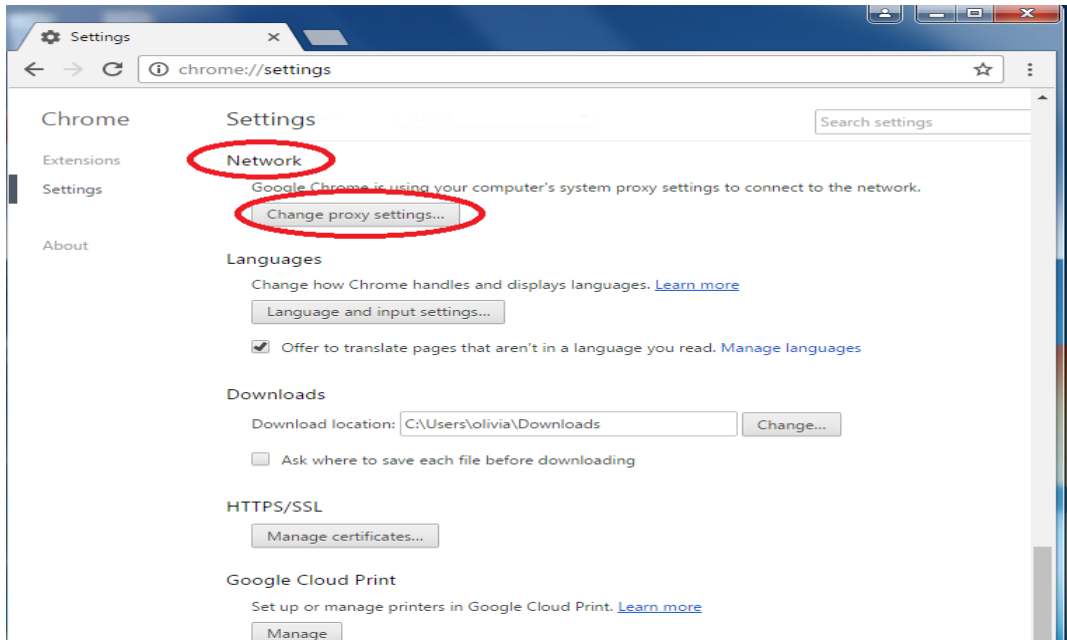
3. Click on settings (see below);



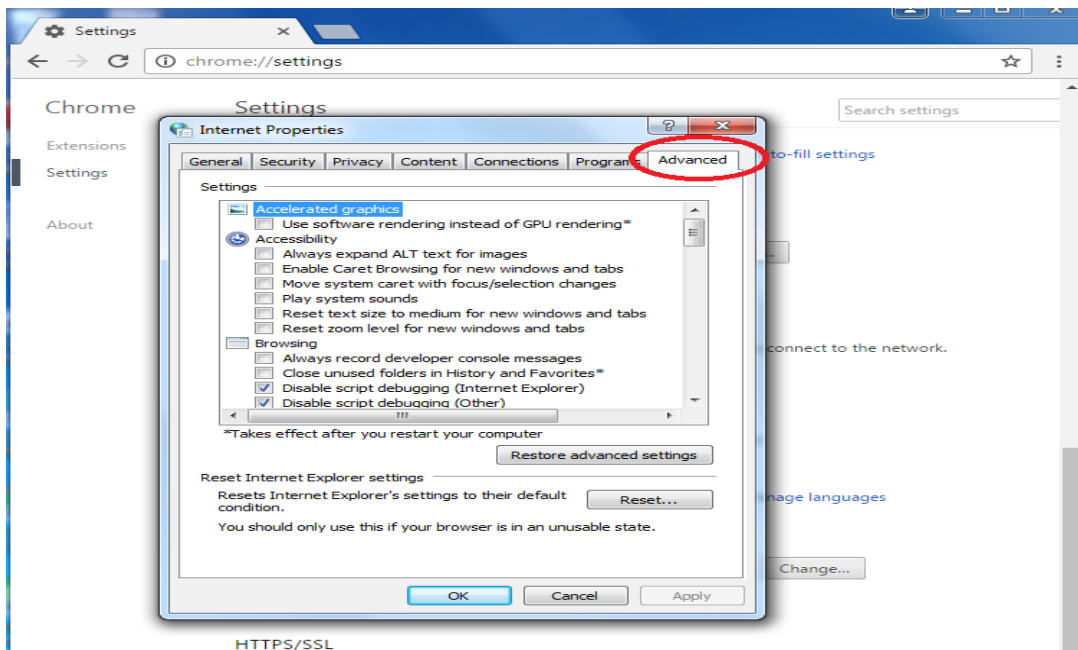
4. Click on advanced settings (see below);



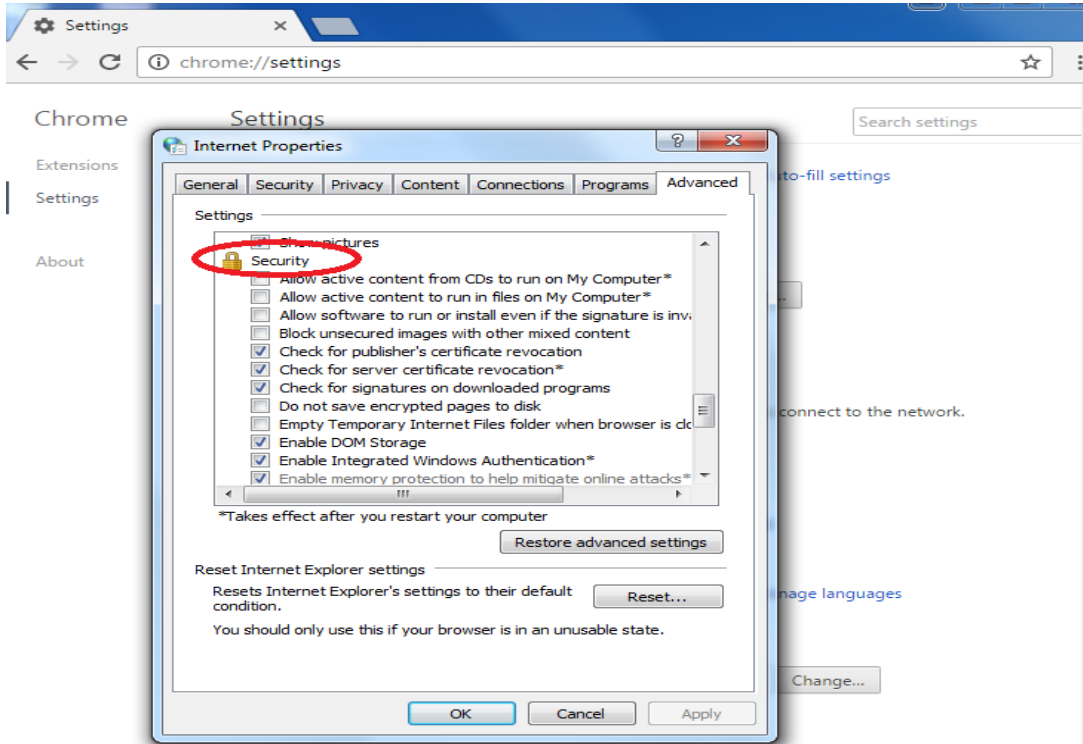
5. Scroll down to network, click on change proxy settings (see below);]



6. Click on Advanced tab in top right corner (See below);



7. Scroll down to security



8. Select TLS 1.2

