Check Internet Browser Settings to Protect Yourself and Continue Access to Alfa Alliance Web Sites – Security Upgrade

AAIC is implementing mandatory Transport Layer Security (TLS) 1.1 and 1.2 on Alfa Alliance web sites since prior versions are insecure. If you do not have TLS or 1.2 enabled in your browser (see instructions below), you will not be able to access Alfa Alliance payment web sites after October 1, 2016. Updating your computer or browser will provide better protection whenever you use the Internet on any secure site.

TLS is a security protocol that enables secure private communication between a User's Browser and Web Servers. When the browser and server communicate, TLS ensures that no one can eavesdrop or tamper with any of the communication.

To ensure you have the best protection and can access Alfa Alliance web sites, configure Internet Explorer, Firefox, Chrome, Safari, or Opera to support TLS 1.1 and 1.2 by following the steps below. If you are using a web browser other than those listed here, consult the 'Help' for your web browser to enable TLS 1.1 and 1.2.

FAQs and Troubleshooting Tips are contained at the end of this document.

Internet Explorer 9 and above (automatic in IE 11 and Edge)

To enable TLS 1.1 and 1.2 in Internet Explorer, perform the following steps:

1. Open Internet Explorer.
2. Click the **Tools** drop down menu on the toolbar, or the 'Gear'.
3. Select **Internet Options** to open the Internet Options dialog window.
4. Click the **Advanced** tab at the top of the **Internet Options** dialog window.
5. Scroll down to the header labeled "**Security**".
6. In the **security** section, scroll down and check the box next to "**Use TLS 1.2**" and "**Use TLS 1.1**" to add both.
7. **(optional)** You may **deselect "Use TLS 1.0"** if your other financial/secure sites do not require it.
8. Click both the **Apply** and **OK** button at the bottom of the dialog window to confirm the change.
9. Press the "**F5**" key to refresh your browser.

Mozilla Firefox (Two options)

A. To enable TLS 1.1 and 1.2 in **newer** versions of Firefox, perform the following steps:
   1. Open FireFox
   2. Type in "**about:config**" in the URL bar and press **Enter**
   3. Scroll down to "**security.tls.version.max**", press **Enter,** and **set the value to "3"** (TLS 1.2)
   4. Scroll down to "**security.tls.version.min**", press **Enter**, and **set the value to "2"** (TLS 1.1).
   5. **(optional)** You may want to select a **minimum value of "1"** (TLS 1.0) in the prior step if you require TLS 1.0 for other sites.

B. Click "**OK**".To enable TLS 1.1 and 1.2 in **older** versions of Firefox, perform the following steps:
   1. Open the browser.
   2. Click the **Tools** drop down menu
   3. Select **Options** to open the Options dialog window.
   4. Click the **Advanced** icon at the top of the **Options** dialog window.
   5. Click the **Encryption** tab in the area of the window below the icons.
   6. Check the box next to "**Use TLS 1.2**" and "**Use TLS 1.1"** under **Protocols** to add them.

7. **(optional)** You may **deselect "Use TLS 1.0"** if your other financial/secure sites do not require it.
8. Click the **OK** button at the bottom of the dialog window to confirm the change.

Google Chrome:

To enable TLS 1.1 and 1.2 in Chrome, perform the following steps:

1. Open Google Chrome
2. Click **Alt F** and select "**Settings**".
3. Scroll down and select "**Show advanced settings**..."
4. Scroll down to the **Network** section and click on "**Change proxy settings**..."
5. Select the "**Advanced**" tab.
6. Scroll down to the "**Security**" section.
7. Locate and check "**Use TLS 1.2**" and "**Use TLS 1.1**" to add them.
8. **(optional)** You may **deselect "Use TLS 1.0"** if your other financial/secure sites do not require it.
9. Click the "**OK**" button.

Safari:

To enable TLS 1.1 and 1.2 in Safari, perform the following steps:

1. There are no options for enabling SSL or TLS protocols. If you are using Safari version 7 or greater, TLS 1.1 and 1.2 are **automatically** enabled.

Opera:

To enable TLS 1.1 and 1.2 in Opera, perform the following steps:

1. Open Opera
2. Click **Ctrl+F12**
3. Click on "**Security**"
4. Click on "**Security Protocols**...".
5. Locate and check "**Use TLS 1.2**" and "**Use TLS 1.1**" to add them.
6. **(optional)** You may **deselect "Use TLS 1.0"** if your other financial/secure sites do not require it.
7. Click the "**OK**" button.
8. Click the "**OK**" button.
9.

Frequently Asked Questions & Instructions for Enabling

1. **What exactly changed and how did that affect our users from connecting to Alfa Alliance web sites?**

   In an effort to provide the highest level of security and because prior versions of SSL & TLS have been compromised, as of October 1, 2016, Alfa Alliance web sites no longer support devices with versions older than TLS 1.1. Any device that is not using TLS 1.1 or higher will not be able to connect to Alfa Alliance web sites. Today, all recent versions of the major internet browsers provide the option to use TLS 1.1 and 1.2.

2. **Exactly what browsers/versions will provide the option for TLS 1.1 and 1.2?**

Browser	Versions
Internet Explorer	9 or higher
Chrome	41 or higher
Firefox	36 or higher
Opera	27 or higher
Safari	7 or higher; 5 or higher on Windows, iOS 9

3. **Are there older versions of operating systems/ browser combinations that will not support TLS 1.1 and 1.2?**

   Yes. **Windows XP** and **Windows Vista** are only capable of upgrading up to Internet Explorer version 8. Therefore, users of these operating systems using Internet Explore as their browser **will not** be able to connect to Alfa Alliance web sites as of October 1, 2016. However, you have the option of loading the latest version of another browser such as **Firefox or Chrome**. Please note that Chrome ended new updates for Windows XP as of April 2015.

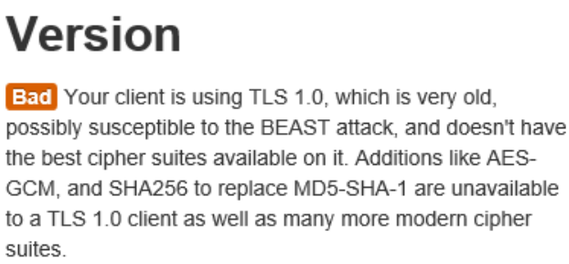
Troubleshooting

The following steps will aid in determining the issue you may have with connecting to Alfa Alliance web sites as it relates to this change:

a) Check if TLS 1.1 and 1.2 have been enabled in your browser settings. Please see the instructions at the top of this document.

b) If these options are enabled and you still cannot connect, go to https://www.howsmyssl.com and check the Version section on this page.

c) If you see verbiage similar to what is below and you verified that you have enabled the TLS 1.1 and 1.2 option in the previous step, this could be an indication of an issue with your machine such as a virus or malware. You will need to troubleshoot the issue that is not allowing your machine to accept the TLS 1.1 and 1.2 changes.



Until the "Version" listed when visiting https://www.howsmyssl.com reports "Good" (TLS 1.2 – Figure 1.1 below) or "Improvable" (TLS 1.1 – Figure 1.2 below) you will be unable to connect to Alfa Alliance web sites.

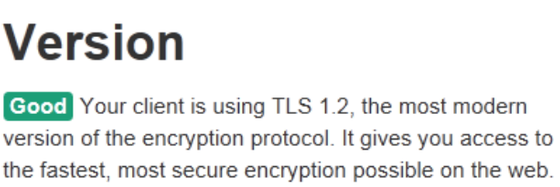


Figure 1.1 – Using TLS 1.2

Note: If you are running TLS 1.1 and not 1.2 due to your institution's limitations, please note that

instead of “Good” you will receive an “Improvable”. Although this is not as secure as TLS 1.2, you can still connect to Alfa Alliance web sites with TLS 1.1 even after September 30, 2016.

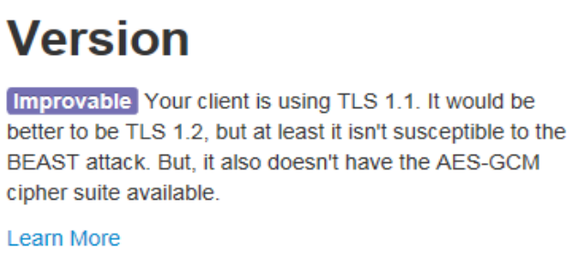


Figure 1.2 – Using TLS 1.1, but not TLS 1.2

Other Suggestions for Troubleshooting:

1. Upgrade older computers to a new one!
2. Check if you have current antivirus and/or malware protection.
    a. If “yes” then verify the definitions are current and to run a scan. After any issues have been corrected, try https://www.howsmyssl.com” to verify if the version now shows “Good” or “Improvable”, if it does then try to log in Alfa Alliance web sites again.
    b. If “no” consider evaluating some of the programs available, some of which are free. Once current virus/malware scans have run and any issues have been corrected, try the site https://www.howsmyssl.com to verify if the version now shows “Good” or “Improvable”, if it does then try to log in Alfa Alliance web sites.

3. You also may want to seek local computer repair, if necessary, to determine what is not permitting your computer to report “Good” or “Improvable” even though the TLS 1.1 and 1.2 options are enabled.