

## System Security: Information on Updating Your Browser

On Monday, June 18, Harvard Pilgrim Health Care is implementing a stronger browser security protocol for *HPHConnect*. We are disabling TLS 1.0 and have informed users to update their browser before June 18 to ensure that it is compatible with the new system. Failure to make this upgrade will prevent you from being able to access to the *HPHConnect* provider portal. The following information can assist you in identifying which browsers are compatible with the new security protocol and provide you with assistance in updating your browser. If you are supported by an IT department, please contact them for assistance.

### Compatible Browsers

The following browsers are compatible with TLS 1.1. Please update your browser to ensure that you will continue to have access to this portal.

Browser	Version	Links to Browser Updates
Google Chrome	22 and future versions	<a href="#">Check for Updates</a>
Mozilla Firefox	27 and future versions	<a href="#">Check for updates</a>
Internet Explorer	11 and future versions	<a href="#">Check for updates</a>
Apple Safari	7 and future versions	<a href="#">Check for updates</a>

### Additional Options for Internet Explorer

If you are using Internet Explorer (IE) version 8, 9 or 10, you can turn on TLS 1.1 and TLS 1.2 by following these steps:

1. Open **Internet Explorer**.
2. Click the **Tools icon** (gear symbol) in the upper right hand corner of the browser and click **Internet Options**.
3. In the **Internet Options** window, select the **Advanced** tab.
4. In the **Advanced** tab, under **Settings**, scroll down to the **Security** section.
5. In the Security section, check **Use TLS 1.1** and **Use TLS 1.2**.
6. Click **Apply**, then click **OK**.
7. Close all IE windows and then reopen IE for the setting to take effect.



