



PC Side Instructions

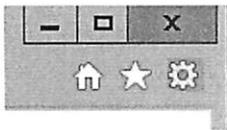
The newest versions of Google Chrome, Mozilla Firefox, Internet Explorer, Microsoft Edge and Apple Safari support TLS 1.1 and TLS 1.2 by default. Older versions of browsers, however, may need to have TLS 1.1 and TLS 1.2 enabled. If they are not enabled, users will not be able to make payments via **Utilit-e Online**. This applies to both customers and utility staff. For utility staff this is specifically, referencing using the browser on the individual's PC not the browser from within the remote desktop (RDP) session.

Following are instructions for the various browsers to check and/or change these settings as needed.

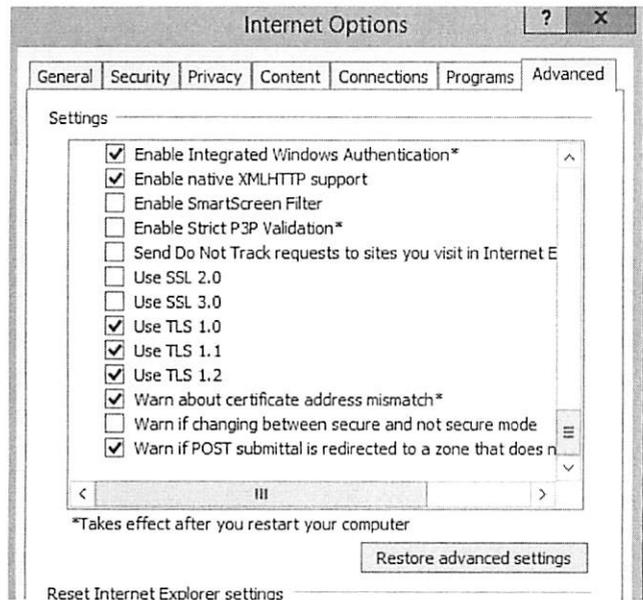
Internet Explorer

If you are using Internet Explorer version 10 or older. Follow these steps to enable TLS 1.1 and TLS 1.2:

Click the Settings Gear in the top right corner



Click Advanced and click the check boxes for TLS 1.1 and TLS 1.2

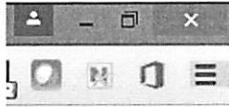


Click OK and restart Internet Explorer



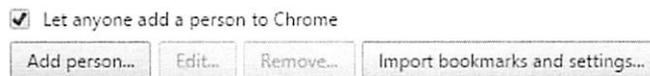
Google Chrome

If you are using Google Chrome. Follow these steps to enable TLS 1.1 and TLS 1.2:
Click the menu bar in the top right corner



Choose Settings from the menu

Click Show advanced settings.... At the bottom of the page



Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

Scroll down to the Network section and click Change proxy settings...

Network

Google Chrome is using your computer's system proxy settings to connect to the network.

[Change proxy settings...](#)

Languages

Click on the Advanced tab, scroll all the way down and make sure that TLS 1.1 and TLS 1.2 are checked

