Effective December 19, 2015, the following changes will need to be made to your operating system/browser, depending on which one you use, in order to connect to WebAdvisor. Please see below for the instructions that apply to you.

Windows XP/Vista

If you are using either of these operating systems, our initial recommendation is that you upgrade to Windows 7, 8, or 10 as Windows XP/Vista is no longer being supported by Microsoft. However, if you are unable to upgrade at this time, the ONLY browser that will be able to connect to WebAdvisor is Firefox, and it must be up-to-date. To check Firefox to see if it is up-to-date, follow these instructions:

1. Click the menu button ☰ , click help ❓ and select About Firefox.

2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.

3. When the updates are ready to be installed, click Restart Firefox to Update.

<u>**Windows 7, 8, or 10**</u>

You will be able to connect to WebAdvisor with the following browsers, as long as TLS 1.2 has been enabled. The instructions to enable TLS 1.2 are included:

Internet Explorer 10 or 11

Click on the gear symbol in the upper right-hand corner of the browser and click on Internet Options. When the Internet Options window opens, click on the last tab on the right titled "Advanced." The option for TLS 1.2 is at the bottom under Security. If TLS 1.2 is checked, you don't have to do anything. If it is not checked, make sure you check it, click Apply, and then Click OK. You will have to restart your browser.
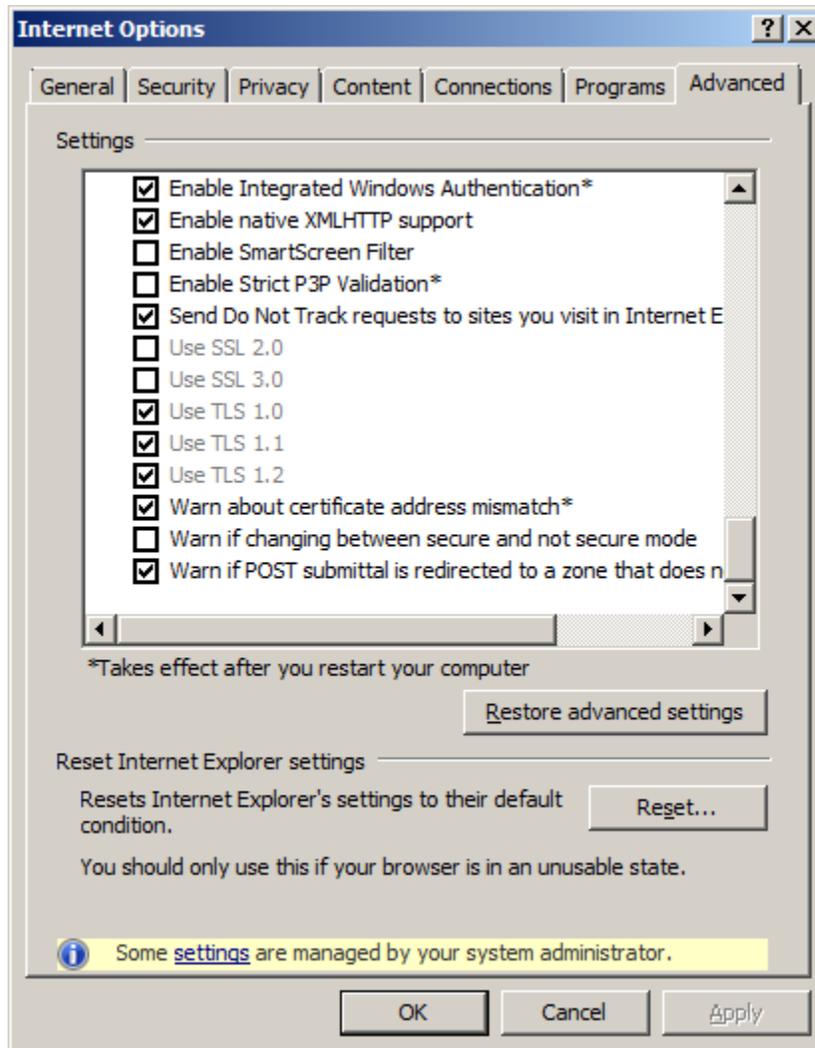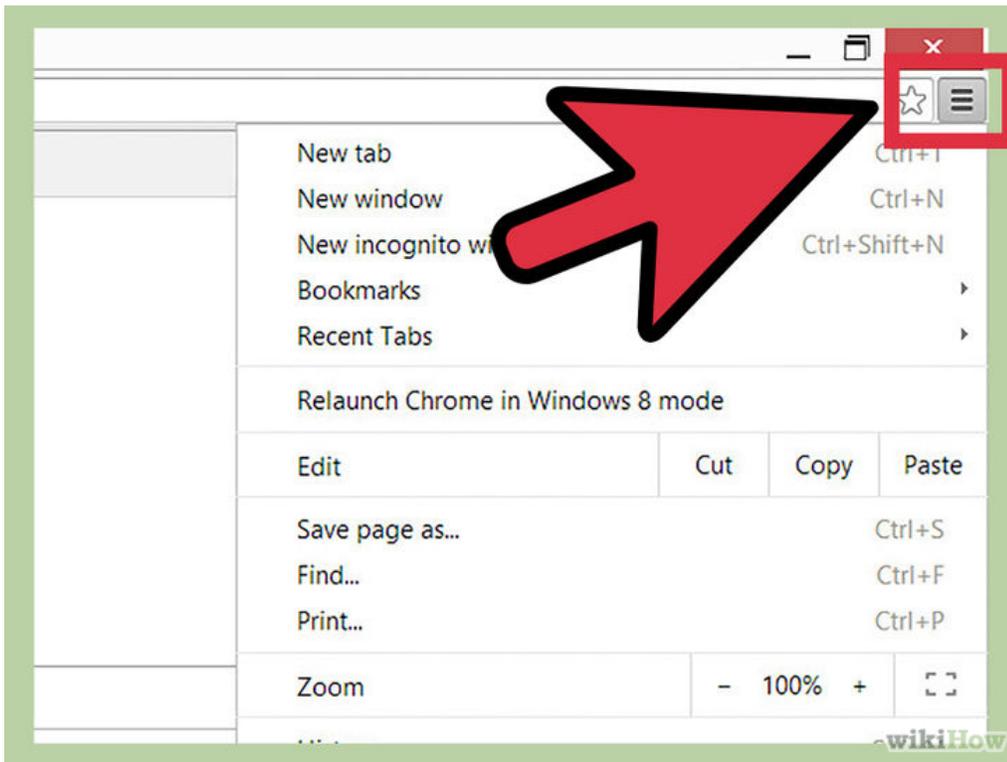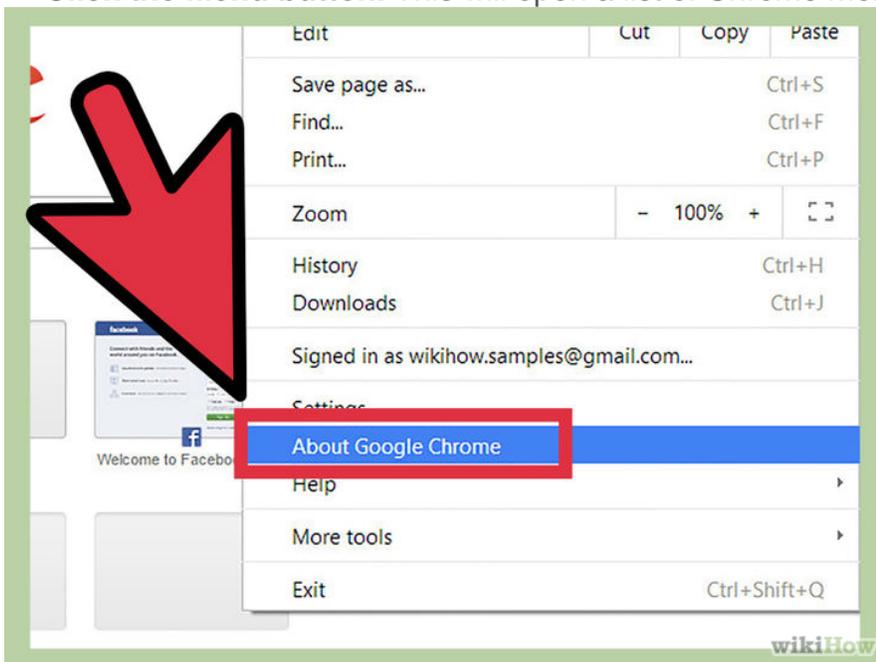

Chrome

Chrome is updated automatically and should already have TLS 1.2 enabled. If you are unable to connect to WebAdvisor using Chrome, follow these instructions to update Chrome:

Look at the Menu (≡) button. This is located in the upper-right corner of the Chrome window. If the bars are green, orange, or red, then an update is available.

Click the Menu button. This will open a list of Chrome menu options.

New tab   Ctrl+T
New window   Ctrl+N
New incognito wi...   Ctrl+Shift+N
Bookmarks
Recent Tabs

Relaunch Chrome in Windows 8 mode

Edit | Cut | Copy | Paste

Save page as...   Ctrl+S
Find...   Ctrl+F
Print...   Ctrl+P

Zoom   − 100% +

Edit | Cut | Copy | Paste

Save page as...   Ctrl+S
Find...   Ctrl+F
Print...   Ctrl+P

Zoom   − 100% +

History   Ctrl+H
Downloads   Ctrl+J

Signed in as wikihow.samples@gmail.com...

Settings

About Google Chrome

Help   ▸

More tools   ▸

Exit   Ctrl+Shift+Q

Select *About Google Chrome*. This is located towards the bottom, between *Settings* and *Help*. A new tab will open in your Chrome window.

If you have a pending update that has been waiting for several days, you may see an "Update Google Chrome" option appear in this menu.
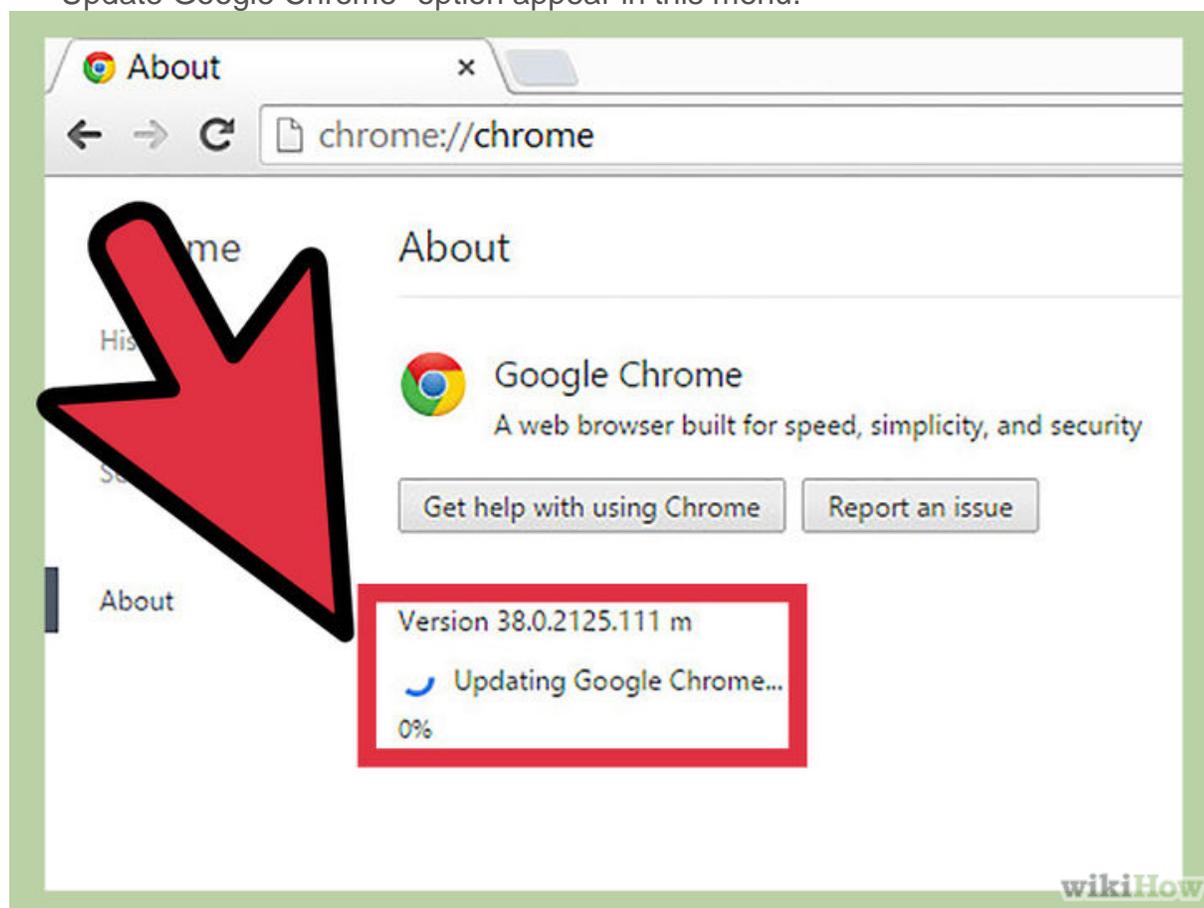
Wait for the update to install. Opening this page will automatically attempt to update Chrome. After the update is finished installing, click the Relaunch button to restart Chrome as the new version.

Firefox

Firefox is also updated automatically and should already have TLS 1.2 enabled. If you are unable to connect to WebAdvisor using Firefox, you will need to check to make sure it is up-to-date. To do this, following these instructions:

1. Click the menu button ☰ , click help ❓ and select About Firefox.

2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.

3. When the updates are ready to be installed, click Restart Firefox to Update.

Mac Users

If you are unable to connect to WebAdvisor, you will need to upgrade your OS and Safari.