

## Are you having trouble getting to the website?

### If you are using Internet Explorer see the instructions below:

If you are using Internet Explorer and you get error message “The page cannot be displayed” or “Internet Explorer cannot display the webpage” then you may need to change a simple option in your web browser to enable the TLS 1.0 Cipher.

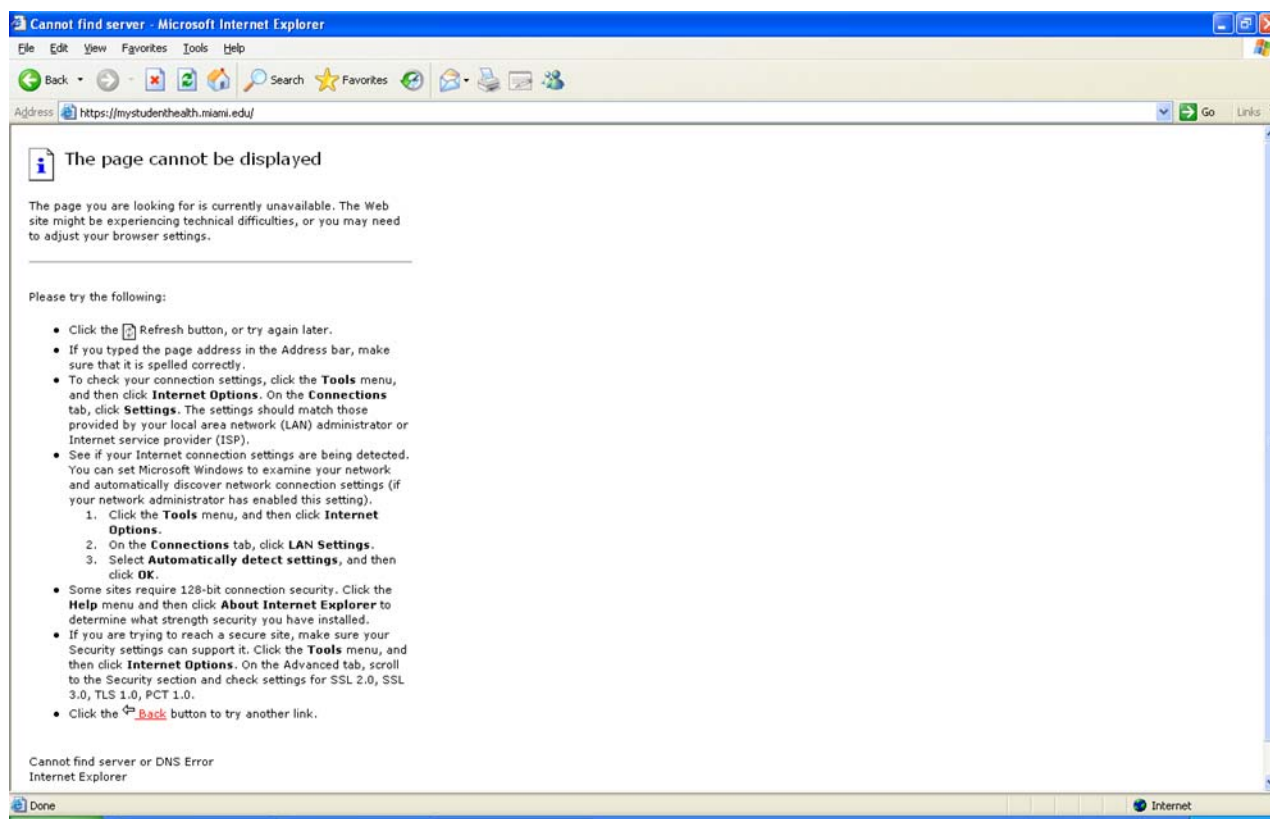
### To enable the TLS 1.0 Cipher in Internet Explorer:

- In Internet Explorer, go to the Tools menu, then click Internet Options (see figure A below)
- Click on the tab called Advanced (see figure B below)
- On the Advance tab, scroll down to the bottom in the security section, and ensure a check is placed in the box next to ‘Use TLS 1.0’

If there is not a check in this box please check the box next to ‘Use TLS 1.0’ and then click the OK button at the bottom right (see figure C below)

- This should now allow you to be able to access the website by clicking the Refresh button (or press F5)

### Internet Explorer 6 Error:



# Internet Explorer 7 or higher Error:

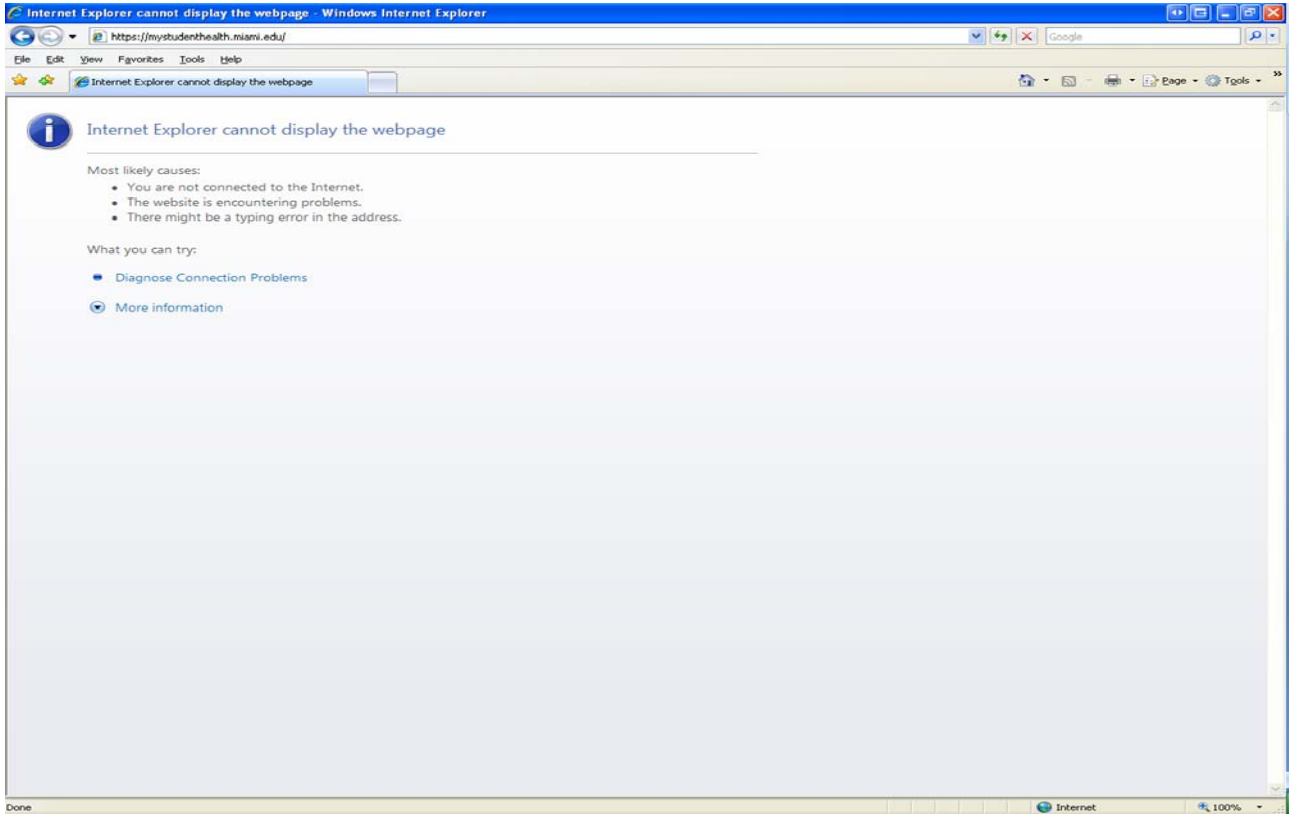


Figure A

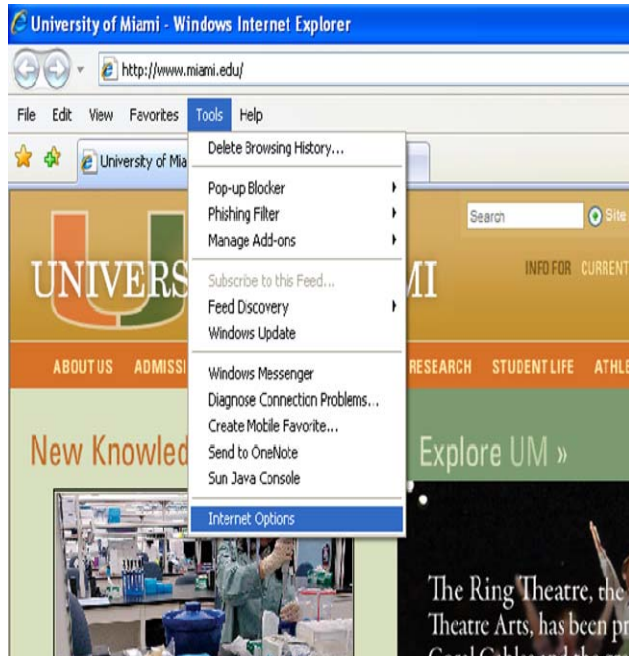


Figure B

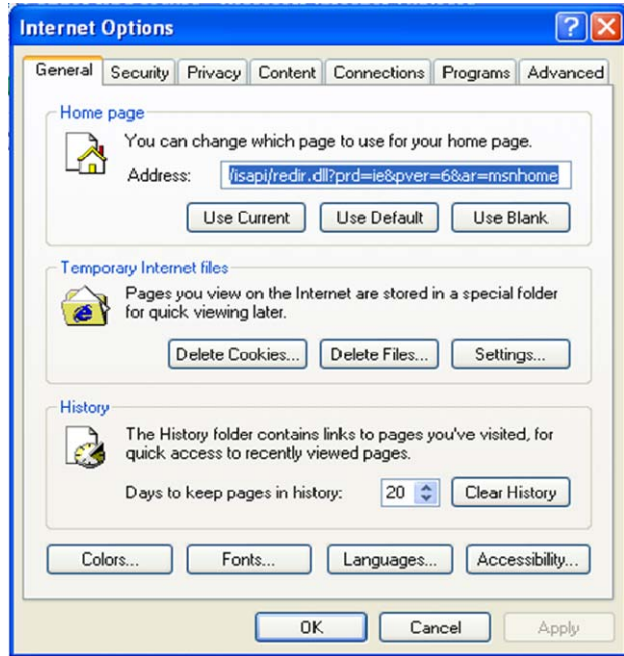
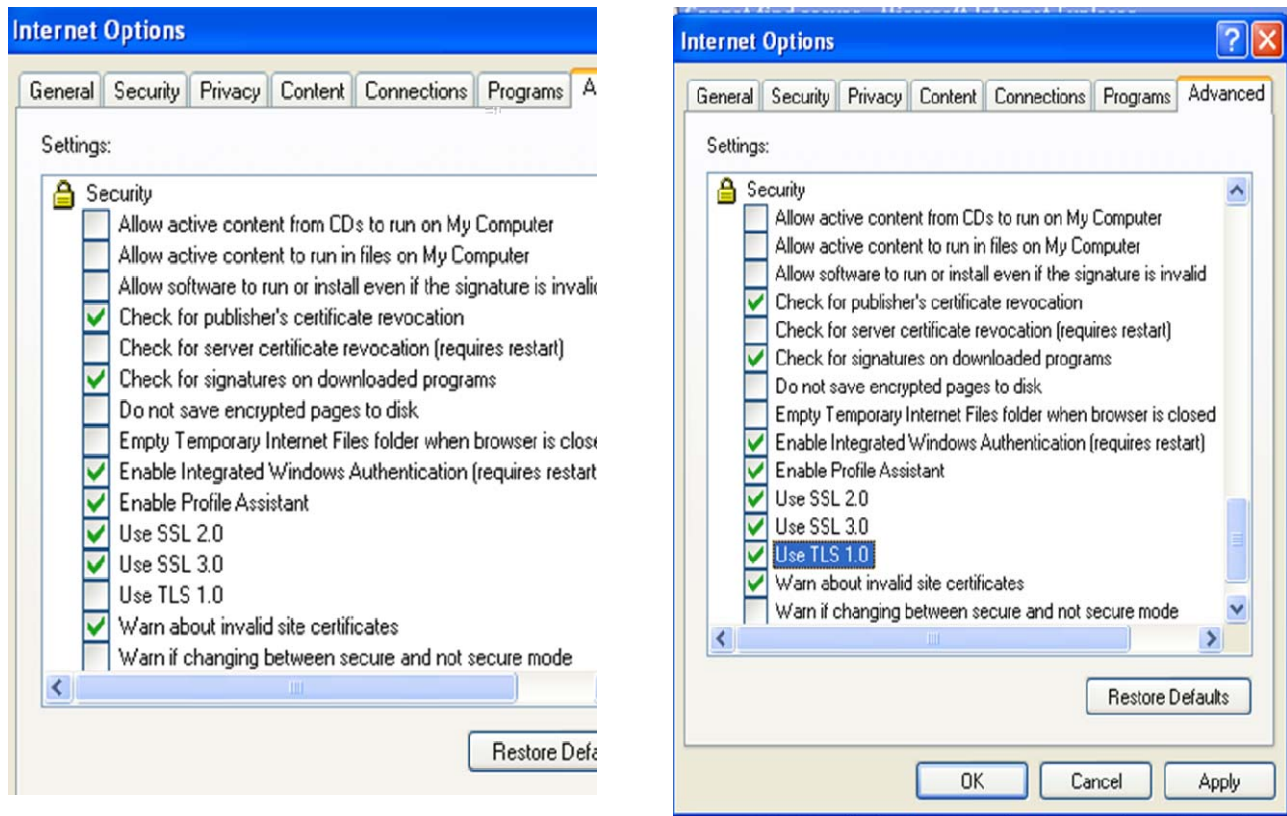


Figure C



If you are still experiencing technical problems getting to the website please contact the Help Desk at [telecomhelpdesk@miami.edu](mailto:telecomhelpdesk@miami.edu) or (305) 284-6565.