

When your computer seems to stall and not be able to go the Department's Web sites please follow the instructions below.

Open a new internet browser window

- 1) In the Menu Bar click on TOOLS.
- 2) Click INTERNET OPTIONS
- 3) Click ADVANCED TAB
- 4) Use the scroll bar and scroll down until you see the Security section  
Please make sure that the following boxes are checked:  
USE SSL 2.0  
USE SSL 3.0  
**Do not uncheck anything**
- 5) Save and close the internet options window
- 6) It works best if you now close your browser and reopen it.

If your operating system is Windows XP you will see the following screens.



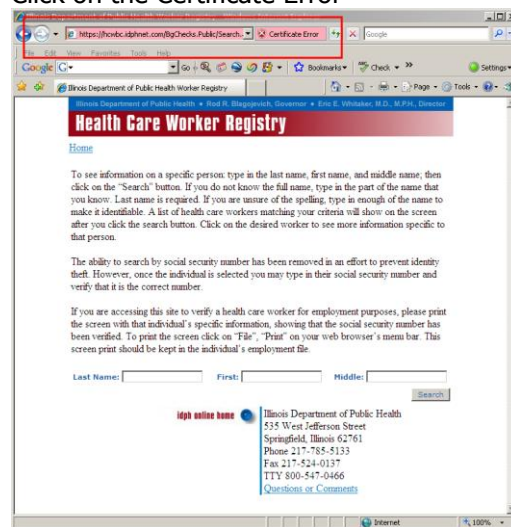
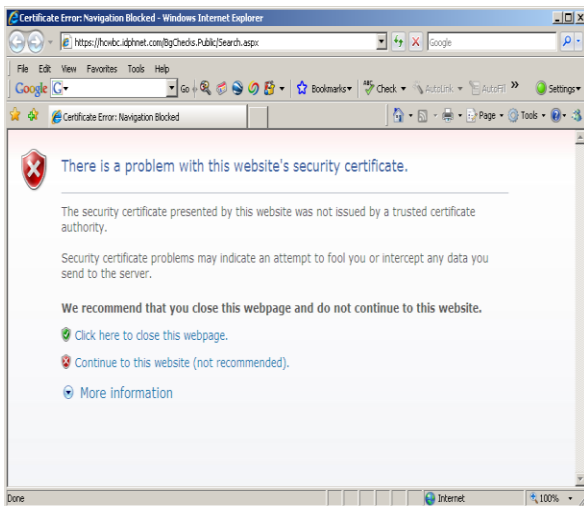
## Security Certificate Installation Procedures

---

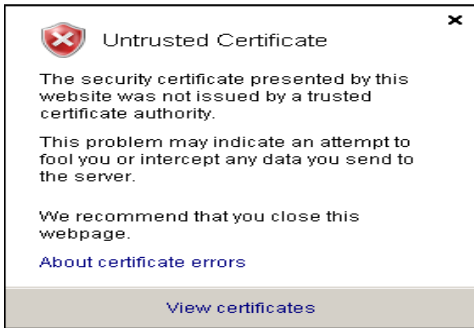
Before a user can register or login to the IDPH Web Portal the user must first establish a trust relationship with the IDPH portal. This is accomplished by responding to the Security Alert that appears upon accessing the site. On a PC that does not have a valid security certificate installed, the user will be prompted with an alert message every time they attempt to access the site. To permanently clear this alert on a specific PC, the user must view and install the certificate. If the user does not install the certificate, the alert will continue to appear until the certificate is installed. The installation is a two step process, step one on the General Tab and step two on the Certification Path Tab of the certificate dialog box.

Part One, to install the certificate from the General Tab:

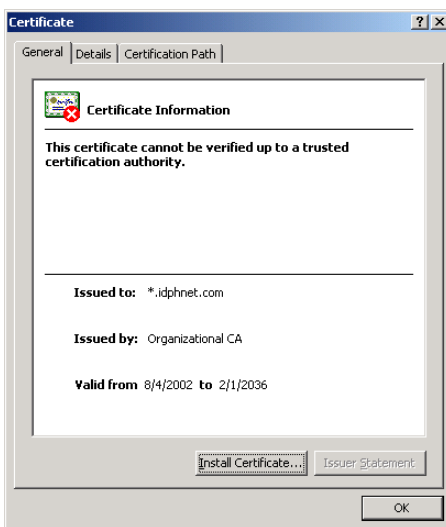
1. Click on the View Certificate button:  
Click on Continue to this Website (not recommended)
2. In the pink area at the top:  
Click on the Certificate Error



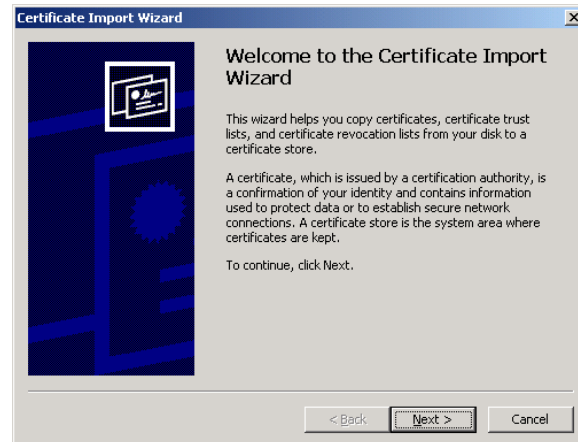
### 3. Click on View Certificates



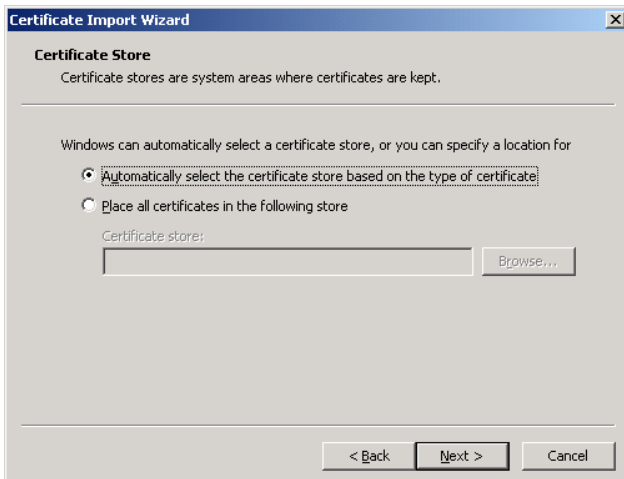
### 4. Click on the Install Certificate button



### 5. Click on Next



### 6. Select "Automatically Select Certificate Store Based on the Type of Certificate", then click on Next.



### 7. Click Finish to complete this process

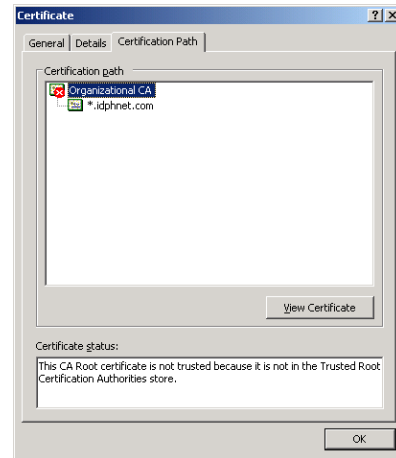


- Click, on OK to acknowledge the completion of Part one of this process.



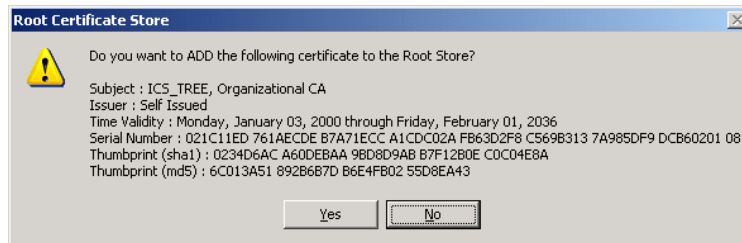
Part Two, to define certificate path from the Certificate Path Tab:

- Click on the Certificate Path Tab (last tab at the top)
- Click on the On Organizational CA located in the Certification Path Window,
- Click on the View Certificate button,



Steps from the first install will repeat, accept all defaults and answer yes to the following window.

- Click on the Yes button to add the certificate to the Root Store on your PC.



If your operating system is Vista, you will have to change step two by clicking on the second button in the Certificate Import Wizard window "Place all certificates in the following store". Click on browse and select your Root Store.

- Click OK to acknowledge the completion of Part two of this process. Click OK to close and end the process.

