



Your Interactive Health Record

Windows Internet Explorer
8 https://www.google.com

8 Google

Google - Windows Internet Explorer

Favorites

8 Google

8 https://www.google.com/

Tools

ols Help Delete Browsing History...

InPrivate Browsing

Windows Messenger Diagnose Connection Problems... OneNote Linked Notes Send to OneNote Internet Options

Favorites Tools Help

Edit

Favorites

- Favorites

File Edit View

~

Cleveland Clinic takes online security and your privacy very seriously. As a leader in healthcare information technology, every measure is being taken to protect your personal health information. In order to provide the highest level of secure encryption for the My**Chart** website, My**Chart** recently disabled old encryption methods, SSL 2.0 and SSL 3.0, converting to updated encryption methods TLS 1.0, TLS 1.1, and TLS 1.2.

All modern internet browsers utilize TLS 1.0; however, some My**Chart** users may need to make security changes within their browser settings in order to enable TLS 1.0 encryption. Once TLS 1.0, TLS 1.1, or TLS 1.2 encryption is enabled, users will be able to access the secure My**Chart** log-in page.

The following instructions detail how to enable TLS 1.0 on all major internet browsers:

## Windows Internet Explorer®

- 1. Open Internet Explorer (IE)
- 2. Click Tools in the top menu bar of IE browser
- 3. Click Internet Options
- Click the Advanced tab within the "Internet Options" window
- Scroll down within the "Security" section and select the Use TLS 1.0 checkbox
- Internet Options
   ?

   General
   Security
   Privacy
   Content
   Connections
   Programs
   Advanced

   Settings
   Image: Settings
- condition.

   You should only use this if your browser is in an unusable state.

   Image: Some settings are managed by your system administrator.

   OK
   Cancel

Warn if POST submittal is redirected to a zone that does n

6. Click the Apply button and then click Ok

e,

x 🗣

Ctrl+Shif

Ctrl+Shift

•

x



## **Mozilla Firefox®**

- 1. Open Firefox
- 2. Click Tools in the top menu bar of the Firefox browser

ど) Ga	🕹 Google - Mozilla Firefox							
Eile	Edit	⊻iew	Hi <u>s</u> tory	<u>B</u> ookr	narks	<u>T</u> ools	<u>H</u> elp	
<		- c	: ×	♠	8	http://v	www.google.com/	
🔎 М	lost Visi	ited 🗋	Getting S	itarted	🔊 L	atest He	adlines	

🕙 Google - Mozilla Firel	бох		
<u>File E</u> dit <u>V</u> iew Hi <u>s</u> to	ry <u>B</u> ookmarks	<u>T</u> ools	Help
Cord Cord	< 🏡 🖪	Web	<u>S</u> earch
		Dow	nloads
🔎 Most Visited 📋 Getti	ng Started <u></u> L	<u>A</u> dd	-ons
-			

🍕 Convert 🔹					Error <u>C</u> onsole Ctrl+		
8 Google					Page <u>I</u> nfo		
+You <b>Search</b> Images Maps		ΡI		Start <u>P</u> rivate Browsing Clear Recent <u>H</u> istory	Ctrl+Sh Ctrl+Sh		
						Options	



Options						
		页		QD		÷
General	Tabs	Content	Applications	Privacy	Security	Advanced
Genera	I Netwo	rk   Update	Encryption			

General Network Update Encryption						
Protocols           Image: Use SSL 3.0         Image: Use TLS 1.0						
Certificates						

C Select one automatically C Ask me every time						
View Certificates Rev	vocation Lists	Validation	Security Devices			
	ОК	Cancel	Help			

- 3. Click Options...
- 4. Click on the Advanced icon within the "Options" window
- 5. Click on the Encryption tab
- 6. Select the Use TLS 1.0 checkbox
- 7. Click the OK button



## **Google Chrome™ browser**

1. Open Chrome and click **Options** 

+You Gmail Images **III Sign in** 

2. Click Settings

Sign in to Chrome... Settings About Google Chrome Help

The default browser is currently Google Chrome.

Default browser

Show advanced settings...

- 3. Click the Show advanced settings...link
- 4. Under the Network section, click the Change proxy settings... button
- Click on the Advanced tab within the "Internet Properties" window
- 6. Scroll down in the "Security" section and select the Use TLS 1.0 checkbox
- 7. Click the **Apply** button and then click **Ok**

Ne	etwork	
	Google Chrome is using your of Change proxy settings	omputer's system proxy settings to





condition.						
You should only use this if your browser is in an unusable state.						
Some <u>settings</u>	are managed by your sy:	stem administrato	or.			
			1			
	OK		Apply			
Some <u>settings</u> are managed by your system administrator.     OK Cancel Apply						

Once TLS 1.0, TLS 1.1, or TLS 1.2 is enabled, please access MyChart at https://mychart.clevelandclinic.org.

If you need assistance, please contact MyChart Customer Support by phone at 216.444.1740, toll-free at 866.915.3383, or by email at mychartsupport@ccf.org.