

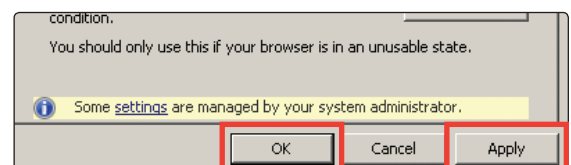
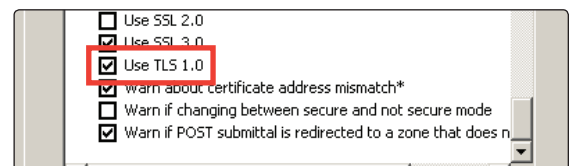
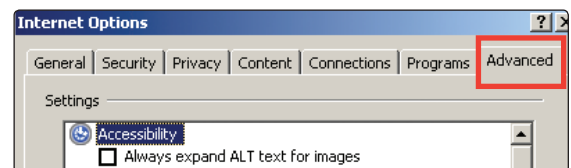
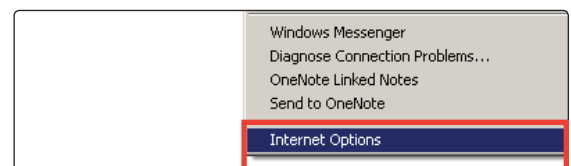
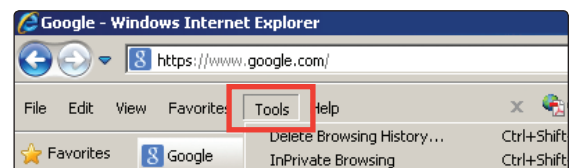
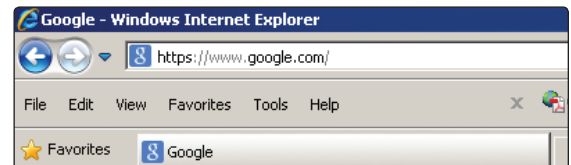
Cleveland Clinic takes online security and your privacy very seriously. As a leader in healthcare information technology, every measure is being taken to protect your personal health information. In order to provide the highest level of secure encryption for the MyChart website, MyChart recently disabled 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 MyChart 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 MyChart 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**
4. Click the **Advanced tab** within the “Internet Options” window
5. Scroll down within the “Security” section and select the **Use TLS 1.0** checkbox
6. Click the **Apply** button and then click **Ok**

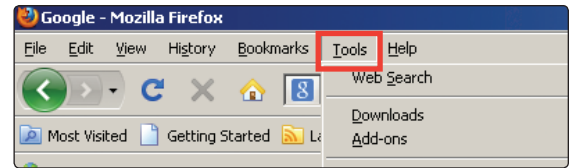


Mozilla Firefox®

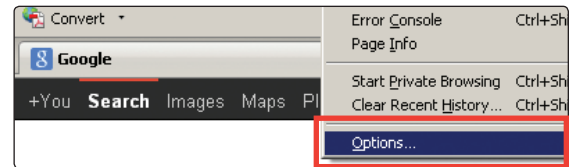
1. Open Firefox



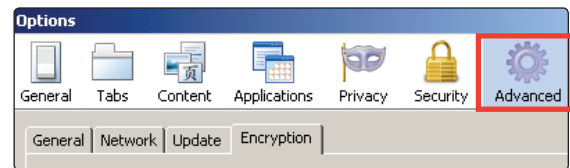
2. Click **Tools** in the top menu bar of the Firefox browser



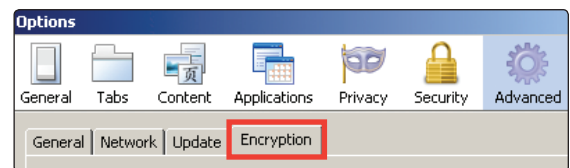
3. Click **Options...**



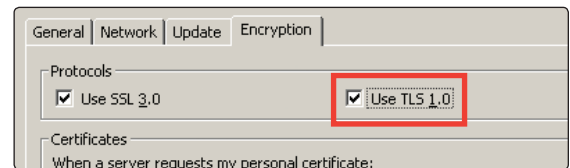
4. Click on the **Advanced** icon within the "Options" window



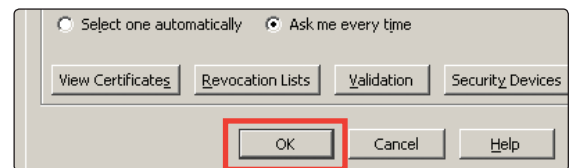
5. Click on the **Encryption** tab



6. Select the **Use TLS 1.0** checkbox

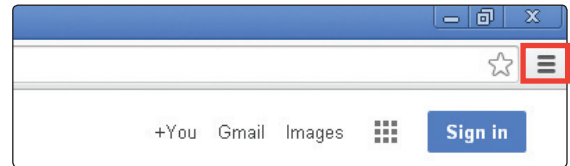


7. Click the **OK** button

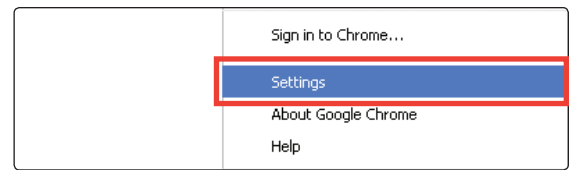


Google Chrome™ browser

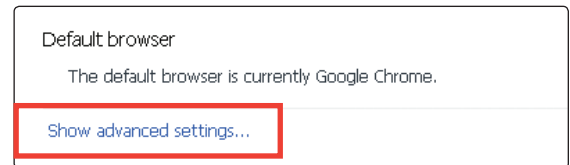
1. Open Chrome and click **Options**



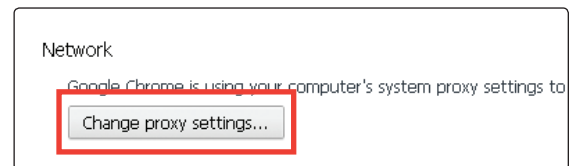
2. Click **Settings**



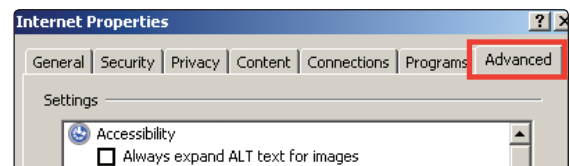
3. Click the **Show advanced settings...link**



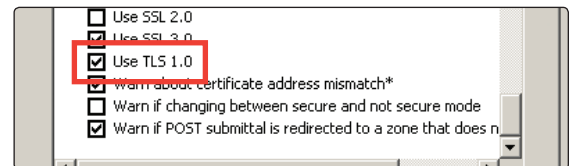
4. Under the Network section, click the **Change proxy settings... button**



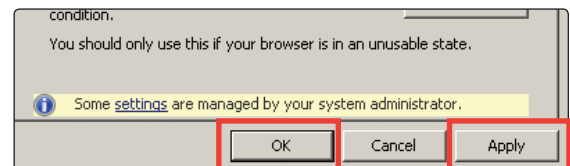
5. Click on the **Advanced** tab within the “Internet Properties” window



6. Scroll down in the “Security” section and select the **Use TLS 1.0** checkbox



7. Click the **Apply** button and then click **Ok**



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.