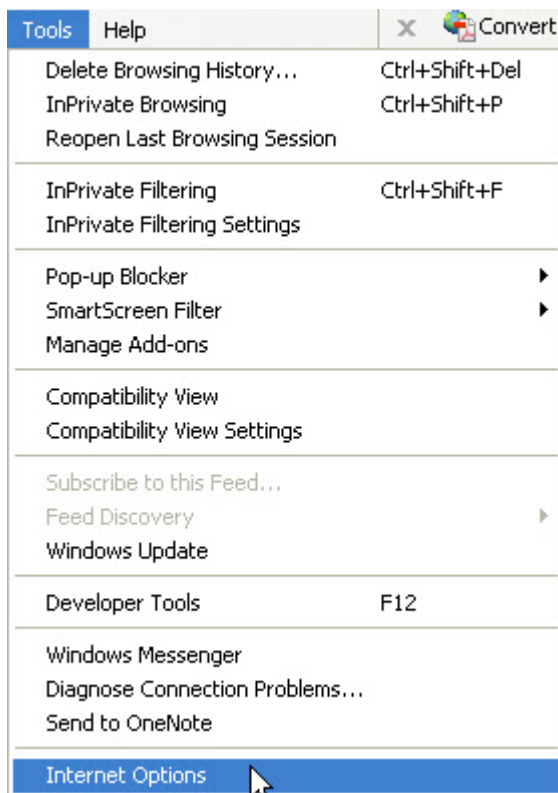


Family Access Troubleshoot Page

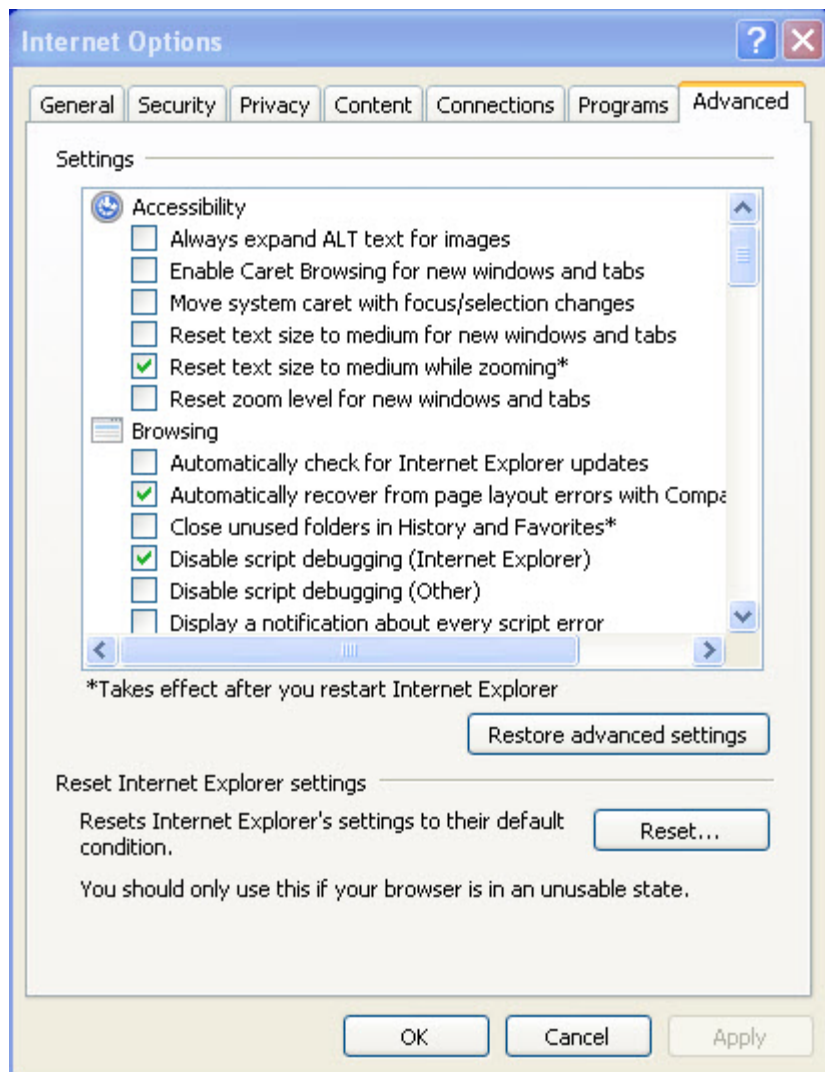
Microsoft Internet Explorer versions 7 and 8 offer a new security layer called SSL 3.0. This extra layer causes some problems with sites that use older SSL methods.

If you are experiencing problems accessing Family Access in Internet Explorer 7 and above, use the information below to adjust your SSL settings.

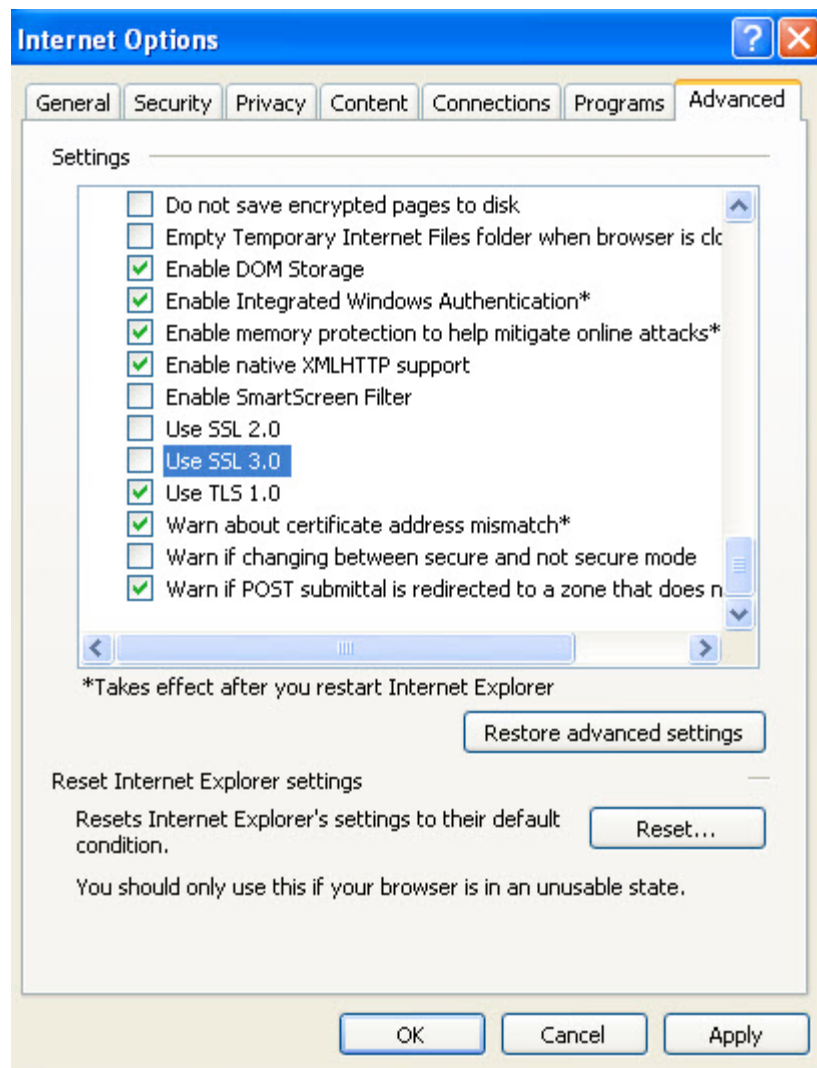
1. Open Internet Explorer
2. On the Menu bar, select Tools and go all the way down to Internet Options.



3. When the Internet Options window opens, click on the tab at the top for Advanced.



4. Scroll down this window to almost the very bottom where the radio buttons for SSL Layers are. Deselect the SSL 3.0 option and hit the OK button to put this into effect.



5. Close all open Internet Explorer windows completely and then go back to the Family Access site.

***Another tip may involve turning off Pop-up blockers. The newer IE contains its own pop-up blocker. Certain search tools also install pop-up blockers. If you hold down the CTRL key when you click a link, this will OVERRIDE all pop-up blockers. CTRL gives you control to override your block.**