
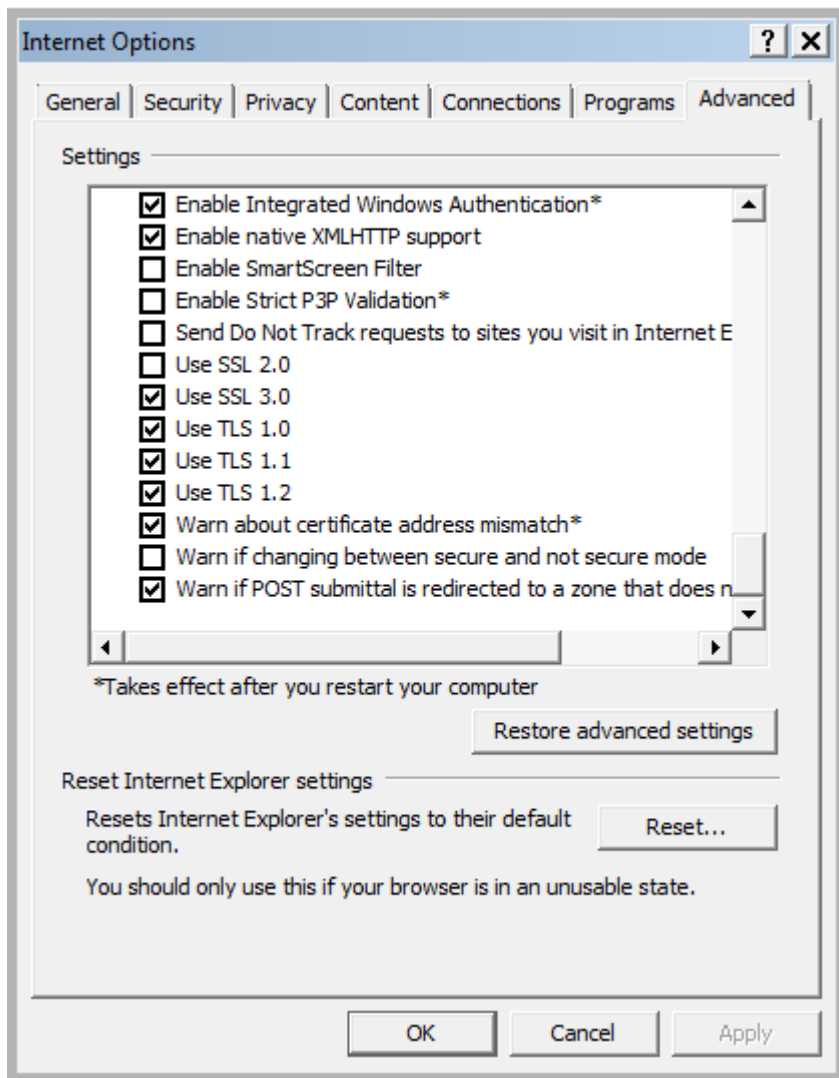


In order to comply with industry and Commonwealth of PA security standards, the Department of Health will discontinue the use of TLS 1.0 security protocol in the very near future. TLS 1.0 is an obsolete security protocol that allows data to be encrypted across the Internet. If your PC is running anything older than Microsoft Windows 7 (ex. Windows Vista, Windows XP, etc.), you will not be able to access the Plan of Correction (POC), On-line Licensing (ONL) or Event Reporting System (ERS) once this change goes into effect. The Department of Health will post an update regarding the date TLS 1.0 will be removed.

If your PC is running Microsoft Windows 7 or higher, you should not have any problems continuing to access POC, ONL or ERS. If you do experience a problem, you may need to change some settings on your browser.

- Open Internet Explorer
- Click the “Gear” symbol in the upper right-hand corner of the screen 
- Select **Internet Options**
- Select the **Advanced** tab
- Scroll to the bottom of this screen and make sure **Use TLS 1.1** and **Use TLS 1.2** are checked (see screenshot):



- Click **OK** to accept the changes
- Close Internet Explorer, then re-start and try accessing POC, ONL, ERS again

If you continue to have an issue, contact your technical support staff and ask them to verify the settings on your browser. If you do not have technical support staff, please contact your field office to report the problem.