Enabling TLS 1.1 and TLS 1.2 in a browser - User Guide

Table of Contents
Steps to enable TLS 1.1 and TLS 1.2 in your browser .................................................................3
Enabling TLS 1.1 and TLS 1.2 in your browser .............................................................................4
- Microsoft Windows (non-mobile) .................................................................................................4
  Browser: Internet Explorer and Google Chrome ..............................................................................4
- Microsoft Windows Mobile .............................................................................................................6
  Browser: ALL ................................................................................................................................6
- ANY operating system listed under Prerequisite 1. .................................................................6
  Browser: Firefox ..............................................................................................................................6
- Apple OS X/OS X Server ..............................................................................................................9
  Browser: Safari ...............................................................................................................................9
- Apple iOS .......................................................................................................................................9
  Browser: ALL ................................................................................................................................9
- Google Android ...........................................................................................................................9
  Browser: ALL ................................................................................................................................9
Who do I contact for any support issues with payment processing? ..............................................9

Disclaimer notice
The instructions provided here are only to be used as detailed in this document and for no other purposes, with or without malicious intent. Please perform these changes only on devices that you own or have been authorized to use (after approval from the owner to perform these actions). Though there is only very little risk associated by following the instructions in this document, Apollo Education Group Inc., and its subsidiaries DO NOT assume any responsibility to ANY AND ALL damages (temporary or otherwise), NOR the related costs associated with performing these actions. The user of this document shall bear SOLE responsibility ANY AND ALL damages and the related costs associated with performing these actions.
This document DOES NOT provide instructions to protect your systems and data from being compromised due to the SSL v3 POODLE exploit. For details on how to protect your systems, please refer to your OS manufacturer’s support site.

Document intent

The intent of this document is to present the students with step-by-step instructions to enable TLS 1.1 and TLS 1.2 cryptographic protocols, to successfully execute payment transactions, due to the changes performed by Apollo Education Group Inc. to protect students and payment systems from being vulnerable to the SSL v3 POODLE exploit.
Steps to enable TLS 1.1 and TLS 1.2 in your browser

Prerequisites:

- Prerequisite 1 – Operating system must be one of the following:
  - Microsoft Windows (non-mobile)
  - Apple OS X
  - Apple iOS
  - Google Android

- Prerequisite 2 – Browser must be one of the following:
  - Microsoft Internet Explorer
  - Google Chrome
  - Mozilla Firefox
  - Safari (only for Apple OS X and Apple iOS devices)
Enabling TLS 1.1 and TLS 1.2 in your browser
Microsoft Windows (non-mobile)
Browser: Internet Explorer and Google Chrome

Step 1:
Click the “Start” button and then click on the “Control Panel” option.
Step 2:
Inside the “Control Panel”, click on the “Internet Options” selection.

Step 3:
In the following window, click on the “Advanced” tab.

Step 4:
In the “Advanced” tab, scroll down all the way to the bottom under the “Security” options.
Ensure that ALL of the FOUR options have the checkbox to their left checked (or “tick” mark present):

- Use SSL 3.0
- Use TLS 1.0
- Use TLS 1.1
- Use TLS 1.2
If any of the checkboxes are not checked, please click on the checkbox till a “tick” ☑ mark appears. The end result should look like the image to the right.

**Step 5:**
After ensuring that all the FOUR options are selected, click on the “OK” button at the bottom of the window to save the changes.

**Microsoft Windows Mobile**
*Browser: ALL*
Upgrade to the latest Microsoft Windows Mobile version or patch that is available for you respective device regardless of the browser.

**ANY operating system listed under Prerequisite 1.**
*Browser: Firefox*

**Step 1:**
In the Firefox address bar, type “about:config” and press the “Enter” button on your keyboard.

**Step 2:**
The resulting window will look similar to the image to the right. Ensure that the “Show this warning next time” checkbox is selected.

**Step 3:**
Click on the “I’ll be careful, I promise!” button.
Step 4:
In “Search” bar of the resulting window, type the phrase exactly as given below without alterations (you might try the “copy-paste” approach) and click the “Enter” button on your keyboard.

*security.tls.version.min*

The resulting window will look similar to the image to the right, though the numbers under the “Value” might be different.

Step 5:
Double-click (using your left mouse button) on the “security.tls.version.min” selection to invoke a popup window as show in the image to the right.

Step 6:
Delete the previous value shown and type the number “1”.

Step 7:
Click on the “OK” button to save the value.

Step 8:
In the search bar, now type the phrase exactly as given below without alterations (you might try the “copy-paste” approach) and click the “Enter” button on your keyboard.

*security.tls.version.max*

The resulting window will look similar to the image to the right, though the numbers under the “Value” might be different.

Step 9:
Double-click (using your left mouse button) on the “security.tls.version.max” selection to invoke a popup window as show in the image to the right.

Step 10:
Delete the previous value shown and type the
number “3”.

**Step 11:**
Click on the “OK” button to save the value.

**Step 12:**
Ensure that the respective values in the resulting window are exactly as given below:

- `security.tls.version.max` 3
- `security.tls.version.min` 1

**Step 13:**
Click on the “X” button in the top right corner to close the “about:config” window and save the changes.
Apple OS X/OS X Server
Browser: Safari
Upgrade to the latest Apple’s OS X version or patch that is available for your respective device, regardless of the browser. Alternatively, please follow this link to visit Apple Support website for instructions and Software update information.


Apple iOS
Browser: ALL
Upgrade to the latest Apple’s iOS version or patch that is available for your respective device, regardless of the browser.

Google Android
Browser: ALL
Upgrade to the latest Google’s Android OS version or patch that is available for you respective device regardless of the browser.


Who do I contact for any support issues with payment processing?
If there are support issues, please contact technical support.