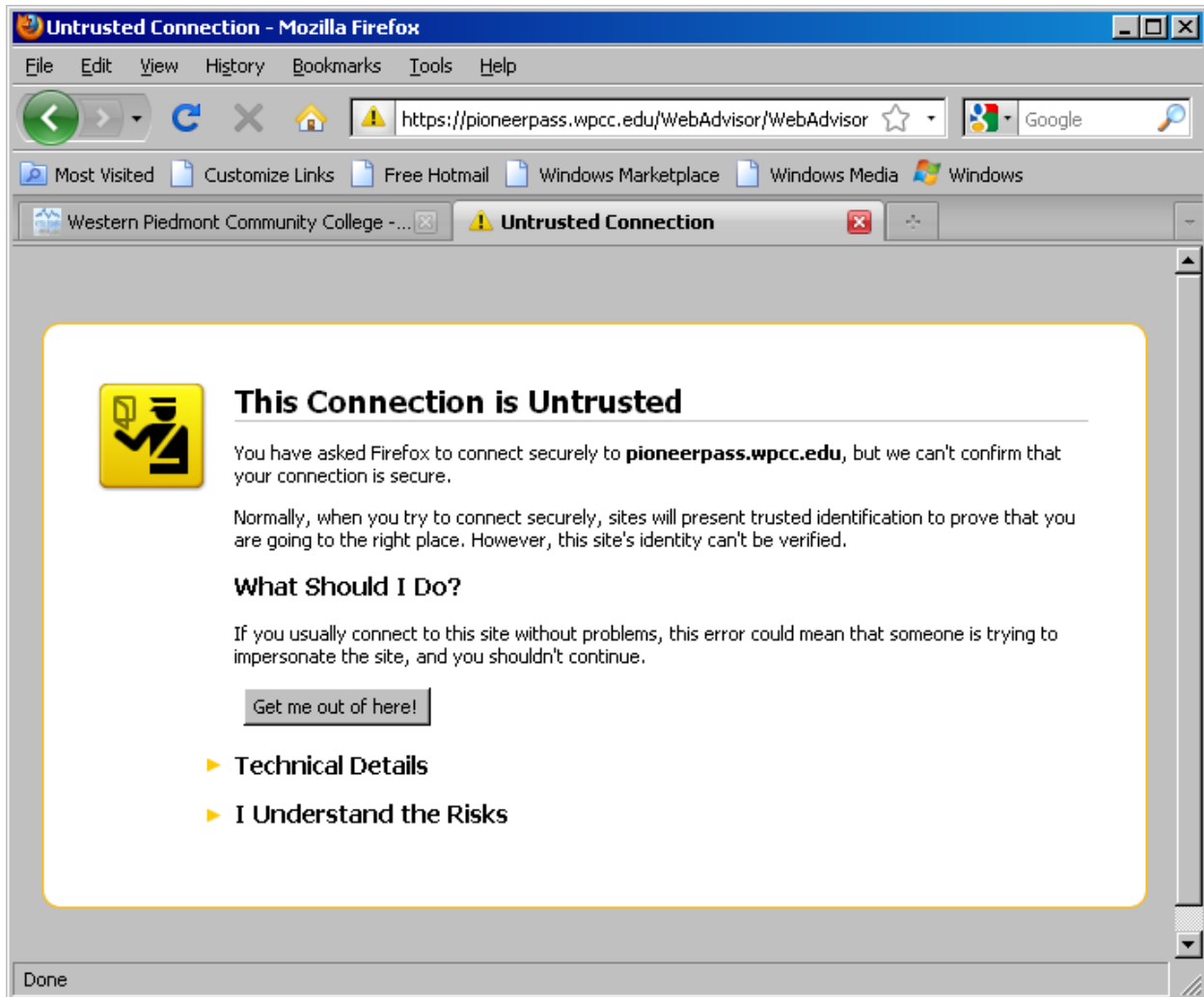


Firefox and browsers other than Internet Explorer might give an error message when trying to connect securely to any of Western Piedmont's websites. Below is an example of the message received when connecting to Pioneer Pass.



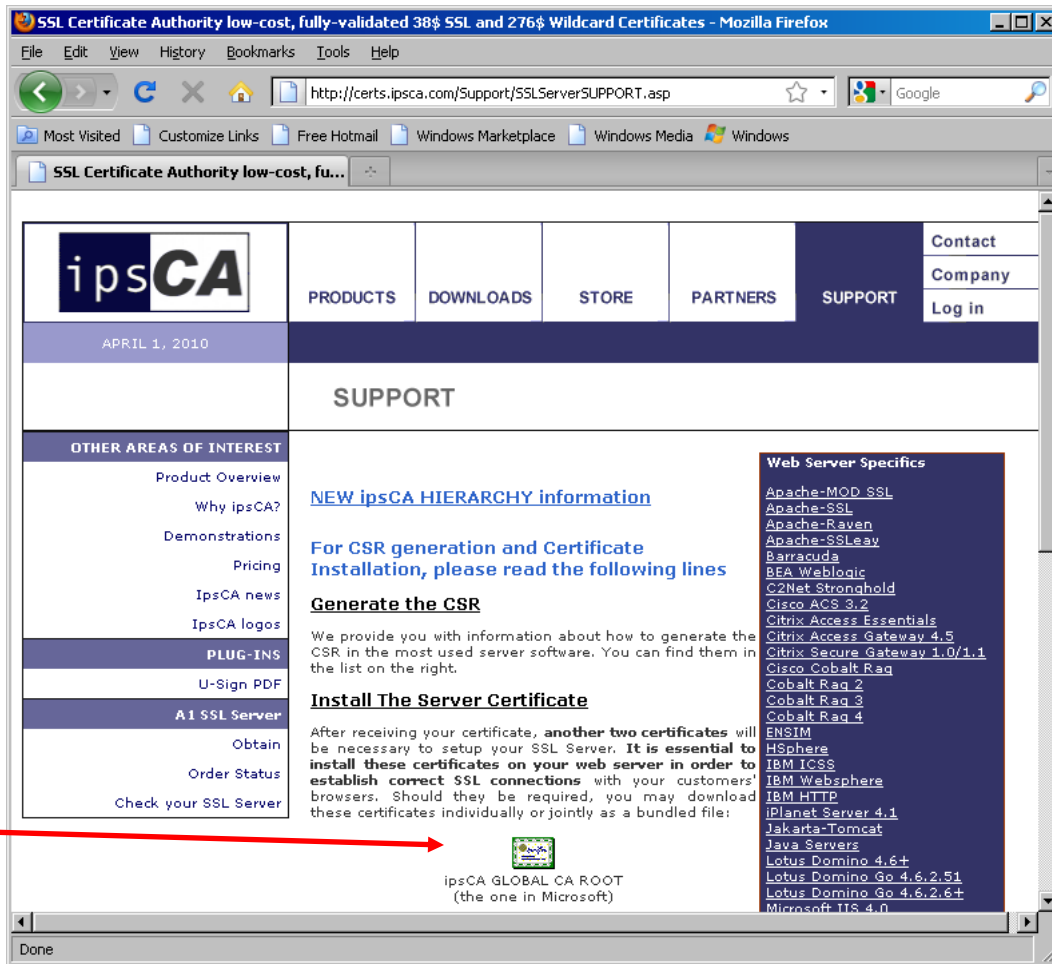
The SSL certificate for the website is valid, but the Certificate Authority who provided it has revised their Global Certificate. Because the name of the global certificate has changed, Firefox and other browsers do not recognize it as an update to the previous one, and therefore it is not automatically downloaded.

To fix this problem, there are two options:

A: Click *I Understand the Risks*, to continue to the secure site.

B: (preferred) Visit the following website to download and install the new Global certificate into the browser:

<http://certs.ipsca.com/Support/SSLServerSUPPORT.asp>



Click the ipsCA GLOBAL CA ROOT certificate icon. It will bring up the following window:



Check all three options. You can click on View to examine the certificate if you wish. Then click OK.

Now enter the address for Western Piedmont you would like to connect to (ex: <http://pioneerpass.wpcc.edu>). You can verify that the connection is secure by clicking “wpcc.edu” that is highlighted in blue within the address bar. A message will appear as shown in the screenshot below.

