



To our ParkPASS clients:

We are currently experiencing an Internet issue with *Internet Explorer users*. When users try to access their accounts on www.ParkPASS.org by clicking on the My Account tab or by clicking on the ADD Button when they want to register – they are receiving a screen stating that either the webpage cannot be reached or it may even kick them out of their session.

NOTE: Currently this issue has not shown up with any other browser.

This is due to a Security setting in your computers Internet Options for Internet Explorer. There is a setting named -   - This setting in your computers version of Internet Explorer probably **DOES NOT** have a check mark in the checkbox for this setting – thus it is not turned on.

TLS / Transport Layer Security, when turned on provides an additional level of security for users on the Internet.

We believe that this issue is causing many of our internet users to be unable to register for courses over the internet at this time.

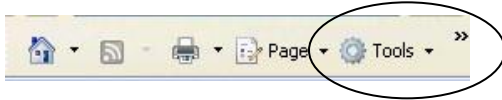
Pages 2 and 3 of this document, outlines how to reset this Security setting so that it is turned on and users will be able to successfully register for and pay for ParkPASS courses on the Internet.

Steps to change the TLS 1.0 setting in Internet Explorer so it will work with www.ParkPASS.org

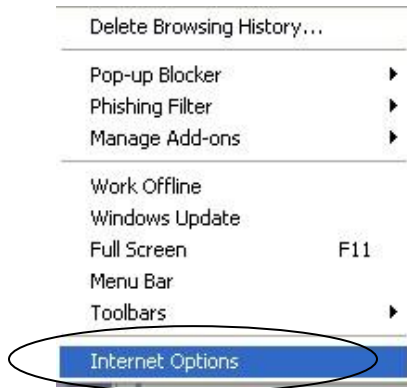
Clients are receiving an error message or getting kicked out of their internet session when attempting to access their accounts on our ParkPASS website.

To reset the setting – On the Internet Explorer page

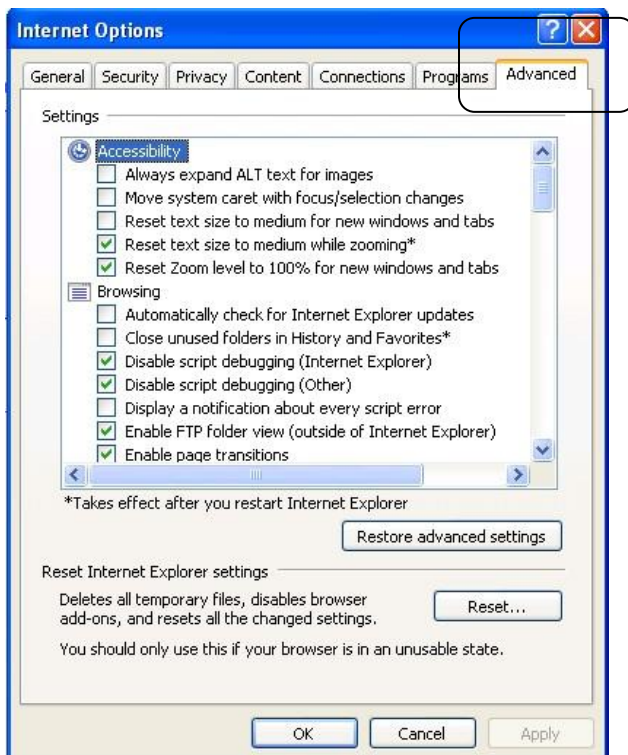
- Click on the Tools button on the upper right hand corner of their Internet Explorer page



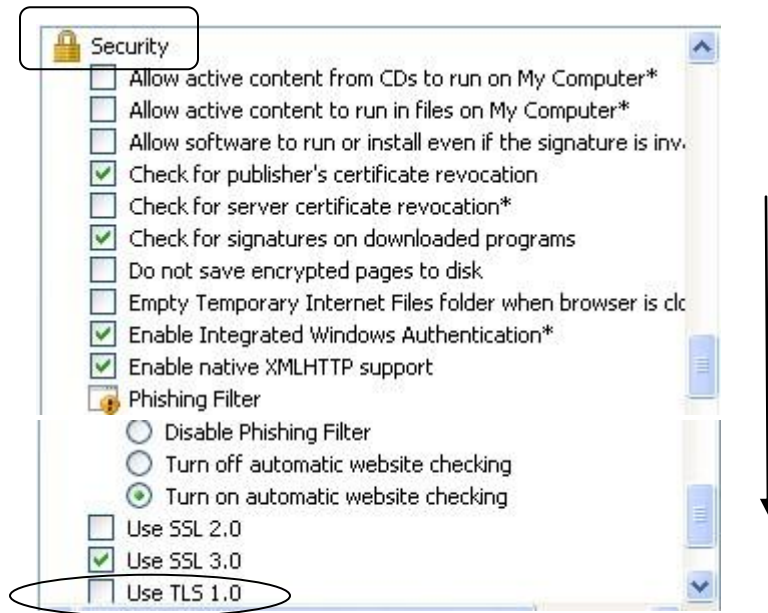
- Receive the Tools menu – Click on the Internet Options option



- Receive the Internet Options window
- Click on the Advanced Tab in the upper right hand corner of the Internet Options window and receive the Advanced settings listing



- Use the scroll bar to scroll down the Advanced settings list to the Security section – Continue to scroll down until you see the setting for TLS 1.0



- You will then see the Use TLS 1.0 setting – it **should** have a checkmark in the checkbox.
- To place a checkmark in the checkbox the client will Click on the box and a check mark will then appear Use TLS 1.0
- They have now turned on the TLS setting.
- They can then Click on the Apply button at the bottom right corner of the Internet Options window - after several seconds the Apply button will be grayed out – they can then Click on the OK button

They should now be able to access their accounts on www.ParkPASS.org

Remind the user that this is not decreasing their internet security - in fact it is increasing their browser security.

Any questions or concerns can be directed to the ParkPASS staff:

- ParkPASS Helpdesk – 301-495-2580 M-F 10a-2p
- Winne Hersh Office 301-495-2562 M-F 6am – 2:30pm
- Stephen Fancovic Office 301-495-2591 M – F 6:30am – 4pm
Cell: 240-832-1676 Any Time