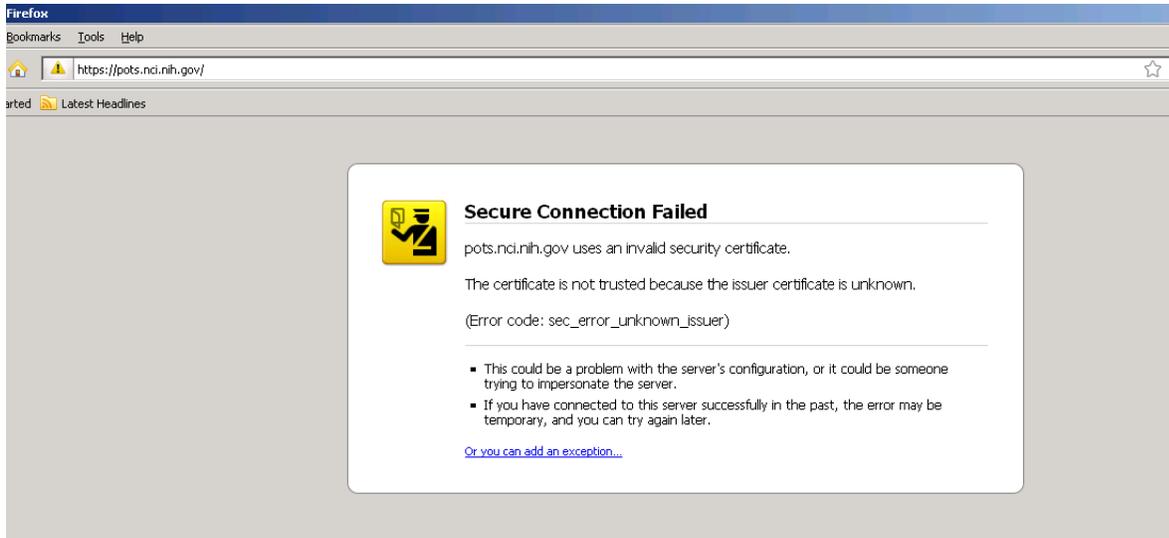


Adding a Security Exception in Firefox

Instructions for Firefox Users with Secure Connection Error Messages

Note: The screens and messages may vary slightly based on the version of Firefox you have installed but the procedure to add the security exception should be very similar to what is contained in this document. The screenshots and instructions within this document were taken from version 3.0.7.

When the security certificates for POTS are updated Firefox users will see an error message similar to the one pictured below:

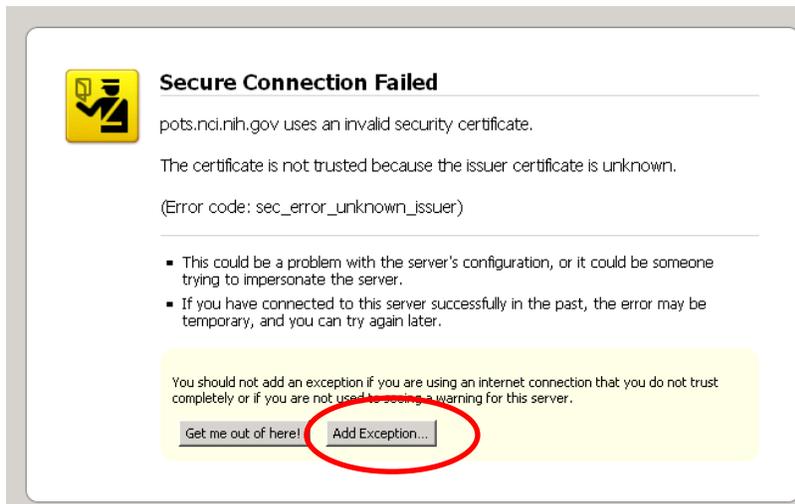


There is no problem with the POTS url. This error message is simply saying that Firefox does not recognize the site's security certificate since it has been updated. In order to access POTS with Firefox you'll occasionally need to add a security exception whenever the security certificates are updated (this is typically done annually). Please follow the instructions below to add a security exception within Firefox.

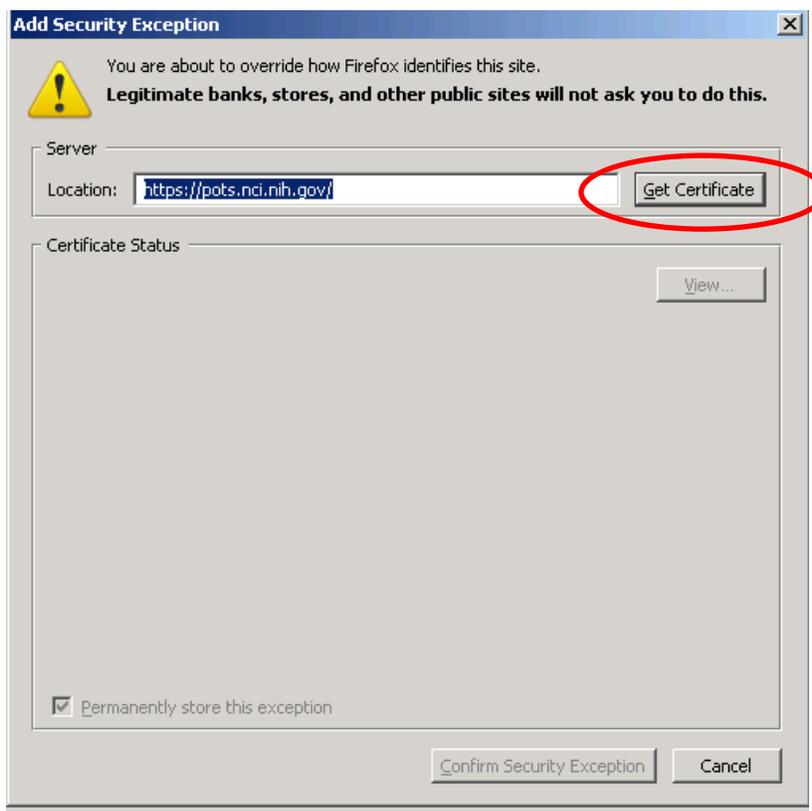
Click on "...add an exception" (shown below)



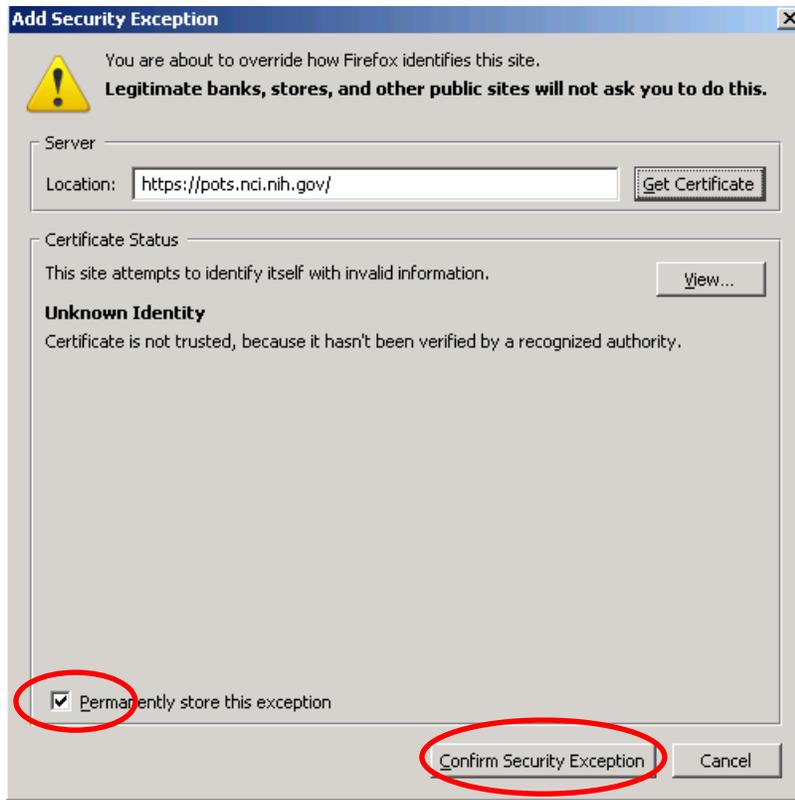
Click on the “Add Exception” button that appears at the bottom of the window.



Click on “Get Certificate” in the new window that appears:



Ensure that the “Permanently store this exception” box is checked and click on “Confirm Security Exception” at the bottom of the screen.



If you have any questions or difficulties please contact the NCI POTS Support team at: ncipotssupport@mail.nih.gov