

Network Error (ssl failed)

1. Select “Tools” drop-down from internet task bar
2. Select “internet options”
3. Select “Content” tab
4. Click on “Certificates”
5. Select “Intermediate Certificates” tab
6. Scroll down the first column (Issued To) and highlight the row starting with “Entrust”
7. Click “Remove”
8. Scroll back down the 2nd column (Issued By) and highlight the row with “Entrust”
9. Click “Remove”
10. Click “Close”
11. Click on “Clear SSL state”
12. Click OK
13. Refresh Internet browser
14. If Error persists, begin with step 1 and go through entire process one more time.
15. If Error still persists, call HELP Desk or VI Office at 801-716-9098 for assistance.