

Having trouble accessing the *Waco Water Online Account Access and Payments* system? Please carefully read and follow the instructions below to check (and enable) additional browser security settings.

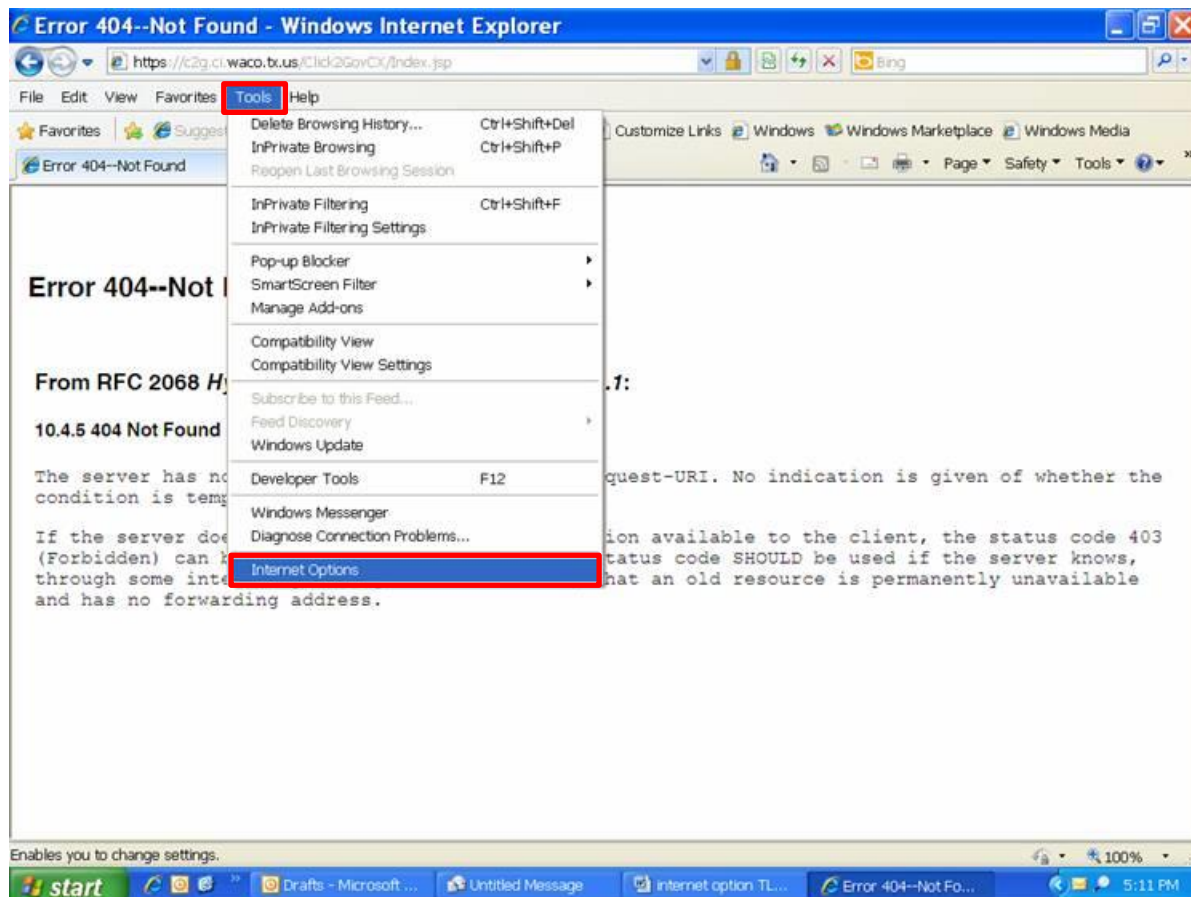
The Waco Water Online Account Access and Payments system uses a SH2 Digital Certificate. When accessing the system, make sure your browser is up-to-date (for Internet Explorer, at least version 10). If you have ensured you are using a current browser, but are still having trouble accessing the system, please check the following browser settings:

For **SSL 2**, you must have **TLS 1.2** enabled (checked)

For **SSL 3**, you may have **any TLS version** enabled (checked)

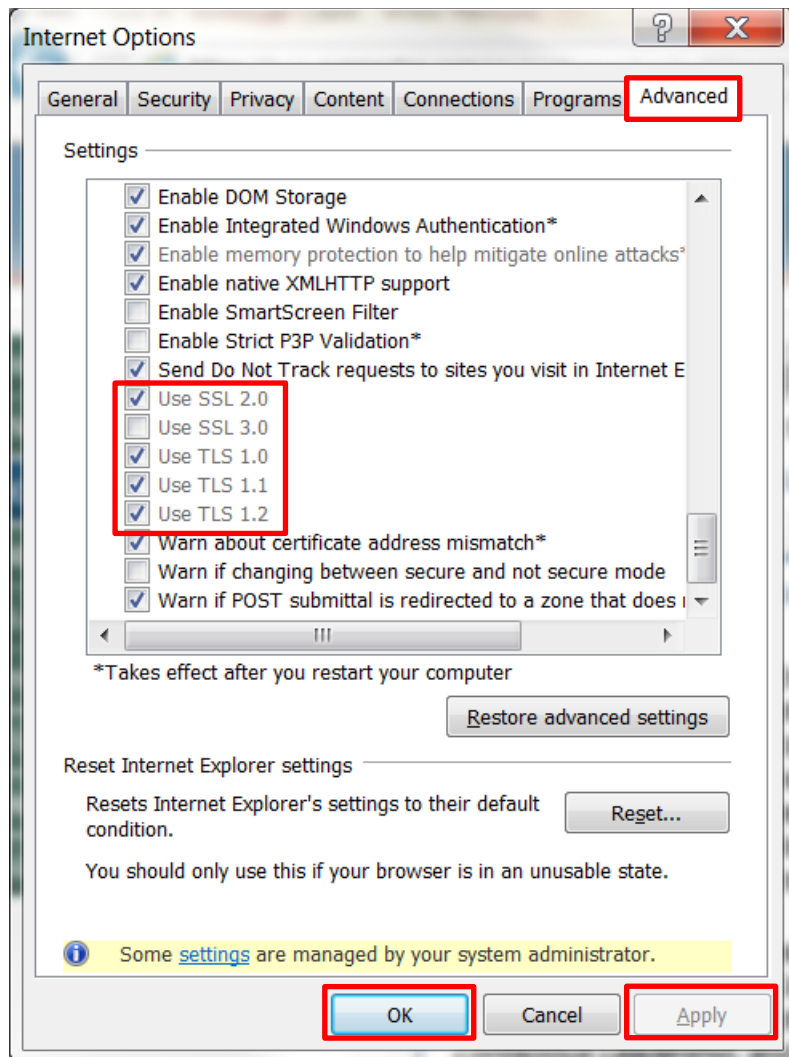
HOW TO CHANGE TLS SETTINGS (Windows)

FOR INTERNET EXPLORER:

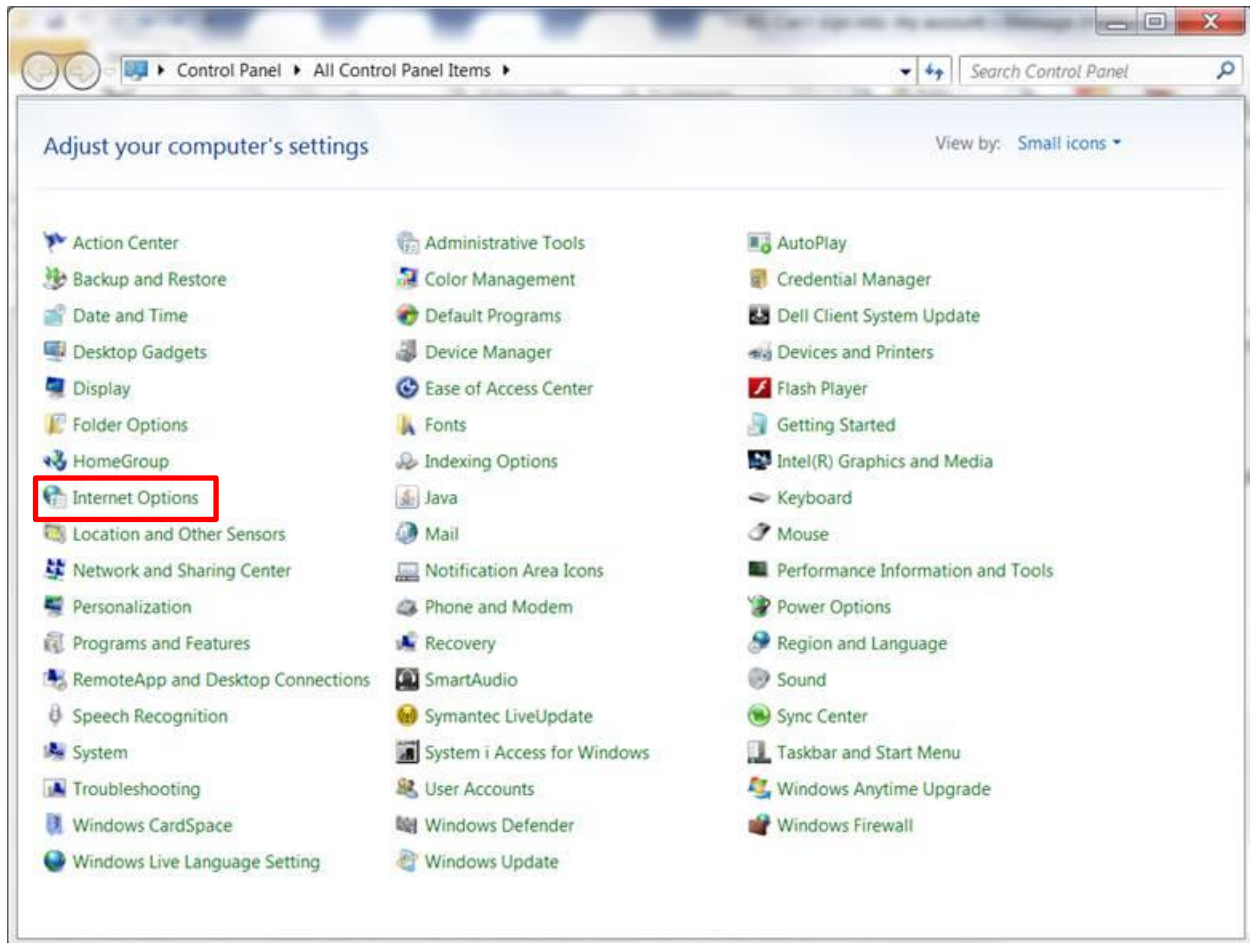


1. Within the browser window, click on *Tools* -> *Internet Options*
2. Click on the *Advanced* tab
3. Scroll to the bottom and check the TLS version described in steps 3 and 4:
4. If *Use SSL 2.0* is enabled, you must have *TLS 1.2* enabled (checked)

5. If *Use SSL 3.0* is enabled, you may have *any* (or all, but at least one) *TLS* version enabled (checked)
6. Enable the appropriate *TLS* version **and** any other version you may need for other applications
7. Click *Apply*, then *OK* and exit.
8. Close Internet Explorer and re-open it for the change to take effect.



FOR CHROME, FIREFOX (OR OTHER NON-INTERNET EXPLORER BROWSERS):



1. Click on: *Start -> Control Panel -> Internet Options*
2. Click on the *Advanced* tab
3. Scroll to the bottom and check the TLS version described in steps 3 and 4:
4. If *Use SSL 2.0* is enabled, you must have *TLS 1.2* enabled (checked)
5. If *Use SSL 3.0* is enabled, you may have *any* (or all, but at least one) *TLS* version enabled (checked)
6. Enable the appropriate TLS version **and** any other version you may need for other applications
7. Click *Apply*, then *OK* and exit.
8. Close the browser and re-open it for the change to take effect.

