

## Mozilla Firefox 38.0.1 Browser Workaround for Mercy Connect

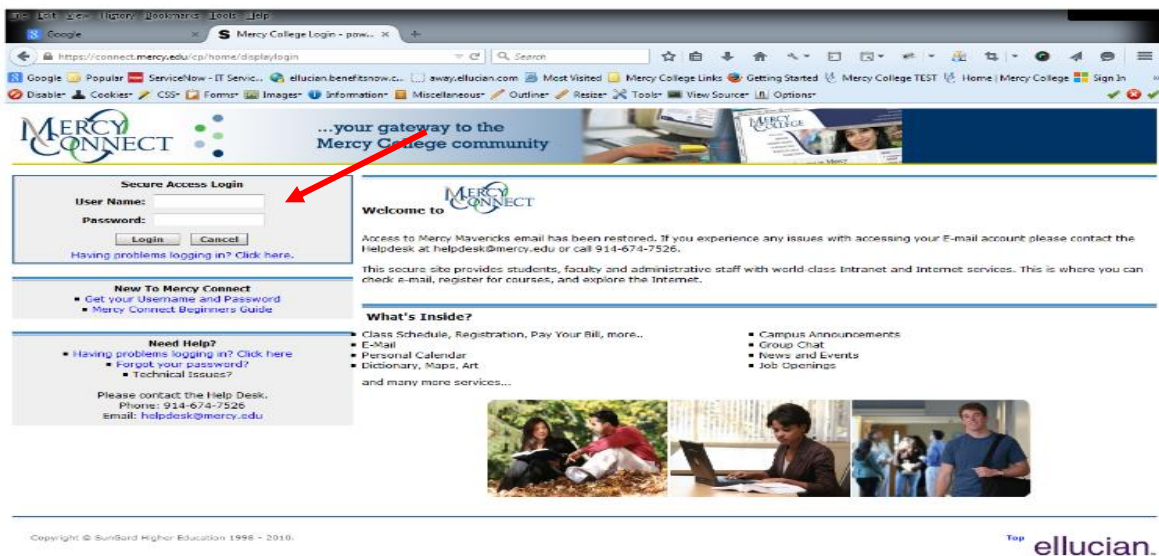
The latest Mozilla Firefox browser version 38.0.1 displays a “Secure Connection Failed” error when accessing the “Administrative Services” tab in Mercy Connect.

### Workaround

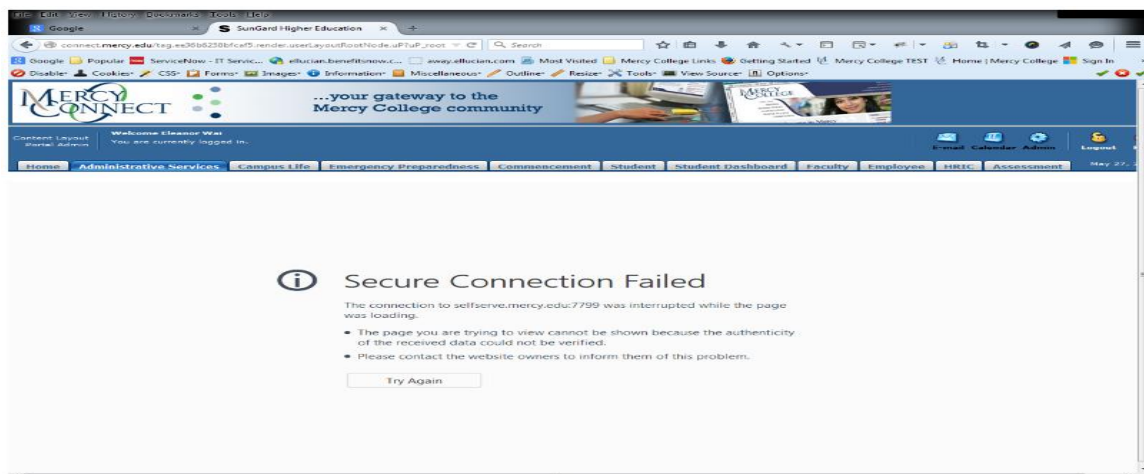
While Mozilla is working on a permanent resolution for this issue, please follow the steps below to eliminate the error. If you do not wish to follow the steps below and modify this setting in Mozilla Firefox, you can use a different web browser such as Microsoft Internet Explorer or Google Chrome to access the Administrative Services tab.

### *Mozilla Firefox Workaround Instructions:*

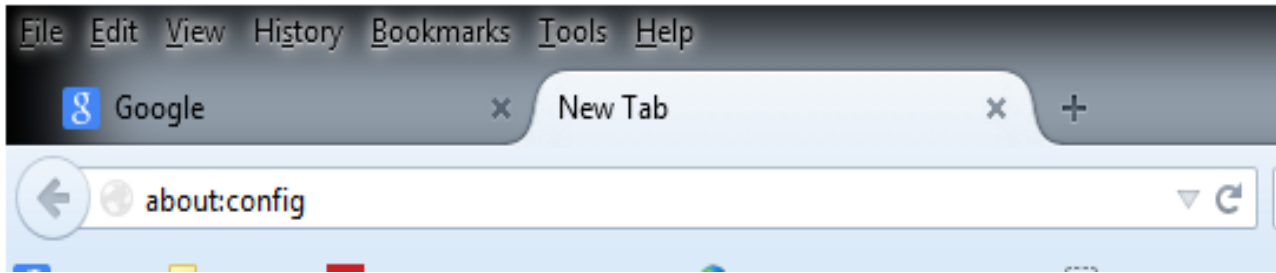
1. Log into Mercy Connect using the latest browser of Mozilla Firefox.



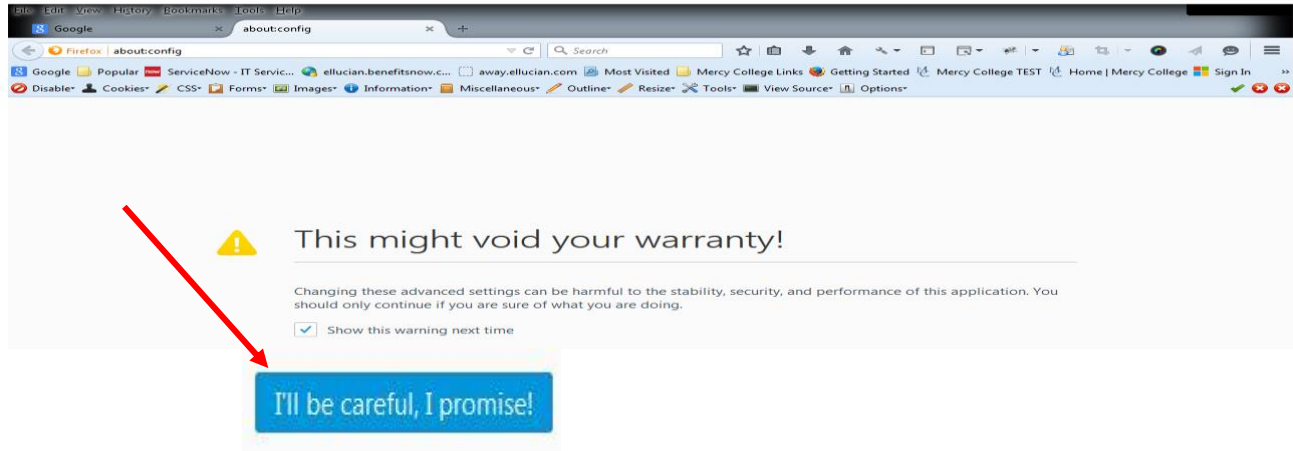
2. A screen will appear showing: **ERROR MESSAGE: Secure Connection Failed**



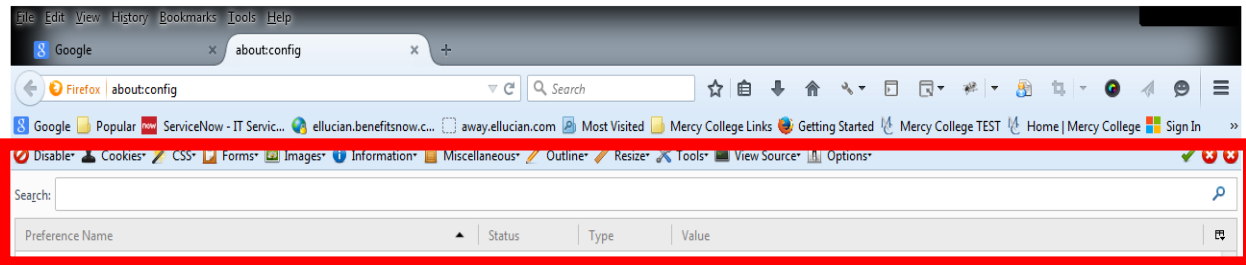
3. Type **about:config** in your Firefox URL browser field and hit enter. You will receive a prompt that says, "This might void your warranty!"



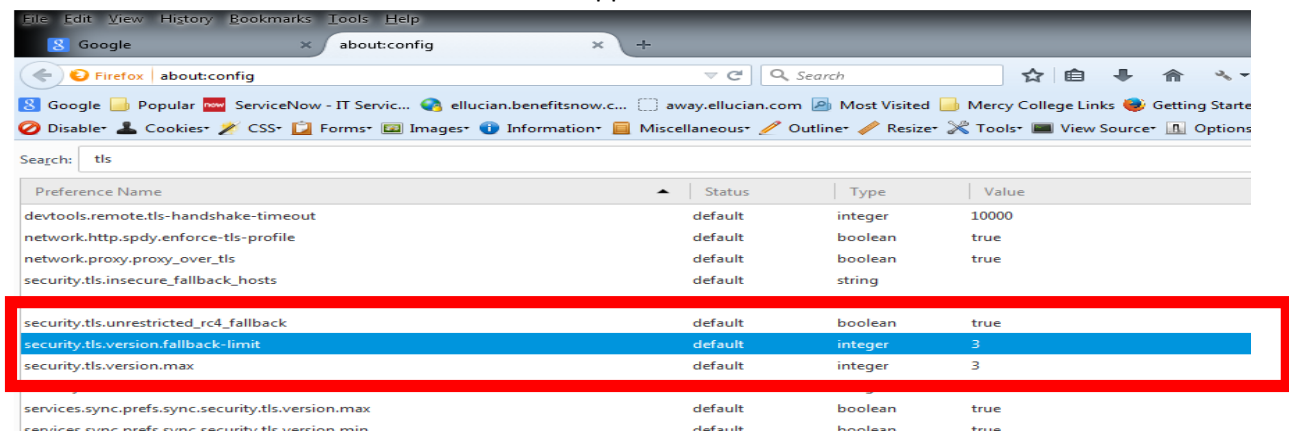
4. Click the button that appears



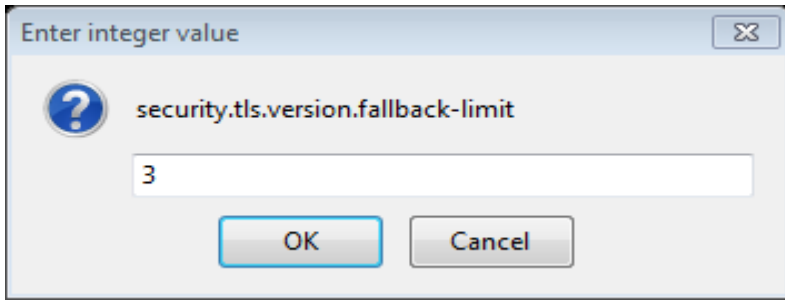
5. In the Search box feature type **tls**. Then look for the line that says, **security.tls.version.fallback-limit**



6. Double-click on the line and small box will appear with the 3 in the box.



Change the number from 3 to 1



7. Click "ok" to save the change.
8. Close the browser then open up the browser and proceed to Mercy Connect