Error message when you try to pay for your courses or sign up for an installment payment plan.

The Tri-C payment system feature relies on Transport Layer Security (TLS) and its predecessor, Secure Sockets Layer (SSL). These are cryptographic protocols that provide security for communications over networks such as the Internet. TLS and SSL encrypt the segments of network connections at the Transport Layer end-to-end. If these protocols are not enabled in your web browser when you attempt to pay for your courses or sign up for an installment payment plan you will receive a HTTP 404 error which is commonly referred to as "Page not found."

This behavior occurs because TLS 1.0 may not be turned on by default in your Firefox browser. In order to turn on TLS 1.0 in your browser follow the steps below:

1. With Firefox Open, **click tools** on the menu bar and **click on Options**
2. Click on the advanced tab

3. Click on Use TLS 1.0
4. Click the OK button.

REFERENCES

- Applies to Internet Firefox 3.0 and above.
- For the latest version of Firefox, please go here.

TLS 1.0 was first defined in RFC 2246 in January 1999 as an upgrade to SSL Version 3.0. As stated in the RFC, "the differences between this protocol and SSL 3.0 are not dramatic, but they are significant enough that TLS 1.0 and SSL 3.0 do not interoperate." TLS 1.0 does include a means by which a TLS implementation can downgrade the connection to SSL 3.0.