## **NOTICE:** Temporary Fix to Access Certain DHI Website functions:

As of January 1, Microsoft had a change in certificates. To reach the health facility features: "**Provider Search**" and the "**IRONLINE**" Incident report form you must go to your advanced settings in internet options and select: **Use SSL 3.0** 

Please Note: There is a temporary band-aid fix that you can use and share with others who need to access the info. This fix only works with Internet Explorer and does not apply to EDGE, Chrome, Firefox, Safari or other browsers.

## Step One:

Go to Internet Explore – Go to Tools – drop down to - Internet option – Click on Advanced tab and Check mark Use SSL 3.0

Internet Options		×
General Security Privacy Content Connections Programs	Advanced	
Settings		-
<ul> <li>Enable 64-bit processes for Enhanced Protected Mode*</li> <li>Enable DOM Storage</li> <li>Enable Enhanced Protected Mode*</li> <li>Enable Integrated Windows Authentication*</li> <li>Enable native XMLHTTP support</li> <li>Enable SmartScreen Filter</li> <li>Send Do Not Track requests to sites you visit in Internet Exists Use SSL 2.0</li> <li>Use SSL 2.0</li> <li>Use SSL 3.0</li> <li>Use TLS 1.1</li> <li>Use TLS 1.1</li> <li>Use TLS 1.2</li> <li>Warn about certificate address mismatch*</li> <li>Warn if changing between secure and not secure mode</li> <li>Warn if POST submittal is redirected to a zone that does not you want to be the secure of the</li></ul>		
	>	
*Takes effect after you restart your computer		.
Restore advance	ced settings	-
Reset Internet Explorer settings		_
Resets Internet Explorer's settings to their default condition.	Reset	
You should only use this if your browser is in an unusable state.		
OK Cancel	Appl	у

## After that try opening sites

https://archive.dhi.health.state.nm.us/providersearch/index.php

## Step Two:

if that does not work then go back to the site <u>https://archive.dhi.health.state.nm.us/providersearch/index.php</u> and hold down the CTRL key (usually on the bottom left of the keyboard) and press F5 (both need to be pressed at the same time and then released). This will force a noncache reload of the page.

If necessary, restart your computer.