

- I. **Frequently Asked Questions**
- II. **Instructions for Enabling TLS 1.2**
- III. **Troubleshooting**

**I. Frequently Asked Questions**

**1. Why are you changing the way I connect to Online Banking (i-bank@home and i-bankforbusiness)?**

In an effort to provide the highest level of security for our customers, on Tuesday, April 11, 2017 any computer/device not using Transport Layer Security (TLS) 1.2 will not be able to connect to Online Banking. Today, all recent versions of the major internet browsers provide the option to use TLS 1.2. You will still access your Online Banking from our website as you always have.

**2. Exactly what browsers/versions will provide the option for TLS 1.2?**

<b>If your browser is:</b>	<b>then your browser is:</b>
<b>Microsoft Edge</b>	<b>already compatible</b>
<b>Internet Explorer Desktop and mobile version 11</b>	<b>already compatible</b>
<b>Internet Explorer Desktop versions 9 &amp; 10</b>	<b>compatible when run in Windows 7 or newer</b>
<b>Firefox 27 or higher</b>	<b>already compatible</b>
<b>Google Chrome 38 and higher</b>	<b>already compatible</b>
<b>Safari versions 5 and higher</b>	<b>already compatible</b>
<b>Windows Server 2008 R2 and higher</b>	<b>already compatible</b>
<b>Windows Server 2008 and below</b>	<b>NOT COMPATIBLE SO YOU MUST LOAD ANOTHER BROWSER</b>
<b>Windows 7, 8.0, 8.1 and 10</b>	<b>already compatible</b>
<b>Microsoft XP/Vista and below</b>	<b>NOT COMPATIBLE SO YOU MUST LOAD ANOTHER BROWSER</b>

**3. Are there older versions of operating systems/browser combinations that will not support TLS 1.2?**

Yes. Windows XP and Windows Vista are not compatible, therefore users of these operating systems using Internet Explorer as their browser will not be able to connect to our Online Banking. However, they would have the option of loading the latest version of another browser.

## **II. Instructions for Enabling SSL Versions TLS 1.2**

Look below to find the browser that you are using to connect Online Banking (i-bank@home or i-bankforbusiness) and follow the instructions to connect to TLS 1.2.

### **Internet Explorer:**

1. Open Internet Explorer
2. Click Alt T and select "Internet Options".
3. Select the "Advanced" tab.
4. Scroll down to the "Security" section.
5. Locate and check "Use TLS 1.2".
6. Then, press the "OK" button.

### **Google Chrome:**

1. Open Google Chrome
2. Click Alt F and select "Settings".
3. Scroll down and select "Show advanced settings..."
4. Scroll down to the Network section and click on "Change proxy settings..."
5. Select the "Advanced" tab.
6. Scroll down to the "Security" section.
7. Locate and check "Use TLS 1.2".
8. Then, press the "OK" button.

### **Safari:**

1. There are no options for enabling SSL protocols. If you are using Safari version 5 or greater, TLS 1.2 are automatically enabled.

### **FireFox:**

1. Open FireFox
2. Type in "about:config" in the URL bar and press Enter
3. Scroll down to "security.tls.version.max" and press enter
4. Set the value to 3
5. Then, press the "OK" button.

### III. Troubleshooting

The following steps will aid in determining the issue you may have with connecting to Online Banking as it relates to this change:

a. Check if TLS 1.2 has been enabled in your browser settings. Please see the attached document titled – ***Instructions for enabling TLS 1.2*** for instructions on how to enable these options.

b. If these options are enabled and you still cannot connect, go to <https://www.howsmysssl.com> and verify what is showing in the Version section on this page. If you see verbiage similar to what is below and you verified that you have enabled the TLS 1.2 options in the previous step, this could be an indication of an issue with your machine such as a virus or malware. You will need to troubleshoot whatever issue is causing your machine to not have the ability to make the appropriate changes.

Until the “Version” listed when visiting <https://www.howsmysssl.com> reports “Good” you will be unable to connect to Online Banking from this machine.

Suggestions for troubleshooting may include:

- a. Check if you have current antivirus and/or malware protection
  1. If “yes” then verify the definitions are current and to run a scan. After any issues have been corrected, try <https://www.howsmysssl.com>” to verify if the version now shows “Good”, if it does then proceed to verify they can access Online Banking.
  2. If “no” consider evaluating some of the programs available, some of which are free. Once current virus/malware scans have run and any issues have been corrected to try the site <https://www.howsmysssl.com> to verify if the version now shows “Good”, if it does then proceed to verify if you can access Online Banking.
- b. You also may want to seek local computer repair, if necessary, to determine what is causing your computer to not report “good” even though they have TLS 1.2 options enabled.
- c. If the results of <https://www.howsmysssl.com> show that 1.2 is enabled – similar to the verbiage below, and you still cannot connect to Online Banking, you will need to call our Online Banking representative at 473-2761.

#### **Problems connecting directly to your mobile banking app on your mobile device?**

Effective March 26, 2017 if your phone or other mobile device is using an older Apple or Android operating system, your Bank of Fincastle Mobile Banking App may not work. Please make sure your mobile device is operating:

Android KitKat (Level 20) and above

Apple iOS 8 or above

**As always, call 473-2761 or visit us at any branch location if you need assistance. We appreciate the opportunity to serve your banking needs.**

