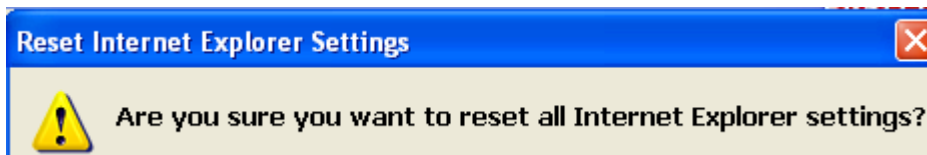


“Connection Failure” Error Message

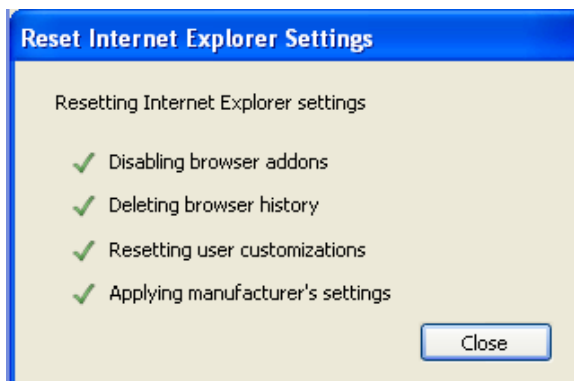
If you encounter a connection failure error page when navigating to “https://” sites, try the following two options to resolve the problem:

1. Reset Internet Explorer Settings:

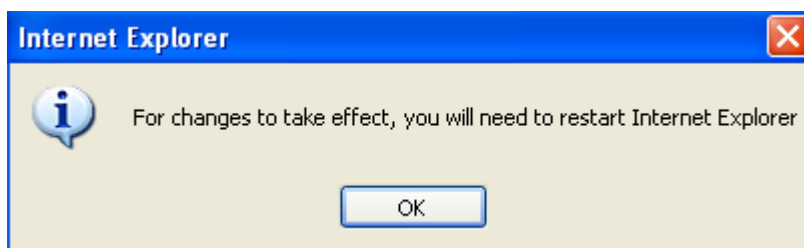
- Click on “**Tools/Internet Options**”.
- Click on the “**Advanced**” tab.
- Click on the “**Reset**” button.



- Click on the “**Reset**” button.



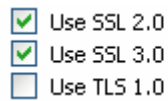
- After all the options are checked, click on the “**Close**” button.



- Click on the “**OK**” button.
- Close Internet Explorer, and restart Internet Explorer.

2. Modify Security Settings:

- Click on “**Tools/Internet Options**”.
- Click on the “**Advanced**” tab.
- Scroll down to the “**Security**” section.
- Find and clear the “Use TLS 1.0” check box.



- Click “**Apply**” button.
- Click “**OK**” button.

Questions?

For questions concerning the “Connection Failure” Error Message, call the Assistance and Service Center (ASC) Help Desk at 410-706-HELP (4357) weekdays from 8:00 a.m. to 5:00 p.m., or send an email to: help@umaryland.edu .