

Resolution for Slow Single Sign On and Blackboard Access

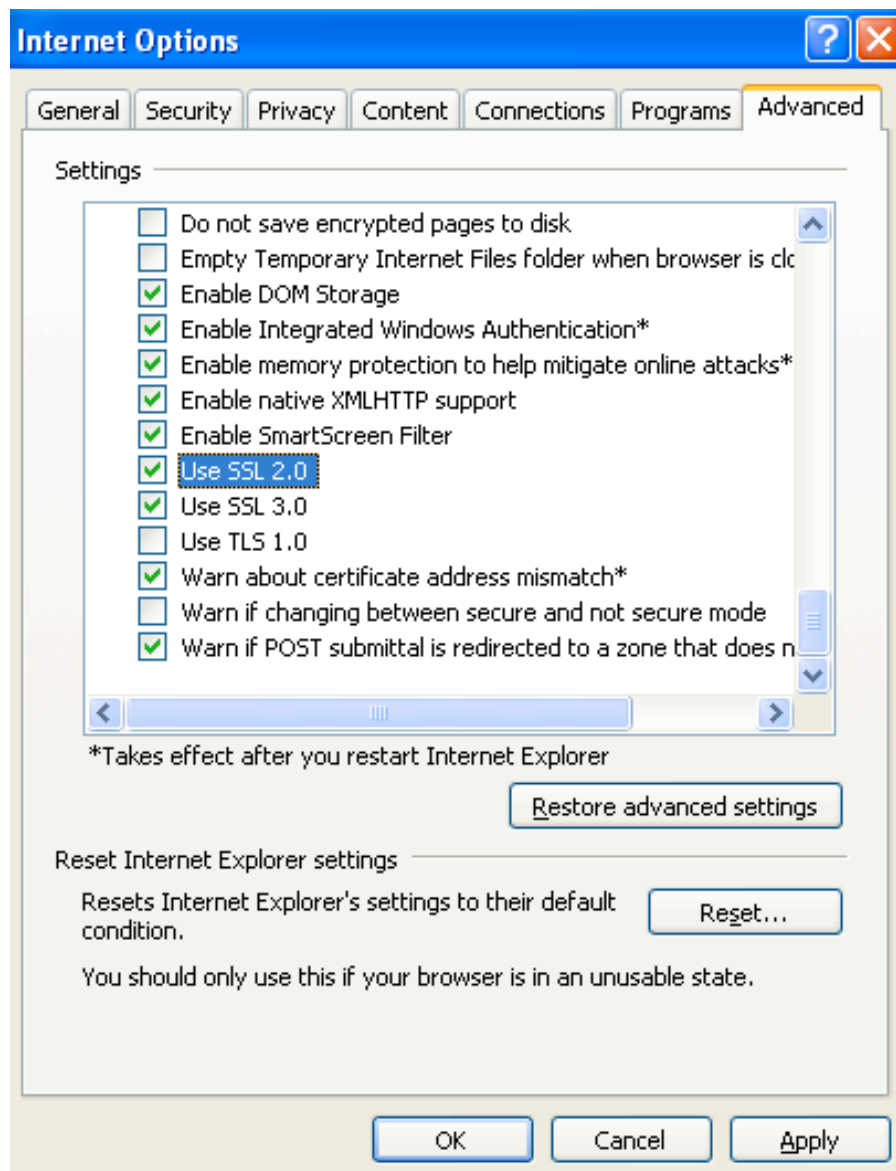
Vista + Internet Explorer 7/8 or Internet Explorer 7/8

→ Open Internet Explorer

→ **TOOLS** menu

→ Select **INTERNET OPTIONS**

→ Choose **ADVANCED** tab → scroll to the very bottom



→ De-Select TLS 1.0

→ **Select SSL 2.0**

→ Restart browser

Firefox Versions 2 and 3

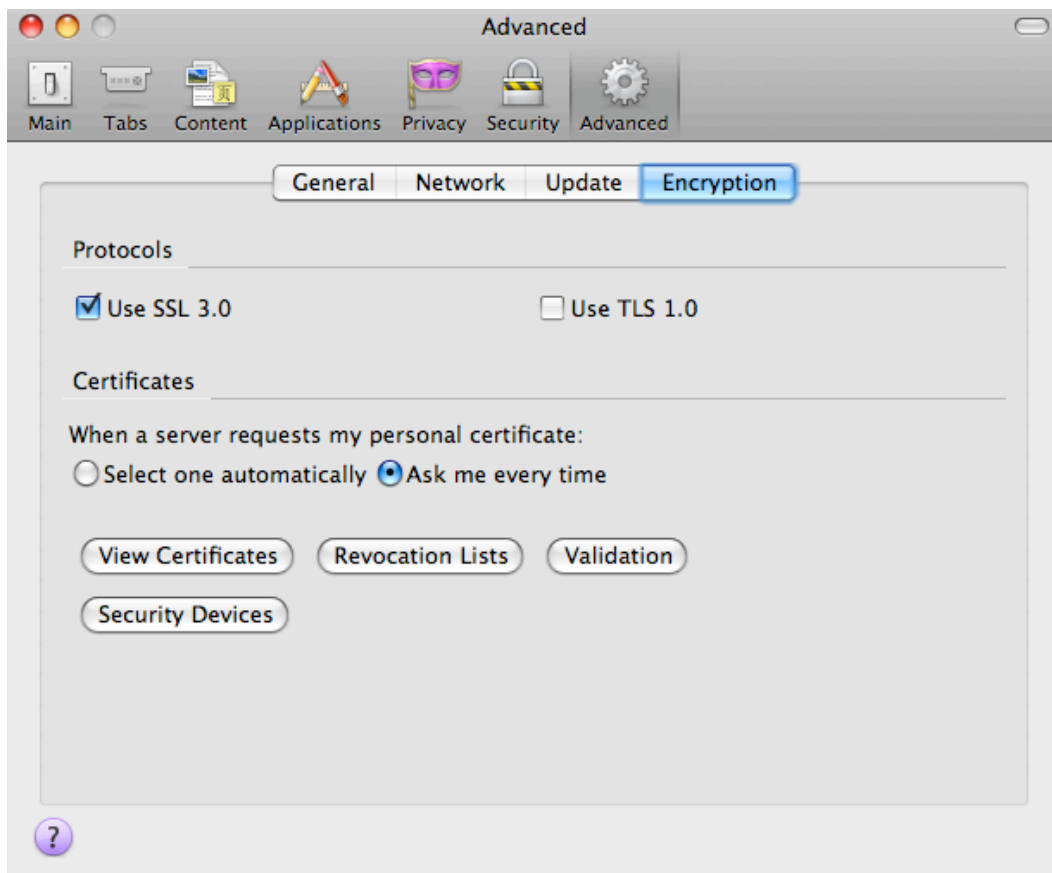
→ Open Firefox

→ **TOOLS** menu

→ Choose **OPTIONS**

→ Choose **ADVANCED** tab

→ Choose the **ENCRYPTION** tab



→ **De-Select TLS 1.0**

→ Restart browser