

Important Notice about NASBA Credit Card Processing & Security

1. What exactly changed and how does that affect our sponsors when connecting to the NASBA Payment system?

Like any merchant that processes credit cards, NASBA was obligated to be compliant with Payment Card Industry standards 3.0 and was required to remove insecure methods that could have resulted in the inappropriate disclosure of your credit card account. NASBA is also committed to make sure your online transactions are secure.

In an effort to provide the highest level of security for our sponsors, we disabled connection to the NASPA Payment system (Authorize.Net) from devices using any Transport Layer Security (TLS) less than 1.1. Any device that is not using TLS 1.1 or higher will not be able to connect to our payment system to make a payment. Today, all recent versions of the major internet browsers provide the option to use TLS 1.1 & higher.

2. Exactly what browsers/versions will provide the option for TLS 1.1 and higher?

The browser versions (below) will support the option to use TLS 1.1 and higher, regardless of what operating system they are used on.

| Browser | Versions |
|-------------------|-------------|
| Internet Explorer | 9, 10 & 11 |
| Chrome | 41, 42 & 43 |
| Firefox | 36, 37 & 38 |
| Safari | 7 & 8 |

3. Are there older versions of operating systems/ browser combinations that will not support TLS 1.1 & higher?

Yes. Windows XP and Windows Vista are only capable of upgrading up to Internet Explorer version 8. Therefore, users of these operating systems using Internet Explorer as their browser will not be able to connect to our payment processor. However, they would have the option of loading the latest version of another browser such as Chrome* or Firefox.

*Chrome has announced that they will end new updates for Windows XP as of April 2015.

Instructions for Enabling TLS 1.1 and TLS 1.2

Please select the browser that you are using to connect to the NASBA Payment system:

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 1.1 and 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 1.1 and TLS 1.2".
8. Then, press the "OK" button.

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.

Safari:

1. There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.1 & 1.2 are automatically enabled.

Troubleshooting

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

- a) Check if TLS 1.1 & 1.2 has been enabled in your browser settings. Please see the section above titled – ***Instructions for enabling TLS 1.1 & 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.howssmyssl.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 1.1 & 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.

Version

Bad Your client is using TLS 1.0, which is very old, possibly susceptible to the BEAST attack, and doesn't have the best cipher suites available on it. Additions like AES-GCM, and SHA256 to replace MD5-SHA-1 are unavailable to a TLS 1.0 client as well as many more modern cipher suites.

Until the “Version” listed when visiting <https://www.howssmyssl.com> reports “Good” (similar to the image below) you will be unable to connect to the NASBA Payment system from this machine.

Version

Good Your client is using TLS 1.2, the most modern version of the encryption protocol. It gives you access to the fastest, most secure encryption possible on the web.

Contact your system administrator if you still need help resolving this issue.