American Academy of Nurse Practitioners
Certification Program

Instructions:

To ensure the on-going security of our website, AANPCP periodically upgrades its Internet servers. Our recent upgrade may result in some Internet browsers, such as Internet Explorer and Windows Safari, not being immediately compatible with the latest updates. Please be advised that the new security updates is not compatible with Windows XP or with Windows Vista. Please see chart below:

Windows OS Version	SSL 2.0	SSL 3.0	TLS 1.0	TLS 1.1	TLS 1.2
Windows XP & Windows Server 2003	✔	✔	✔	X	X
Windows Vista & Windows Server 2008	✔	✔	✔	X	X
Windows 7 & Windows Server 2008 R2	✔	✔	✔	✔	✔
Windows 8 & Windows Server 2012	✔	✔	✔	✔	✔

If you experience difficulties with the payment section for processing your application or verification orders, we recommend you try Google Chrome, Firefox, or Apple Safari.

There are ways to ensure that your browser is compatible with our new security requirements. Below are instructions to check for compatibility and to access the Orders page.

To make **Internet Explorer** (IE) compatible with the AANPCP Website:

1. End users may need to update their IE configuration so that it will also use the TLS 1.1 and TLS 1.2 encryption protocols.
2. To do so, click on "Tools" in Internet Explorer's menu bar and choose "Internet Options" from the drop down menu.
3. Click on the "Advanced" tab and once there, scroll down to the "Security" section in the box labeled "Settings".
4. Find the checkboxes for TLS 1.1 and TLS 1.2 and check them (see screenshot below). Click the "Apply" button and then the "OK" button at the bottom of the window
5. Then restart Internet Explorer by closing and then re-launching it. After doing so, you should have no further issues accessing any of the secure pages on the AANPCP Website.
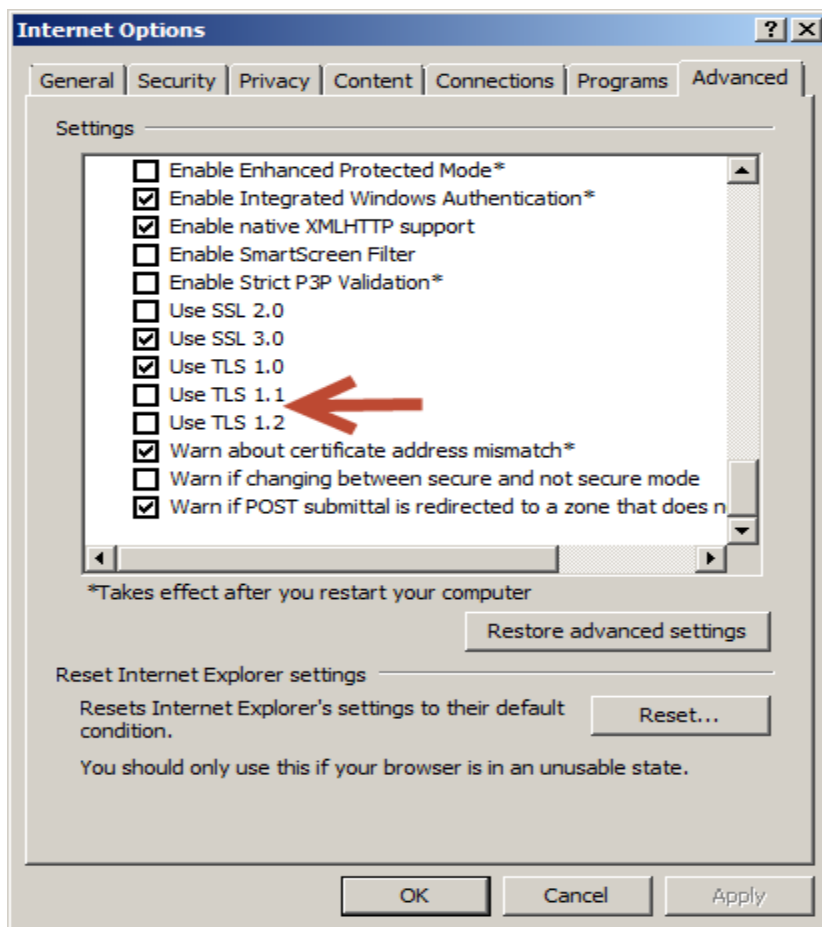
The latest version of **Chrome** is set by default to use TLS 1.1 and TLS 1.2 encryption. As long as end users have the current version installed, they should have no issues accessing AANPCP website.

Google Chrome automatically downloads any new updates and then prompts the end user to install them by:

1. Changing the color of the menu icon in the upper right hand corner.
2. As shown in the screenshot below, if the menu icon is either green, orange or red, pending updates need to be installed. Click on the menu icon and choose "Update Google Chrome" to install them.

Computer

Normally updates happen in the background when you close and reopen your computer's browser. But if you haven't closed your browser in a while you might see the Chrome menu in the top right change colors:

- A green menu means an update's been available for 2 days.
- An orange menu means an update's been available for 4 days.
- A red menu means an update's been available for 7 days.

To update Google Chrome:

1. In the top right, click the Chrome menu ≡.
2. Click **Update Google Chrome**. If you don't see this button, you're on the latest version.
3. Click **Relaunch**.

The browser saves your opened tabs and windows and reopens them automatically when it restarts. If you'd prefer not to restart right away, click **Not now**. The next time you restart your browser, the update will be applied.

Firefox is the same as Google Chrome. The latest version is set by default to use TLS 1.1 and TLS 1.2 encryption. Just like Google Chrome, Firefox is set by default to download any updates, and it will also install them by default without prompting the end user.

There is always a chance that these default settings could have been changed so:

1. End users should click on "Tools" in the Firefox menu bar and choose "Options" from the drop down menu.
2. Next, click on "Advanced" on the left hand side of the "Options" window and then click on "Update" from the list of options at the top of the window.
3. Once there, make sure that Firefox is set to automatically install updates, as shown in the screenshot below.