

The registration software UVM uses for Registrations is through RegOnline. Several months ago, RegOnline disabled support for older browser versions. If you are having trouble registering, this could be why.

Here is a list of unsupported browser versions.

*On May 15, 2018, we will be disabling older encryption ciphers and protocols, known as Transport Layer Security (TLS) versions 1.0 and 1.1, that are no longer considered secure by the US NIST. RegOnline will no longer support the following browsers:*

- \* Google Chrome version 29 and below*
- \* Mozilla Firefox version 26 and below*
- \* Microsoft Internet Explorer version 10 and below*
- \* Microsoft Internet Explorer Mobile 10 and below*
- \* Apple Safari version 6 and below*

Here's a much longer explanation of why they are no longer supported:

*RegOnline is phasing out support for VERY outdated and -- most importantly -- insecure browser versions, based on US NIST standards. US NIST (US National Institute of Standards and Technology) sets cybersecurity and privacy standards and best practices necessary for companies like RegOnline. By phasing out support for insecure browser versions, RegOnline is indicating that it takes those standards seriously.*

*It could present an occasional issue for program participants who do not remember, care, or know how to update their browsers.*

*Increasingly our program participants are more digitally connected via smartphones AND smartphone users generally keep their apps and operating systems current because they follow prompts and notifications to install updates. (This may hold true for people who use tablets as well.)*

*If you are experiencing difficulty with registering, here are a few questions to help troubleshoot:*

- 1. "What type of device" are you using (phone, tablet, computer)?*
- 2. "What browser" are you using (Firefox, Chrome, Internet Explorer, Edge)?*
- 3. "What browser version" are you using? Compare that information with the list from RegOnline. Browser version information is usually located in the "Help" and/or "About [browser name]" settings.*
- 4. Have you tried a different browser?*

If after doing the above suggestions you are still having issues, please contact Lisa @ [master.gardener@uvm.edu](mailto:master.gardener@uvm.edu) or 802-656-9562.