

PCI Mandate for TLS Migration Notice

Safeguarding personal information and payment data is of critical importance to ConnectYourCare (CYC), as is complying with industry standards and data protection requirements. As part of our security processes, all web sessions within our secure portal, including the participant portal and the Employer Dashboard, are protected by Transport Layer Security (TLS) as part of the secure https:// process.

The PCI Council, the group responsible for maintaining Payment Card Industry security standards, has mandated that all support for early versions of TLS be discontinued by June 30th, 2018. This mandated change will affect all companies that store, process, or transmit cardholder data.

To maintain the highest levels of data security and comply with these security requirements, CYC will require all users to have a web browser that supports **TLS 1.2** in order to access our secure portal, beginning **June 30, 2018**.

This change means that users of outdated browsers and/or operating systems that do not support TLS 1.2 will not be able to access our secure portal, effective June 30, 2018. Please be assured that this change is limited to users who are using older versions of browsers or operating systems, so the impact is expected to be minimal. All major browsers published since late 2013 have support for TLS 1.2 built in.

To assist our participants and employers get ready for this industry wide migration effort, CYC will update the guidance on minimum browser and operating system requirements on our portal and corporate website, and we are updating our corporate website with additional information for users.

Individual users can test if their browser is compatible with TLS 1.2 at <https://www.ssllabs.com/ssltest/viewMyClient.html>. The results are displayed at the top of the page under protocol support. Corporate users should check with their IT support team regarding TLS 1.2 supported browsers.

Frequently Asked Questions

- **What is TLS?**

Transport Layer Security (TLS) is a cryptographic protocol used to establish a secure communications channel between two systems. It is used to protect the confidentiality and integrity of information that passes between systems. It was originally developed as Secure Sockets Layer (SSL) by Netscape in the early 1990s. Standardized by the Internet Engineering Taskforce (IETF), TLS has undergone several revisions to block known attacks with major revisions to SSL 3.0 in 1996, TLS 1.0 in 1999, TLS 1.1 in 2006, and TLS 1.2 in 2008.
- **Why is CYC making this change?**

The PCI council has mandated that support for TLS 1.0 be disabled by June 30th, 2018 to safeguard payment data. As part of CYC's Data Security program, we have elected to turn off support for TLS 1.0 on June 30, 2018.

- Who is the PCI Council?**
 The PCI Council maintains, evolves, and promotes the Payment Card Industry Security Standards.
- Who will this effect?**
 Browsers published since late 2013 support TLS 1.2. Most computer users will have a compatible browser. Details of CYC supported browsers are in the accompanying table.
- Where can I test my browser for TLS 1.2?**
 Individual users can test if their browser is compatible with TLS 1.2 at <https://www.ssllabs.com/ssltest/viewMyClient.html>. The results are displayed at the top of the page under protocol support. Corporate users should check with their IT support team regarding TLS 1.2 supported browsers.
- What do I do if I find that my browser will no longer be supported?**
 CYC recommends that all users regularly apply security updates and run the latest (non-beta) version of web browsers. Corporate users should check with their IT department.

ConnectYourCare Minimum Supported Browsers and Operating Systems

Microsoft Windows® 7 or higher <ul style="list-style-type: none"> Microsoft Edge Internet Explorer 11* *IE 8-10 can be enabled for TLS 1.2. 	Mozilla Firefox Windows® 7 or higher and Mac OS X 10.9+ <ul style="list-style-type: none"> Version 34 and higher 	Google Chrome Windows® 7 or higher and Mac OS X 10.9+ <ul style="list-style-type: none"> Version 30 and higher
Apple Safari Mac OS X 10.9 or higher <ul style="list-style-type: none"> Version 7x – 10x 	Mobile Operating System and Browser Requirements <ul style="list-style-type: none"> iOS 9.0 or higher, Safari Android 4.4 or higher, Chrome 	Tablet Operating System and Browser Requirements <ul style="list-style-type: none"> iOS 9.0 or higher, Safari Android 4.4 or higher, Chrome