

In case you find the following error while browsing Internet Banking application of our Bank, request you to follow the steps to enable TLS 1.2 as mentioned below.

Can't connect securely to this page

This might be because the site uses outdated or unsafe TLS security settings. If this keeps happening, try contacting the website's owner.

Your TLS security settings aren't set to the defaults, which could also be causing this error.

Try this:

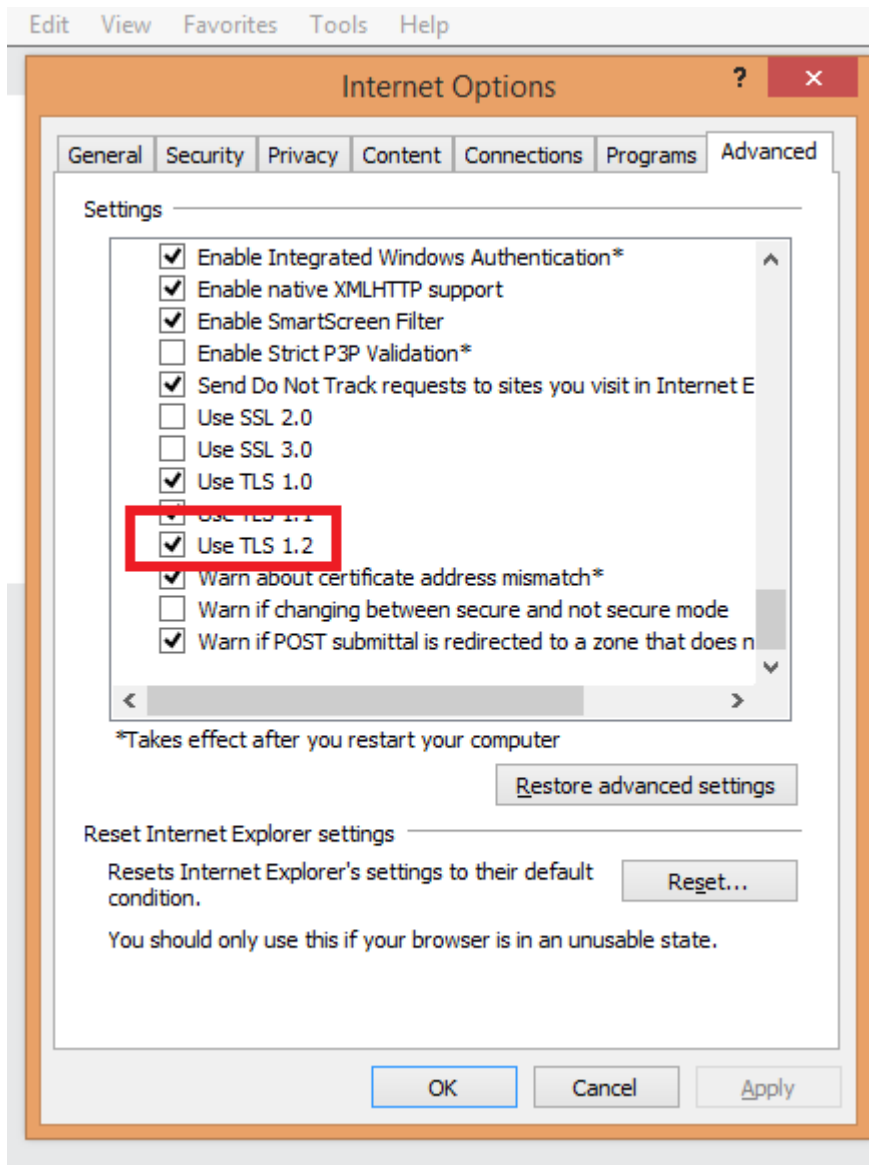
- [Go back to the last page](#)

Change settings

To enable TLS 1.2 on your browser, kindly follow the following steps:

❖ Microsoft Internet Explorer

- 1) Open **Internet Explorer**
- 2) From the menu bar, click on **Tools > Internet options > Advanced tab**
- 3) Scroll down to **Security** category, manually check the option box for **Use TLS 1.2**

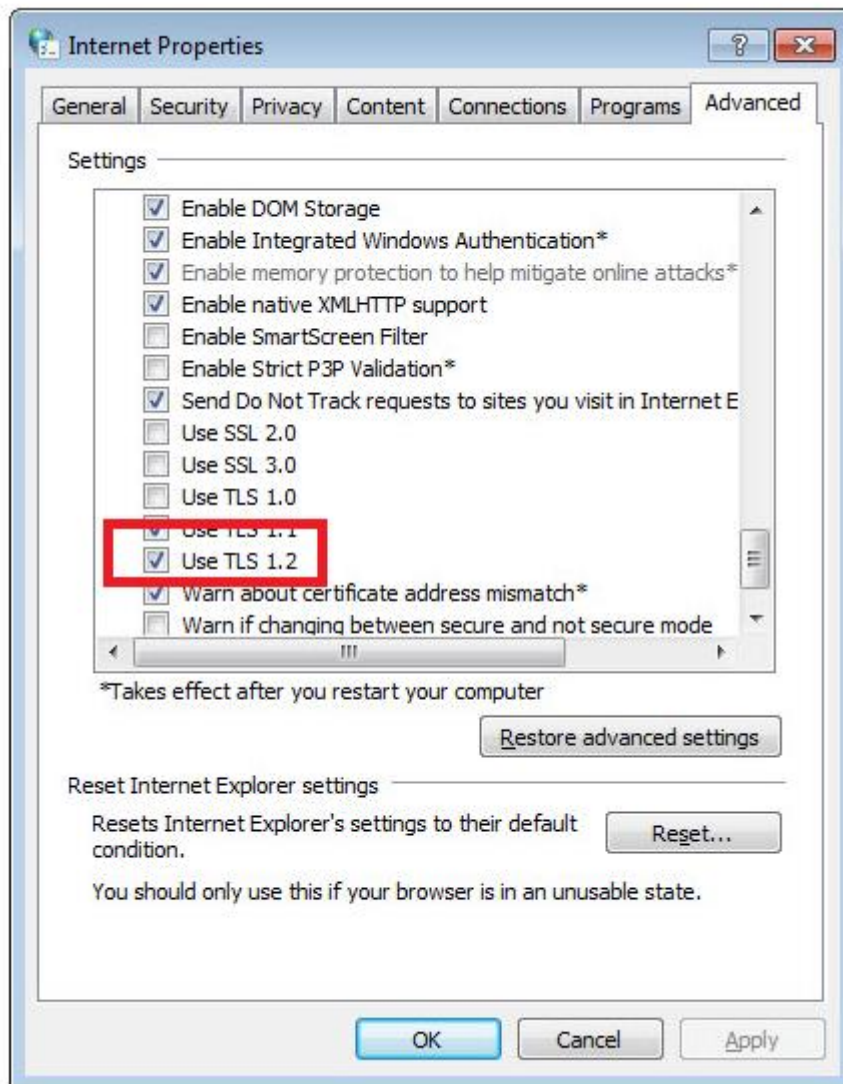


- 4) Click **Ok**
- 5) Close your browser and restart Internet Explorer

❖ **Google Chrome**

- 1) Open **Google Chrome**
- 2) Click **Alt+F** and Click on **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 **Security** category, manually check the option box for **Use TLS 1.2**



- 7) Click **OK**
- 8) Close your browser and restart Google Chrome

❖ **Mozilla Firefox**

- 1) Open **Firefox**
- 2) In the address bar, type **about:config** and press Enter
- 3) In the **Search** field, enter **tls**. Find and double click the entry for **security.tls.version.max**
- 4) Set the integer value to 4 to force a maximum protocol of TLS 1.3

The screenshot shows the Firefox browser's about:config page. The search bar at the top contains the text 'tls'. Below the search bar, a table lists various configuration preferences related to TLS. The table has four columns: Preference Name, Status, Type, and Value. The row for 'security.tls.version.max' is highlighted in blue, indicating it is the selected preference.

| Preference Name | Status | Type | Value |
|---|---------|---------|----------|
| devtools.remote.tls-handshake-timeout | default | integer | 10000 |
| gl.use-tls-is-current | default | integer | 0 |
| network.http.spdy.enforce-tls-profile | default | boolean | true |
| network.http.tls-handshake-timeout | default | integer | 30 |
| network.proxy.proxy_over_tls | default | boolean | true |
| security.tls.enable_Ortt_data | default | boolean | true |
| security.tls.insecure_fallback_hosts | default | string | |
| security.tls.version.fallback-limit | default | integer | 3 |
| security.tls.version.max | default | integer | 4 |
| security.tls.version.min | default | integer | 1 |
| services.sync.prefs.sync.security.tls.version.max | default | boolean | true |
| services.sync.prefs.sync.security.tls.version.min | default | boolean | true |

5) Click **Ok**

6) Close your browser and restart Mozilla Firefox