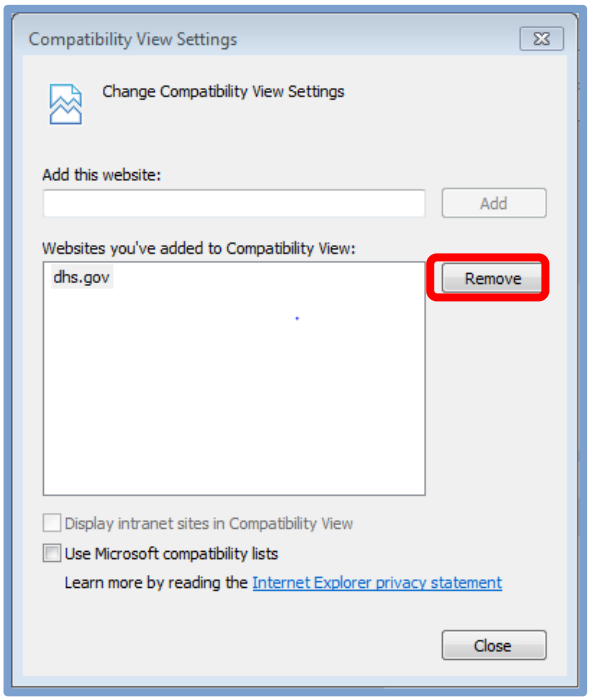
U.S. Customs and Border Protection

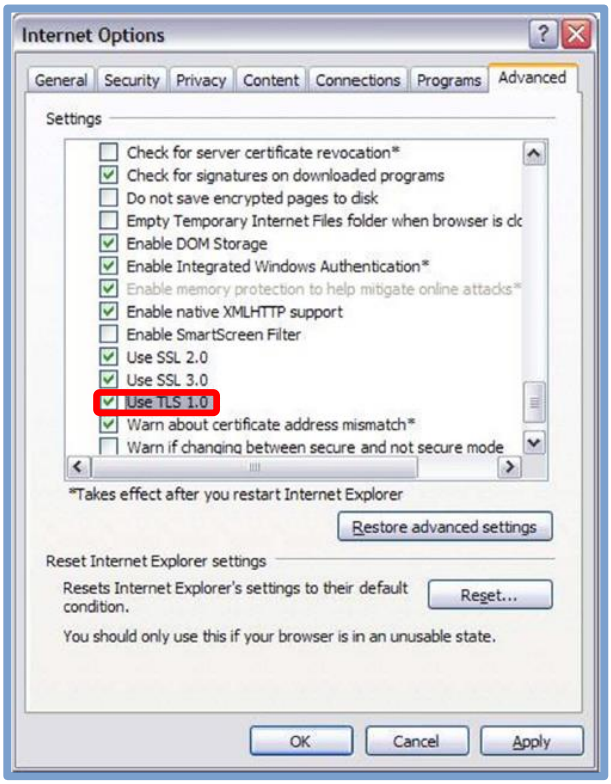
Customs-Trade Partnership Against Terrorism
Portal Troubleshooting Guide

Compatibility Settings



The C-TPAT Portal was designed for and best viewed using the web browser Internet Explorer 10 (or above). To identify your web browser, on the Internet Explorer Menu Bar, click on Help, and then click on Internet Explorer. If using Internet Explorer 10 or above, please make sure that you are not viewing the Portal in Compatibility View.

1. Go to the C-TPAT Portal site in Internet Explorer web browser (https://ctpat.cbp.dhs.gov)
2. Select the Tools Menu
3. Then select "Compatibility View Settings"
4. Check the "Websites you've added to Compatibility View", and remove DHS.gov, if it exists, by highlighting DHS.gov and clicking "Remove".
6. Close and restart your browser, then again attempt to sign in to the Portal.



TLS Settings

C-TPAT Portal requires the use of TLS 1.0 for secure connections. Sometimes an update in Windows will cause this setting to be changed. In order to fix it, you will need to enable the use of TLS 1.0. Follow the directions below, being sure to choose the web browser you will use to access Portal.

1. Open the Internet Options Dialog Box (under the Tools Menu)
2. Go to the Advanced Tab
3. Check Use TLS 1.0
4. Click Apply