

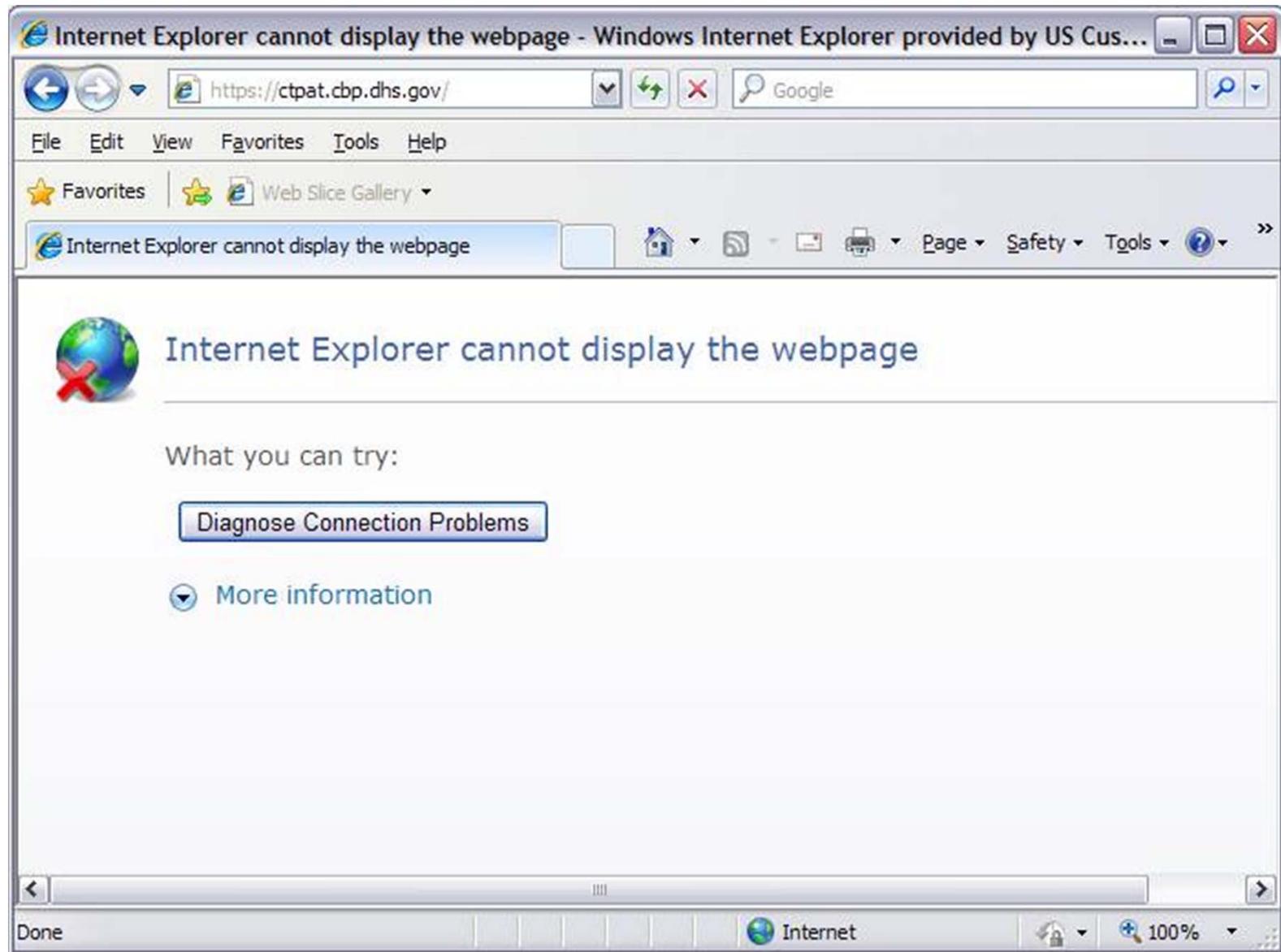
What to do if you get an error when
you try to access the C-TPAT Portal

Are you getting an error message when you try to access the C-TPAT Portal?

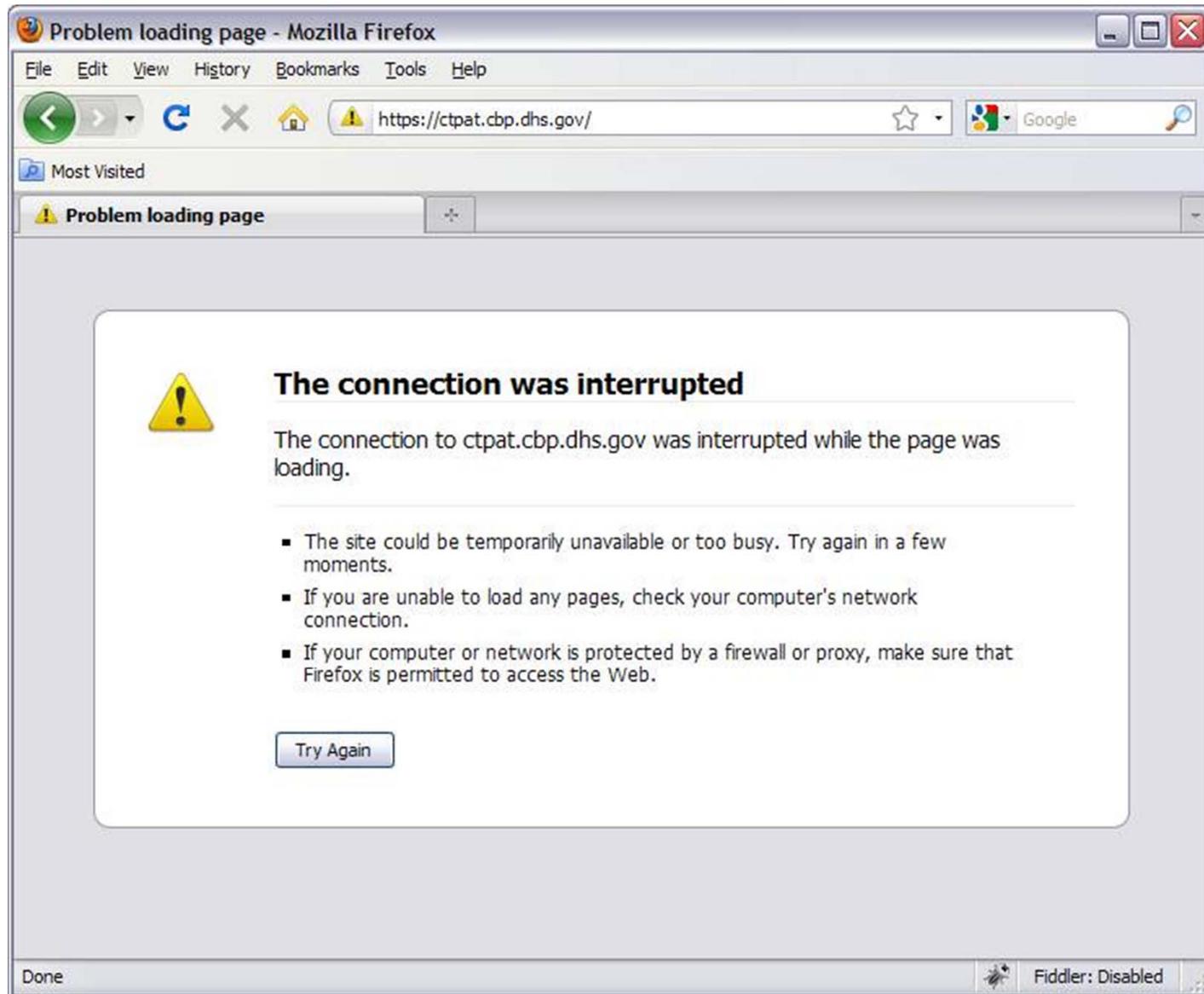
First, make sure you are using either Internet Explorer or Firefox to access the C-TPAT Portal. These are the only browsers compatible with the C-TPAT Portal.

If you are using Internet Explorer or Firefox and are still experiencing difficulty, a recent “Windows Update” to your computer may have altered the settings you need to access the C-TPAT Portal.

Your page might look like this if you are using Internet Explorer to access the internet:



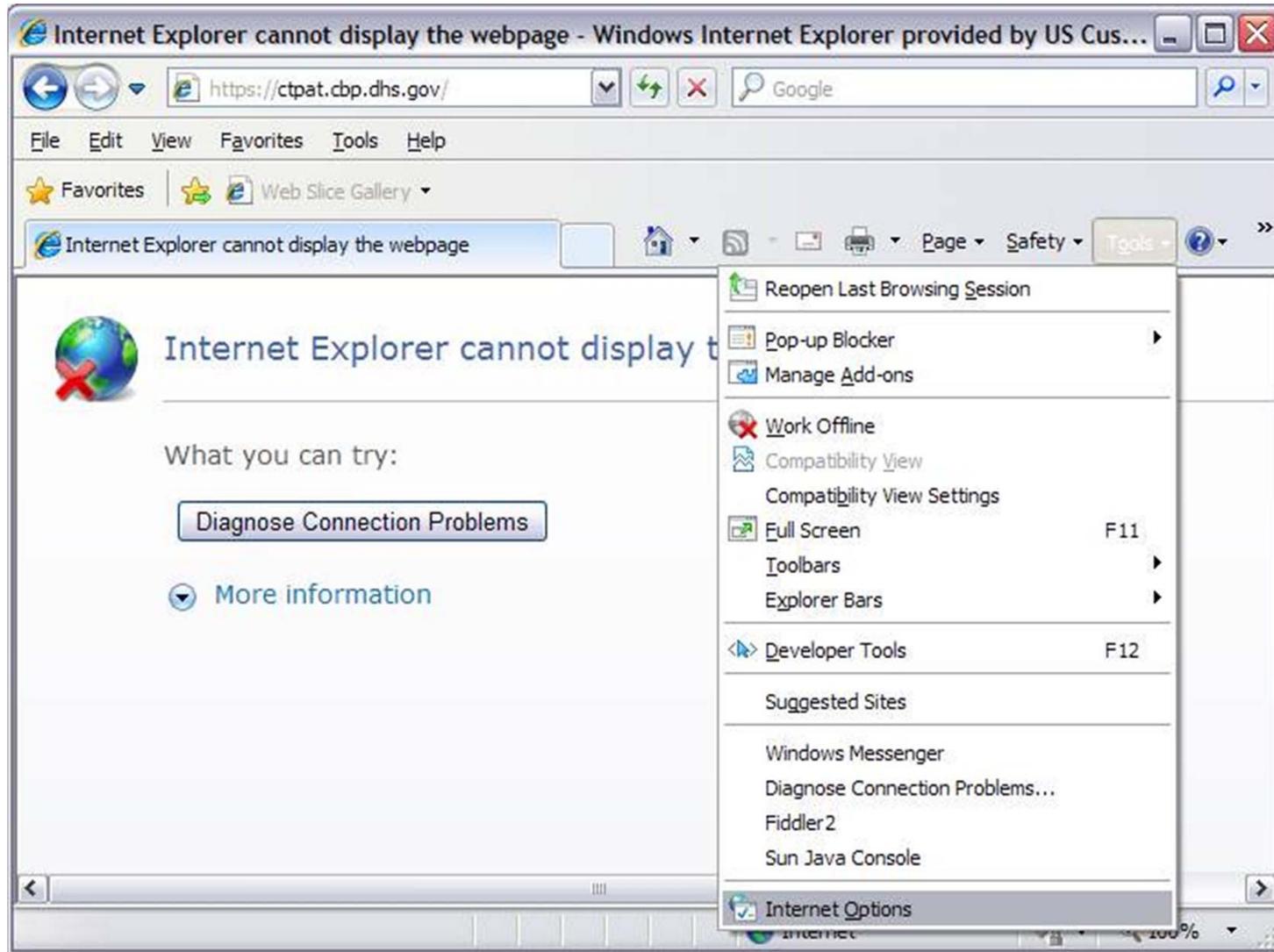
Your page might look like this if you are using Firefox to access the internet:



The cause of the error is that the 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 internet browser you are using.

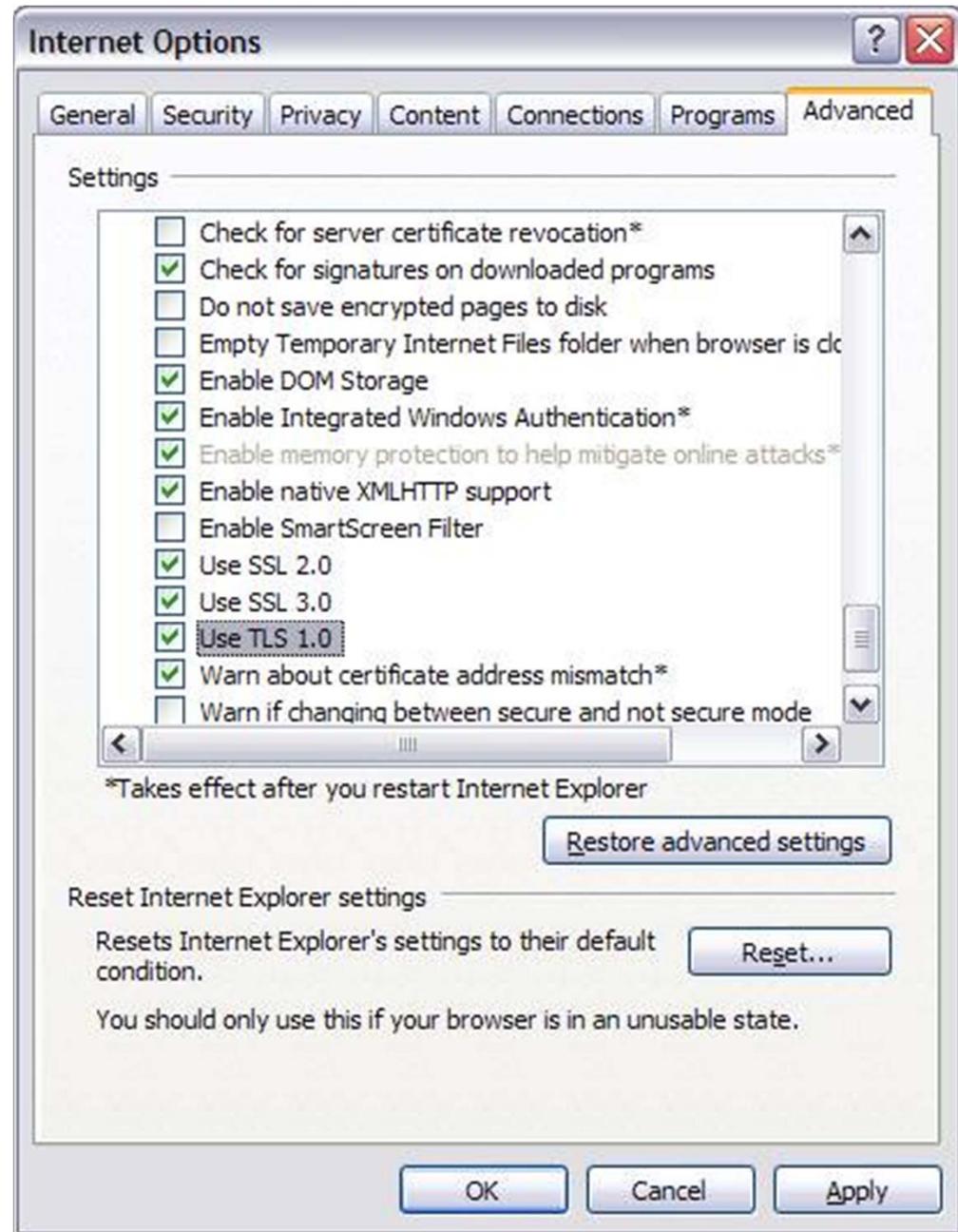
For Internet Explorer:

1. Open the Internet Options Dialog Box (under the Tools Menu)



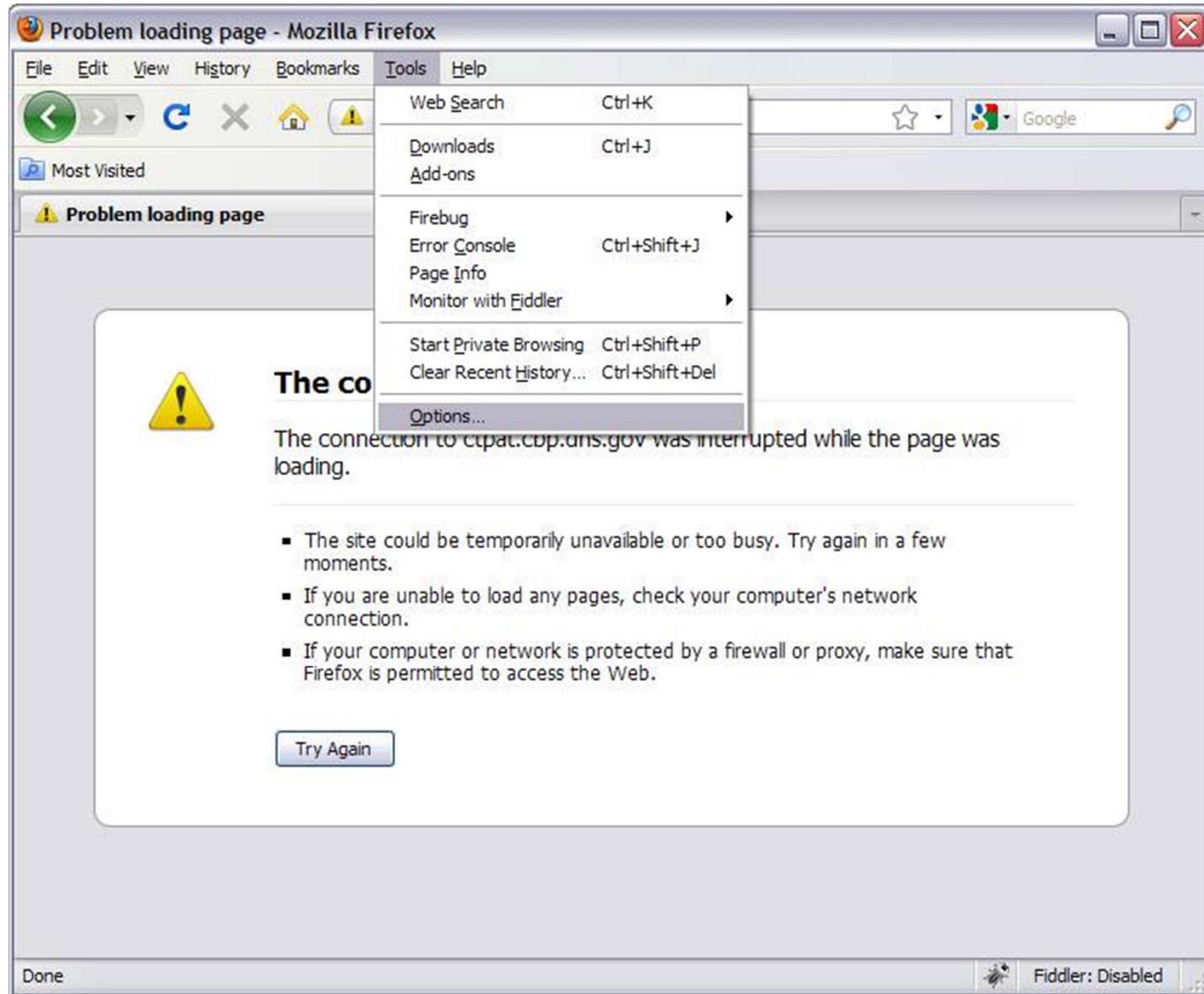
For Internet Explorer:

2. Go to the Advanced Tab
3. Check Use TLS 1.0
4. Click Apply



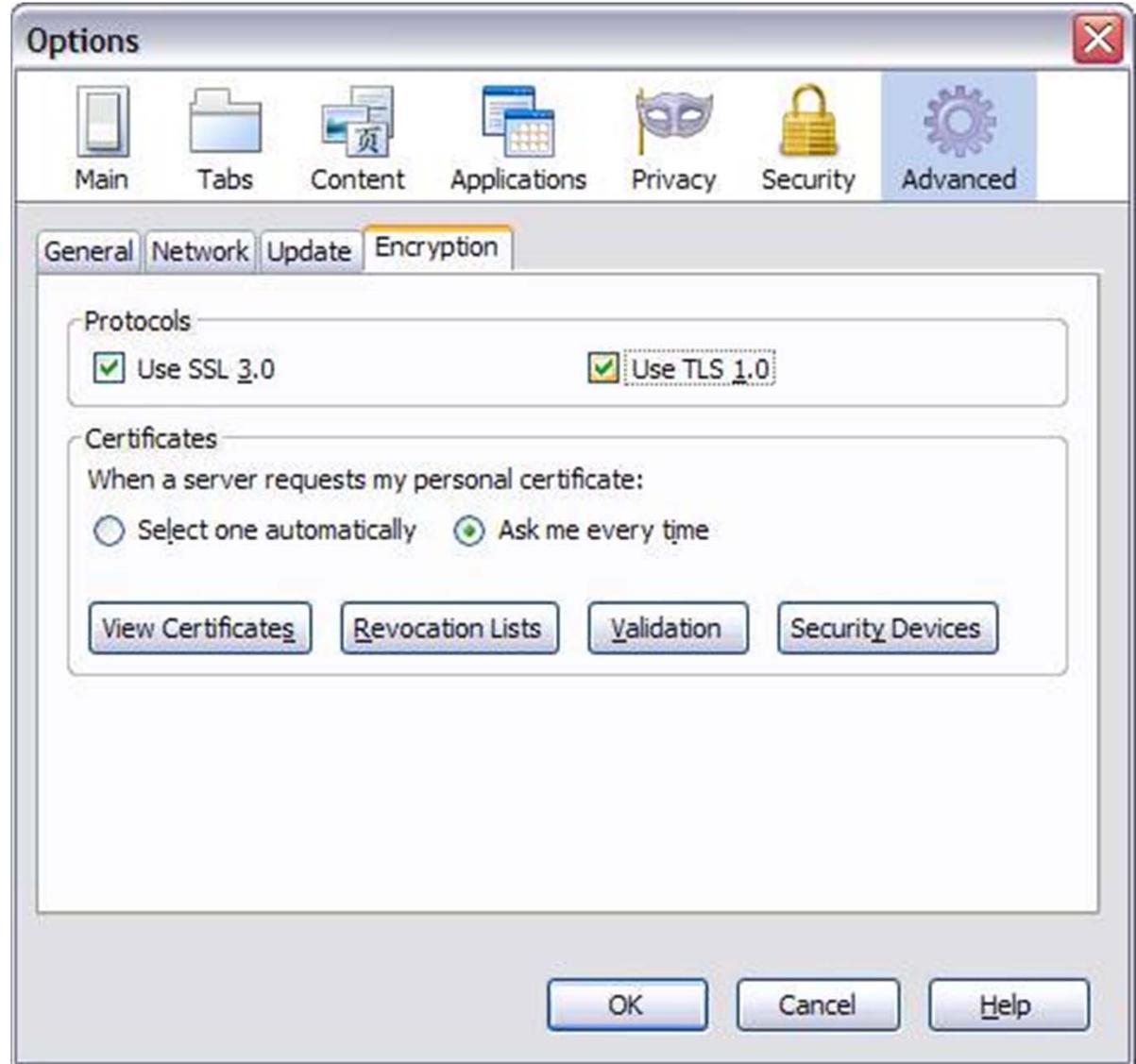
For Firefox:

1. Open the Options Dialog Box (under the Tools Menu)



For Firefox:

2. Go to the Encryption Tab
3. Check Use TLS 1.0
4. Click OK



If you still experience errors trying to get to the C-TPAT Portal, e-mail us at industry.partnership@dhs.gov or call us at (202) 344-1180.