Fiserv, the provider for some of Villa Grove State Bank's software solutions has recently phased out support for TLS 1.0 and TLS 1.1 over HTTPS. This means that older web browsers without support for TLS 1.2 may not be able to access online banking solutions. This change is mandated by the PCI Security Council and affects all merchants and providers that process or transmit credit card data. Transport Layer Security (TLS) is a protocol that ensures that a connection to a remote endpoint is securely encrypted in order to provide privacy and data integrity. Fiserv's web applications and application programming interface (API) connections use TLS as a key component of their security. TLS 1.2 is the most current version and is considered to be the most secure.

Below is a list of web browsers that are compatible with TLS 1.2:

- Microsoft Edge
- Internet Explorer version 11
- Internet Explorer versions 9 and 10 when running on Windows 7 (TLS 1.2 not enabled by default – see below)
- Firefox version 27 and higher
- Google Chrome version 38 and higher
- Safari Version 7 and higher

Should you receive a connection error when attempting to access online banking services, please use the guide below to attempt to enable TLS 1.2 in your browser. Please follow the instruction ONLY if you are having an issue connecting. Most modern web browsers will work by default.

Internet Explorer

1. Open Internet Explorer
2. Select 'Internet Options' from the tools menu
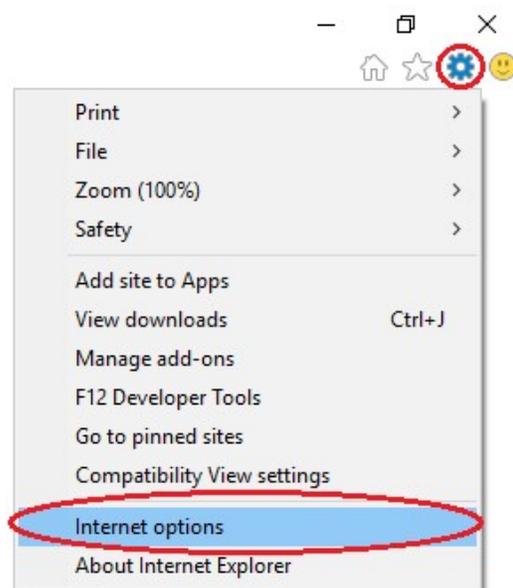
   a.

3. Select the 'Advanced' tab
4. Scroll down and check 'Use TLS 1.2'
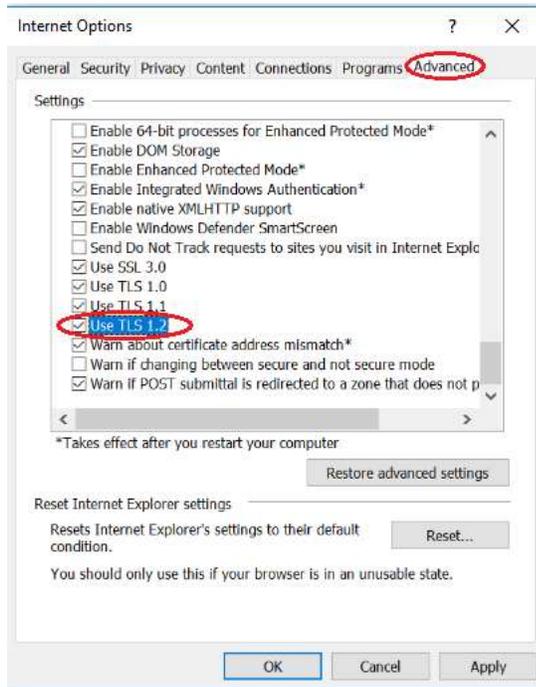
   a.
5. Press OK, then close and re-open Internet Explorer

Google Chrome

1. Open Google Chrome
2. Select 'Settings' from the upper-right menu
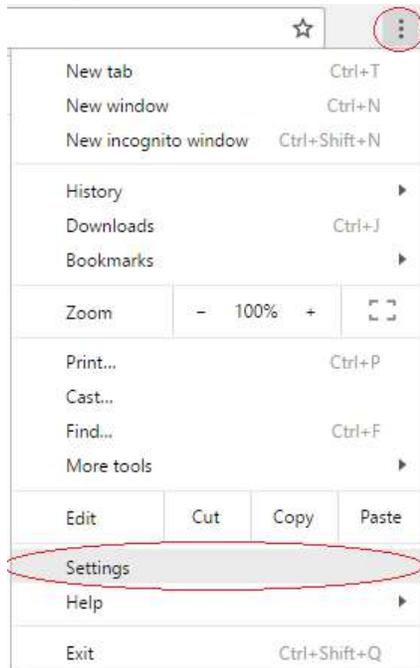
   a.

3. Scroll down to the Network section and select 'Change Proxy Settings'
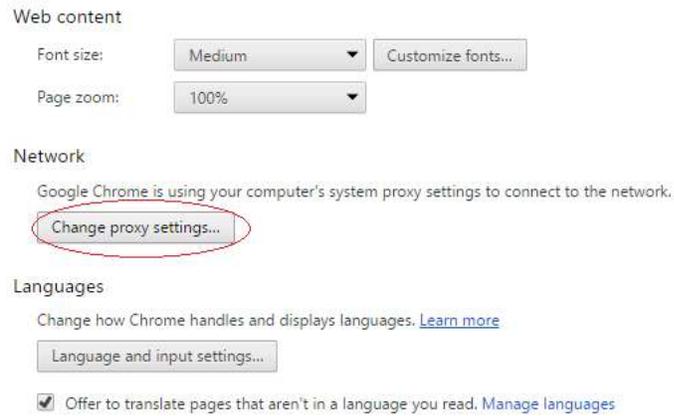
a.

4. Select the 'Advanced' tab
5. Scroll down and check 'Use TLS 1.2'
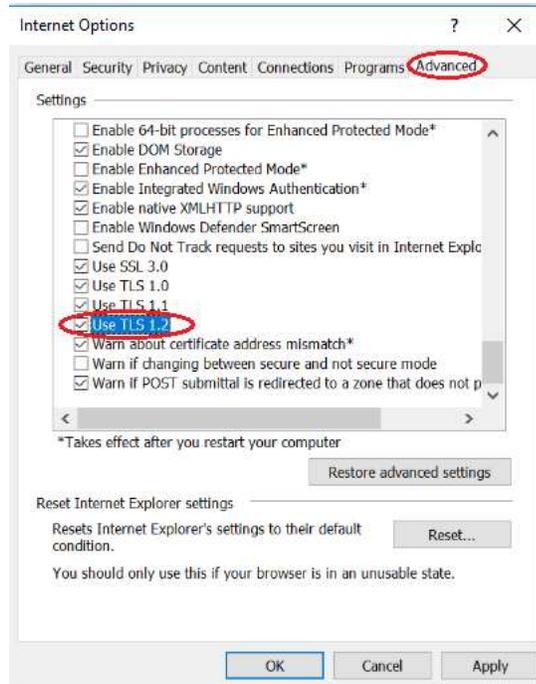
a.

6. Press OK, then close and re-open Google Chrome

Mozilla Firefox

1. Open Firefox
2. Type 'about:config' in the URL bar and press Enter
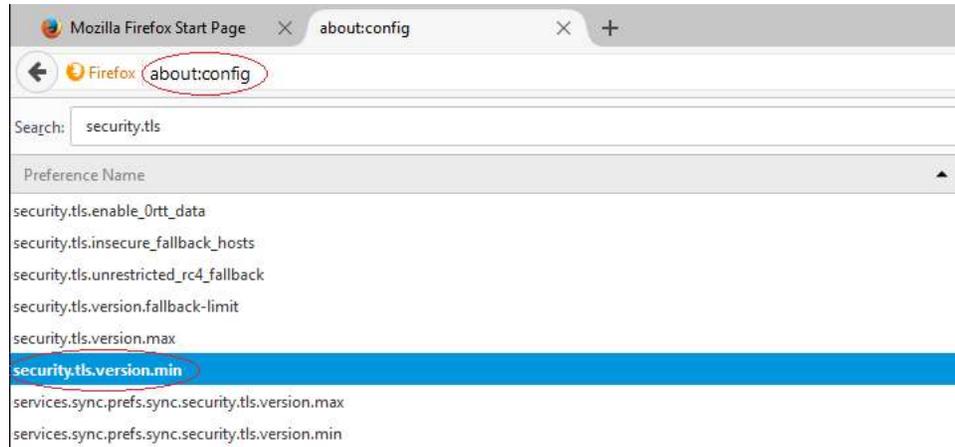
   a.
3. Scroll down to 'security.tls.version.max' and double click
4. Change the value to 3

   a.
5. Press OK, then close and re-open Mozilla Firefox