

Background Information

A 'Security Certificate' is used by browsers to create secured communication with servers. A freely created certificate offers the same security feature as those created by a commercial entity. The only difference is that the commercial certificates are supposed to ensure users that the server they are connected to is the one that commercial entity recognized. So as long as you know the server you connected to belongs to the organization you are trying to contact, the commercial certificate offers no extra benefit.

The problem:

If a certificate is issued by an authority (organization) not known to a browser, warnings are generated. All browsers are designed not to add new authorities automatically but, for a good reason, to defer it to the user. For state agencies, the ideal solution is to establish the state government as an authority and to have it issue certificates to all agencies. In this scenario, as long as the state government is added to the browser, all agencies will be recognized. But, so far, Nebraska state government is not doing it.

The solution:

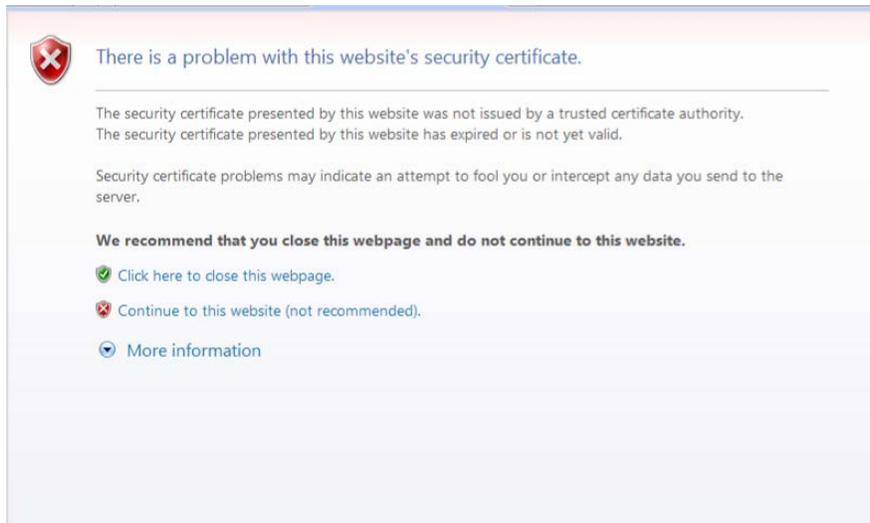
Follow the instructions below depending on what browser you are using. Internet explorer has fewer steps, but you must follow them every time you log in. The Firefox steps are a little longer, but you will only have to do it once.

[Internet Explorer \(7\)](#)

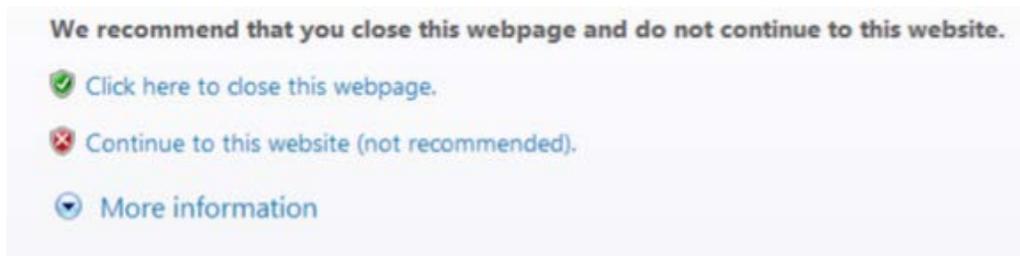
In Internet explorer, when you click on “real site” a security warning box appears.



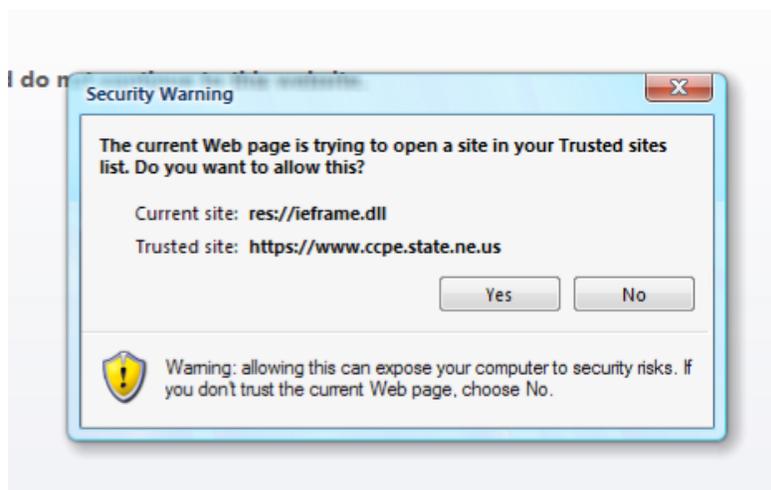
Click yes on this box. Then a page will appear that says there is a problem with the site's security certificate.



You need to click on “Continue to this website (not recommended)”.



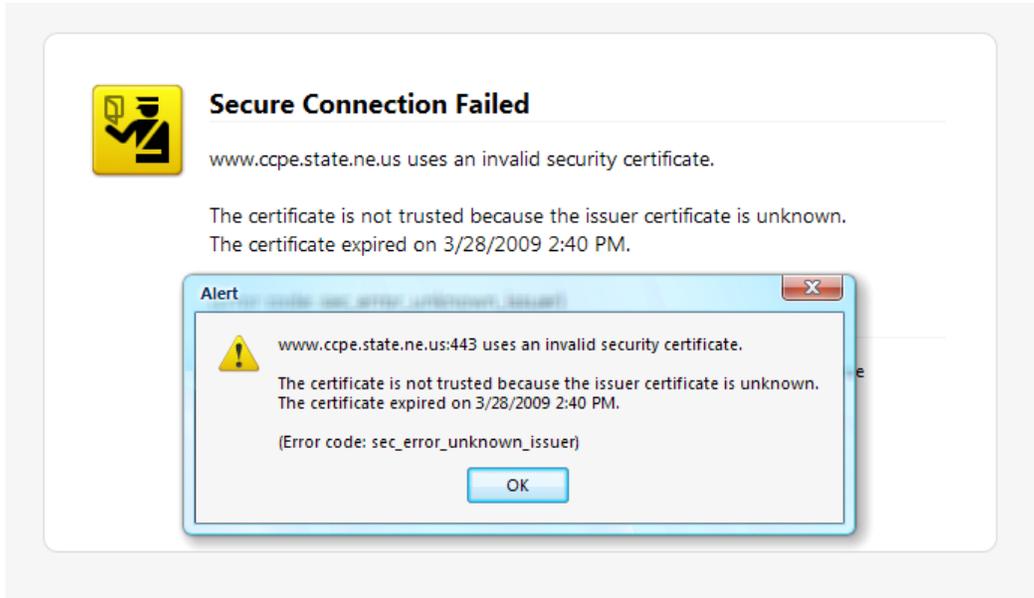
Then you will get another security warning box.



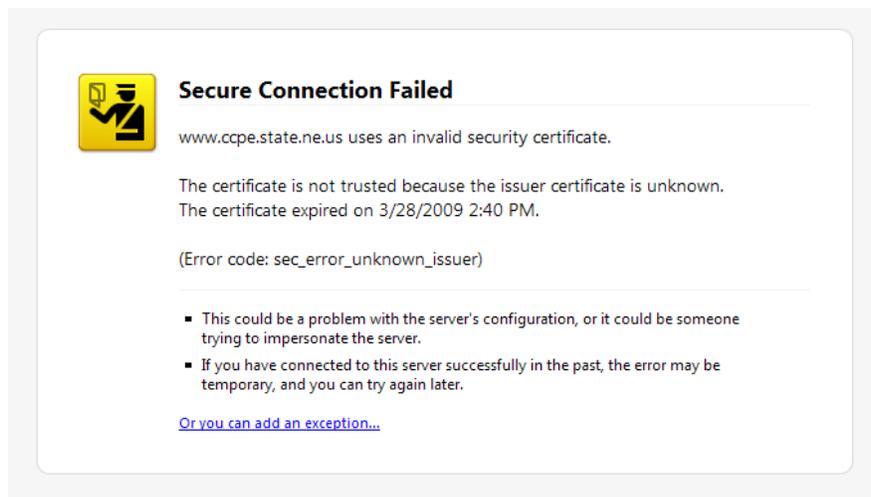
Click yes in this box and you should be able to access the login page.

Firefox (3)

In Firefox, when you click on “real site” you will get an alert box saying the site has an invalid security certificate.



Click OK in this box. The page will display Secure Connection Failed.



At the bottom of this page it gives the option to add an exception. Click on this link and then click on the add exception button.

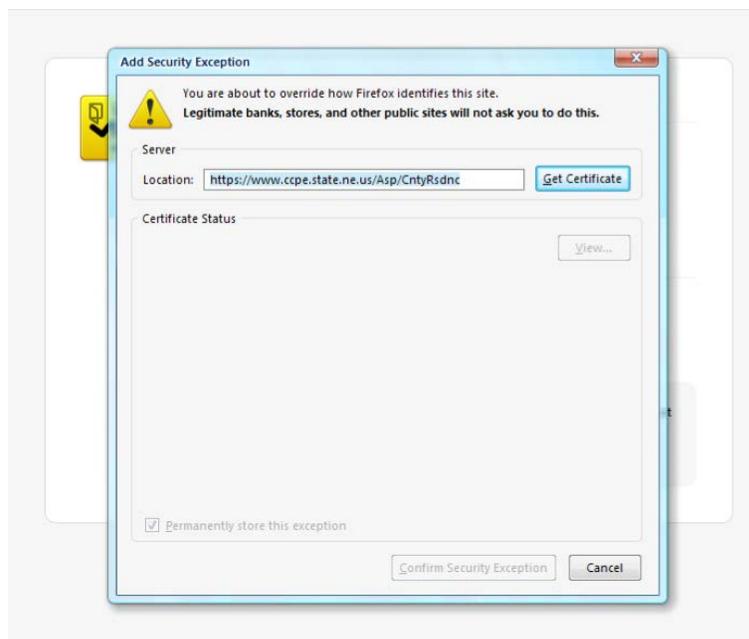
[Or you can add an exception...](#)

You should not add an exception if you are using an internet connection that you do not trust completely or if you are not used to seeing a warning for this server.

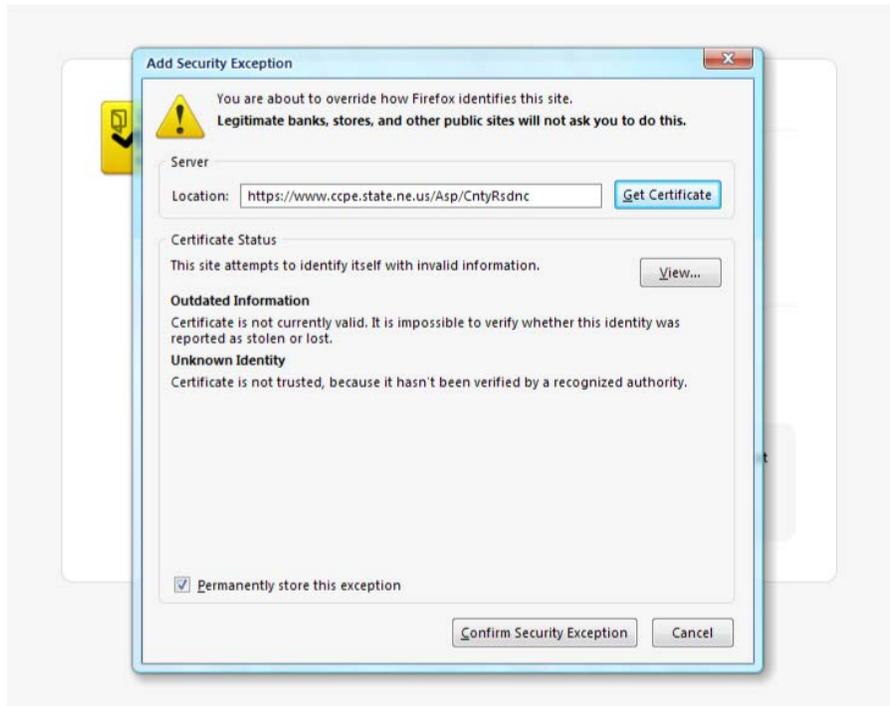
Get me out of here!

Add Exception...

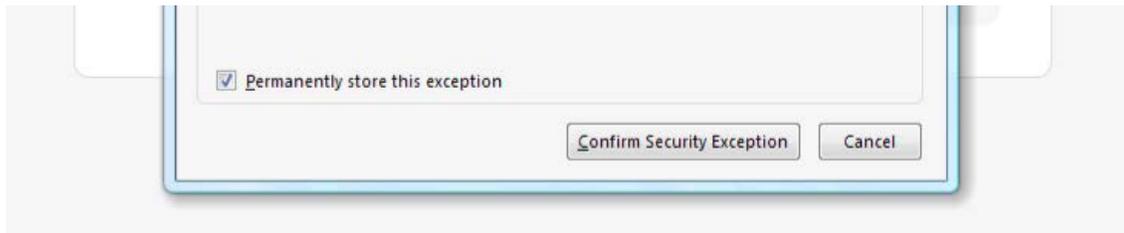
You will then get an “add security exception” box.



Click the get certificate button then the confirm security exception button.



If you check the permanently store this exception box, Firefox will keep the security exception and you will not have to go through this process again.



After you click the confirm security exception button you will be redirected to the survey login page.