

Trouble accessing certain HTSB web pages?

If you can view the HTSB homepage, but are unable to reach the “Licensee Login/Pay Fees” or the “Public Search” page, this could be due to a certain security setting in your web browser.

If using Internet Explorer ver.8:

Go to your “Tools” pulldown menu at the top, select “internet options” and at the top of window, select “advanced” tab.

Scroll down in the window to the bottom of the “security” section. Find “use SSL 3.0” and “use TLS 1.0” entries and check both of them. Click OK and close/re-open IE. Then try again to reach those pages.

If using Firefox:

Go to your “Tools” pulldown menu at the top, select “options” and at the top of window, select “advanced” icon.

Click on the “encryption” tab, then under “protocols” section, check both “use SSL 3.0” and “use TLS 1.0.” Click OK, then close/re-open Firefox, and try again to reach those pages.