QTSO MEMORANDUM

MEMO NUMBER: 2010-202

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Lisa Badger, QIES Technical Support Office

DATE: November 18, 2010

SUBJECT: **Two Important Updates Effective November 21, 2010: Web Browser Update Required for QIES National Systems Access and Security Certificate Update**

States are strongly encouraged to share this information with providers:

TLS (Transport Layer Security) 1.0 Update

Effective November 21, 2010, the Transport Layer Security (TLS) 1.0 must be checked in your web browser in order to access QIES National Systems. This requirement applies to all parties that access QIES systems (MDS, OASIS, Swing Bed, IRF-PAI, etc.).

This change must be made to connect after November 21, 2010.

Note: You must have administrative rights to your workstation in order to update this value. If you do not have administrative rights, contact your IT support.

Follow the steps below to activate TLS 1.0:

| STEP	ACTION
1	Open the Internet Explorer browser.
2	Select "Tools" from the Menu bar.
3	Click on "Internet Options".
4	Select the "Advanced" tab.
5	Under "Security", ensure that the box next to "Use TLS 1.0" is checked (this should be located near the bottom of the list).
6	Click "Apply".
7	Click OK.
8	If already checked, click "Cancel" and close your browser.

Security Certificate Update

Effective November 21, 2010, the Security Certificate will be updated. Users who use automatic Windows Update will accept the new Security Certificate without any issues.

Users who do not use automatic Windows Update will lose access to the CMS System until they perform the Windows Update that allows the new Security Certificate to be installed.

Follow the steps below to activate Windows Updates:

STEP	ACTION
1	Open the Internet Explorer browser.
2	Go to the Microsoft Update page at www.update.microsoft.com.
3	Click on the "Express" button (shown below).
4	Follow the steps provided on the screen.
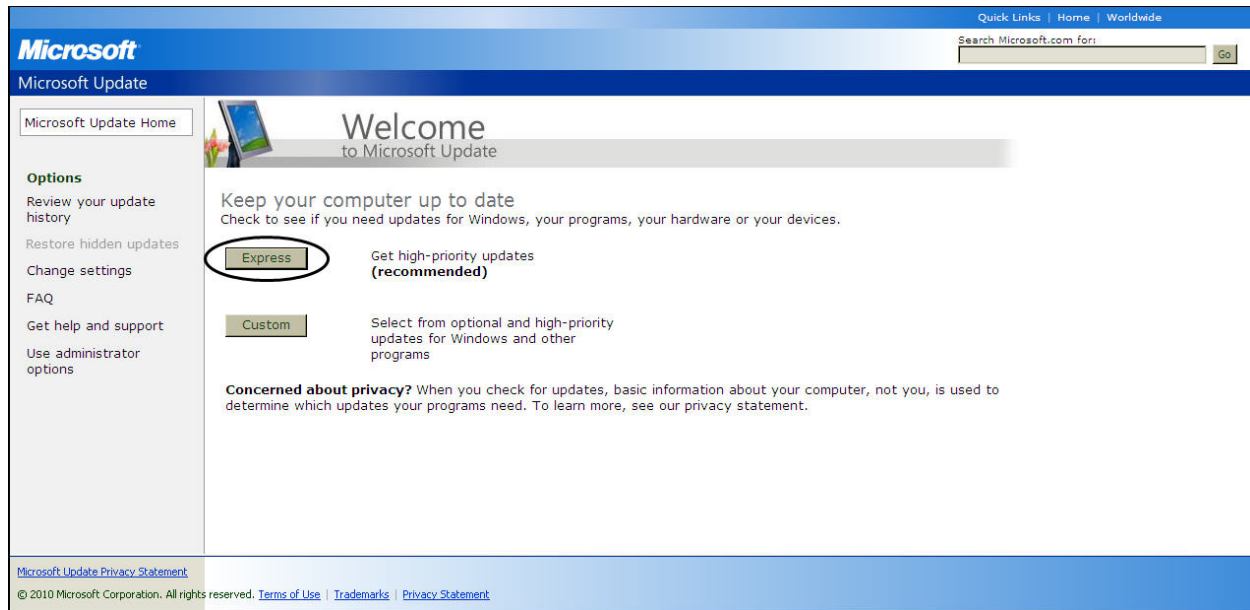
If you have any questions concerning this information, please contact the QTSO Help Desk at help@qtso.com or 1 (888) 477-7876.