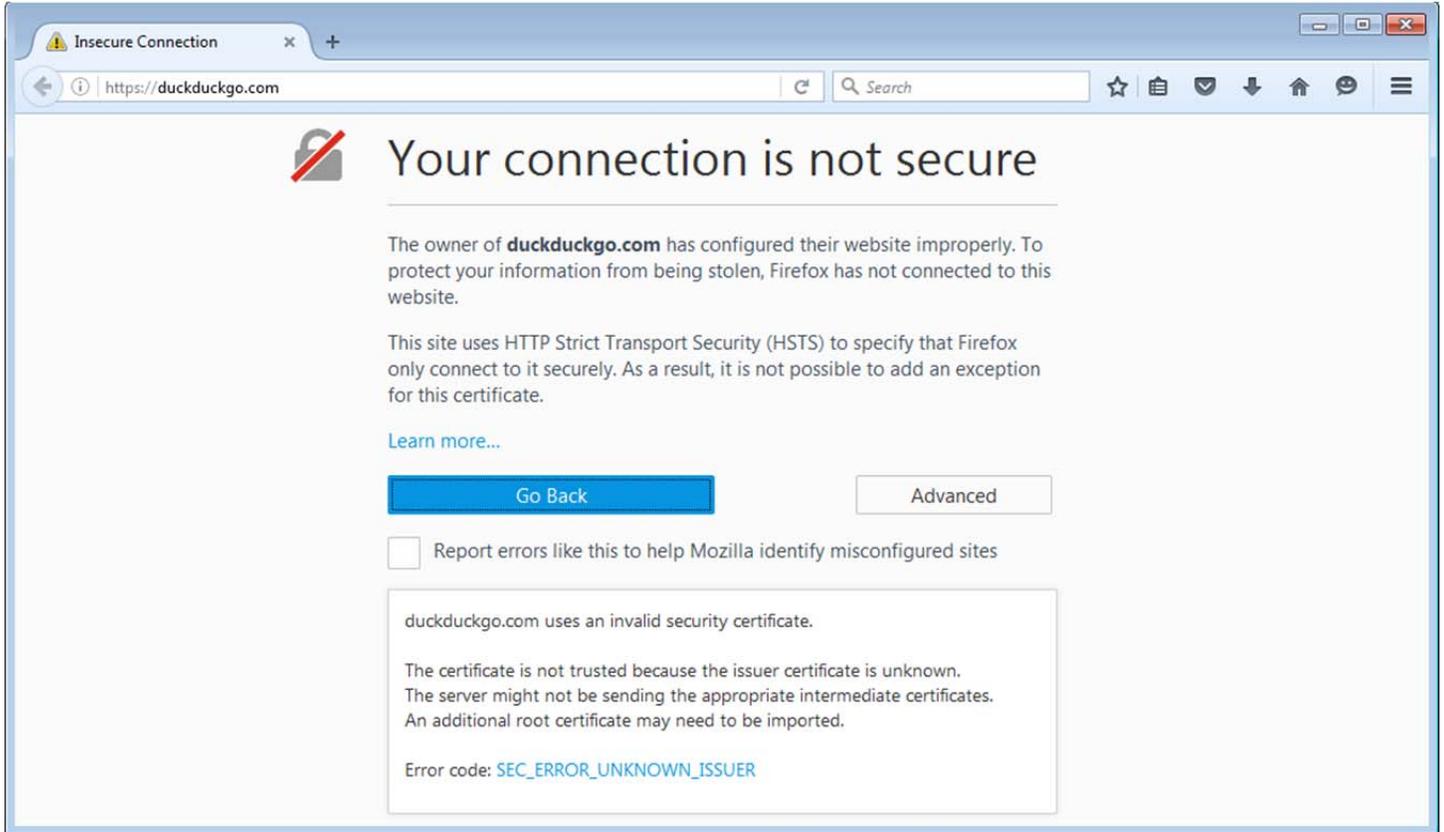


**SSL (https://) Your connection is not secure (FireFox):**

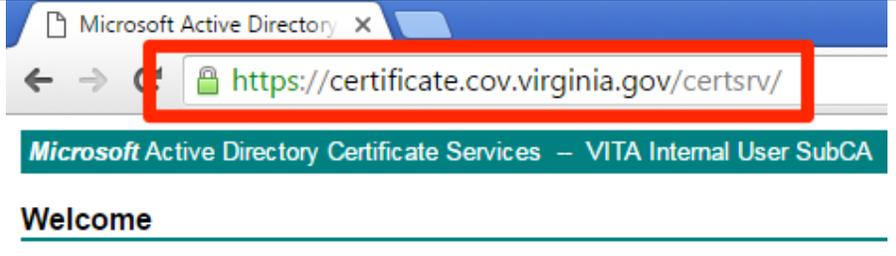
When using Firefox you may receive a “Your connection is not secure” error when browsing https:// sites.



Firefox will begin to receive error messages for improperly configured websites. This error occurs because the VITA Internal Root CA certificate is not trusted by Firefox. The steps below will resolve the issue for FireFox users.

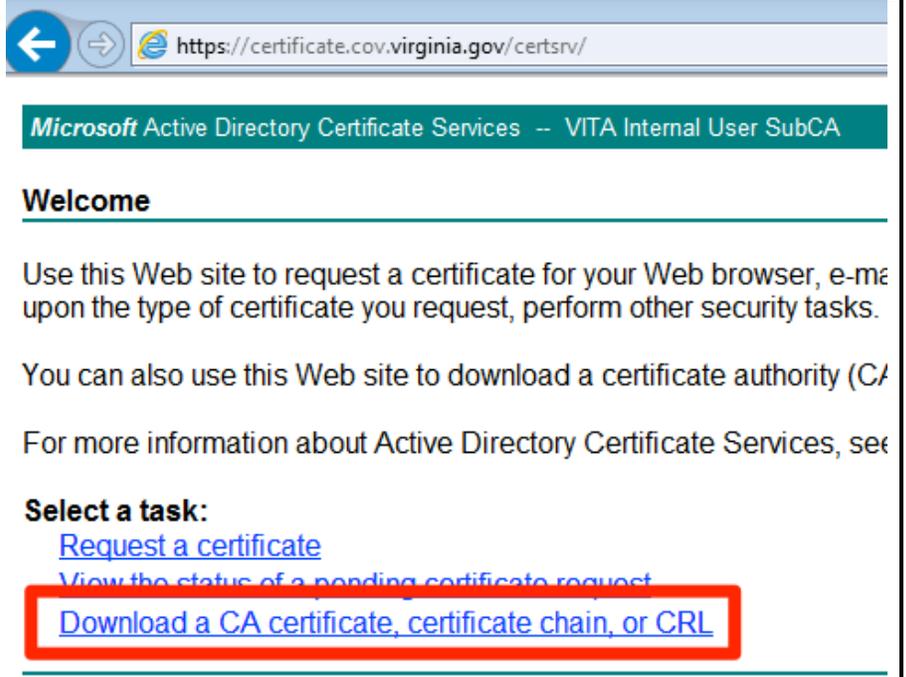
**Note:** The VITA/NG Partnership only provides support for Internet Explorer (IE), below is a resolution that should fix the issue experienced when using Firefox. You will need to import and trust the VITAInternal Root CA in Firefox.

**Here is how to resolve this issue:**

Steps	Screen Shots
Open Internet Explorer and type <a href="https://certificate.cov.virginia.gov/certsrv/">https://certificate.cov.virginia.gov/certsrv/</a> in the address bar.	

Type in your COV credentials (username and password) if prompted.  
i.e. cov\abc12345

Select "Download a CA certificate, certificate or CRL" by using your mouse and left click on the link



← → <https://certificate.cov.virginia.gov/certsrv/>

**Microsoft** Active Directory Certificate Services -- VITA Internal User SubCA

## Welcome

Use this Web site to request a certificate for your Web browser, e-mail, or other applications. Upon the type of certificate you request, perform other security tasks.

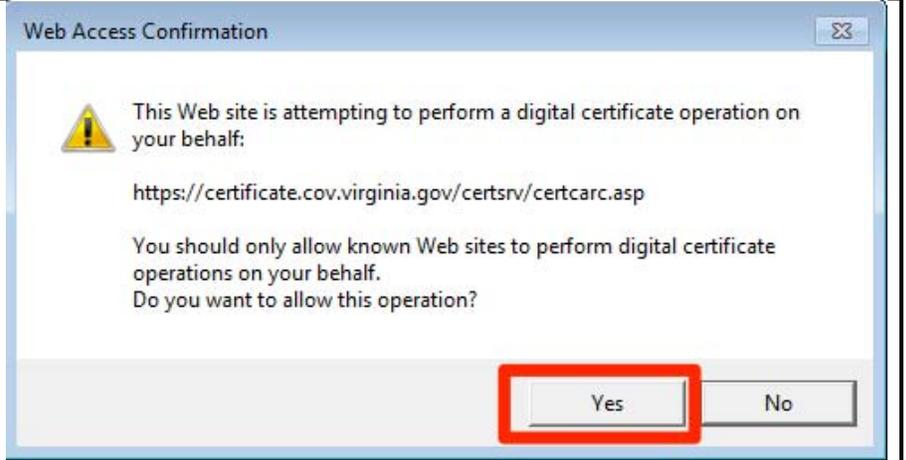
You can also use this Web site to download a certificate authority (CA) certificate, certificate chain, or CRL.

For more information about Active Directory Certificate Services, see the help files.

**Select a task:**

- [Request a certificate](#)
- [View the status of a pending certificate request](#)
- [Download a CA certificate, certificate chain, or CRL](#)

Select the "YES" button at the "Web Access Confirmation" dialog box by using your mouse and left click on the link, if prompted



Web Access Confirmation

 This Web site is attempting to perform a digital certificate operation on your behalf:

<https://certificate.cov.virginia.gov/certsrv/certarc.asp>

You should only allow known Web sites to perform digital certificate operations on your behalf.  
Do you want to allow this operation?

Select the link "Download CA certificate"

### Download a CA Certificate, Certificate Chain, or CRL

To trust certificates issued from this certification authority, install this CA

To download a CA certificate, certificate chain, or CRL, select the certif

CA certificate:

Current [VITA Internal User SubCA(5)]

Previous [VITA Internal User SubCA(4)]

Encoding method:

DER

Base 64

[Download CA certificate](#)

[Download CA certificate chain](#)

[Download latest base CRL](#)

[Download latest delta CRL](#)

Select the "Save" button when prompted

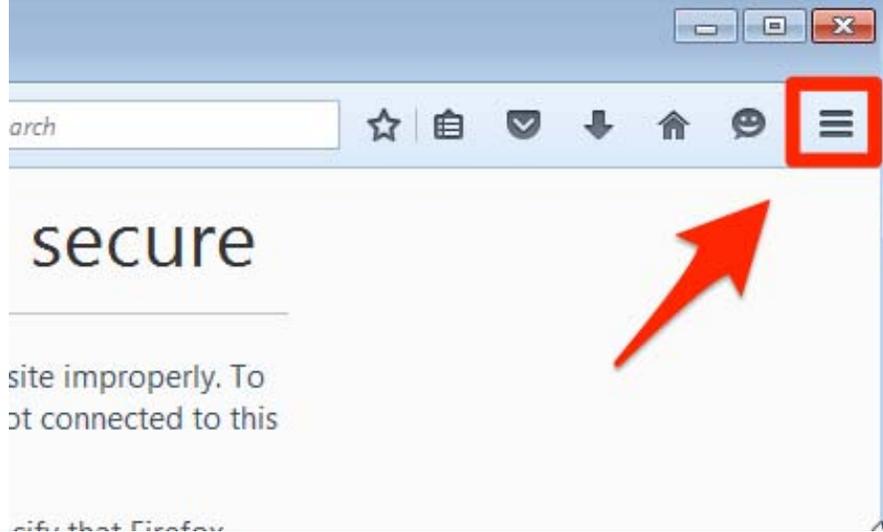
Do you want to open or save certnew.cer (1.47 KB) from certificate.cov.virginia.gov?

Open

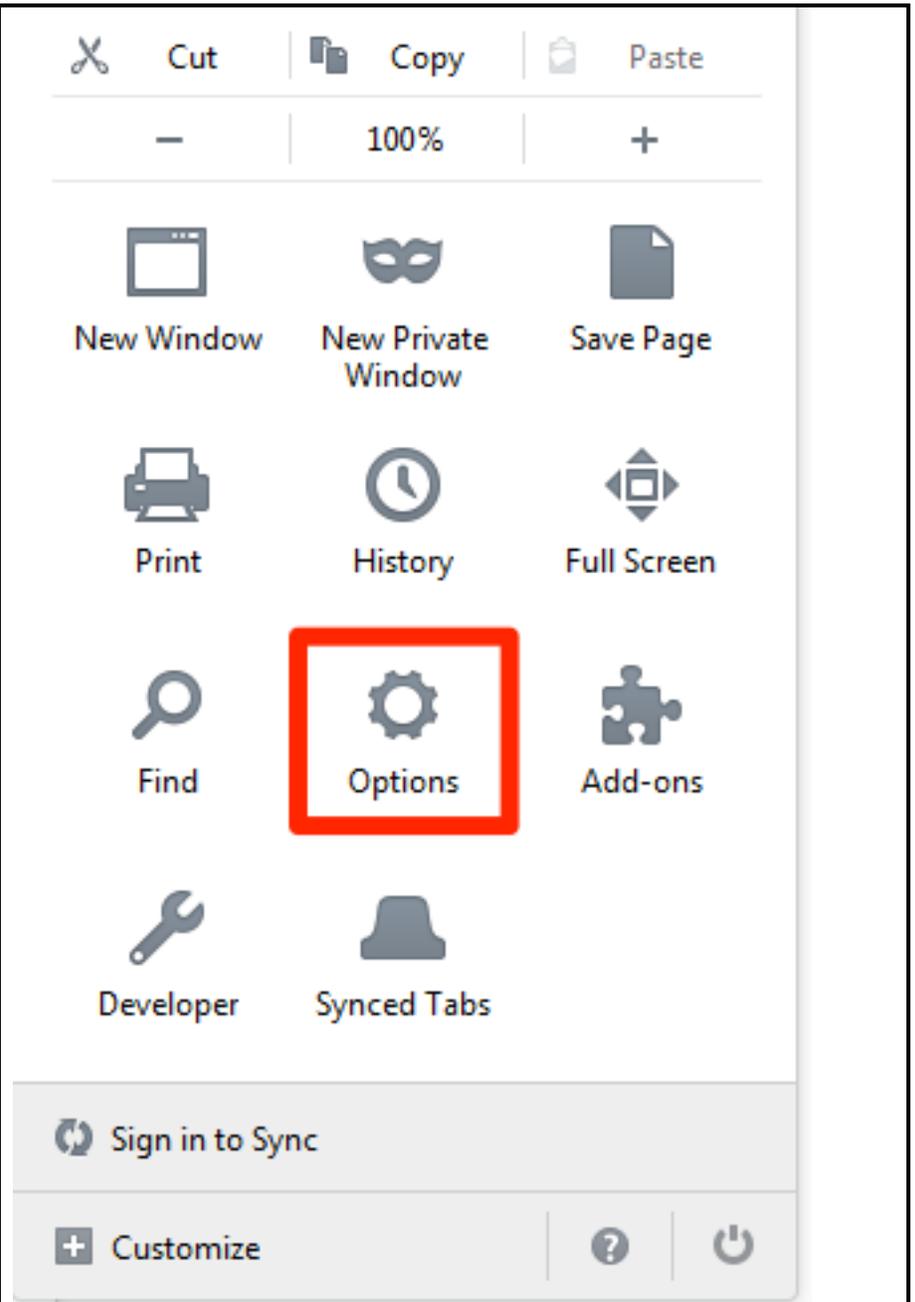
Save

Cancel

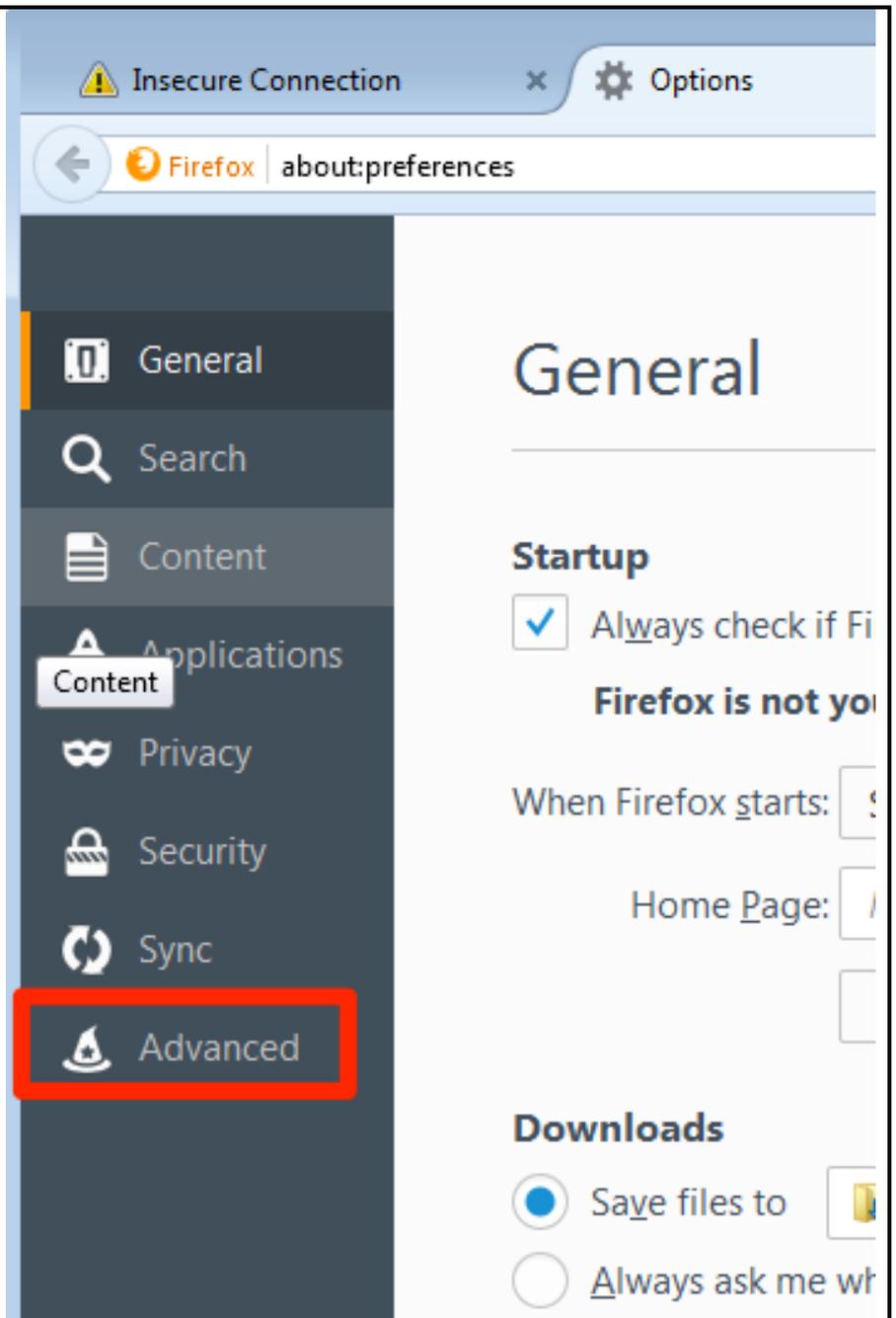
In Firefox, select the "Menu" button in the upper right corner



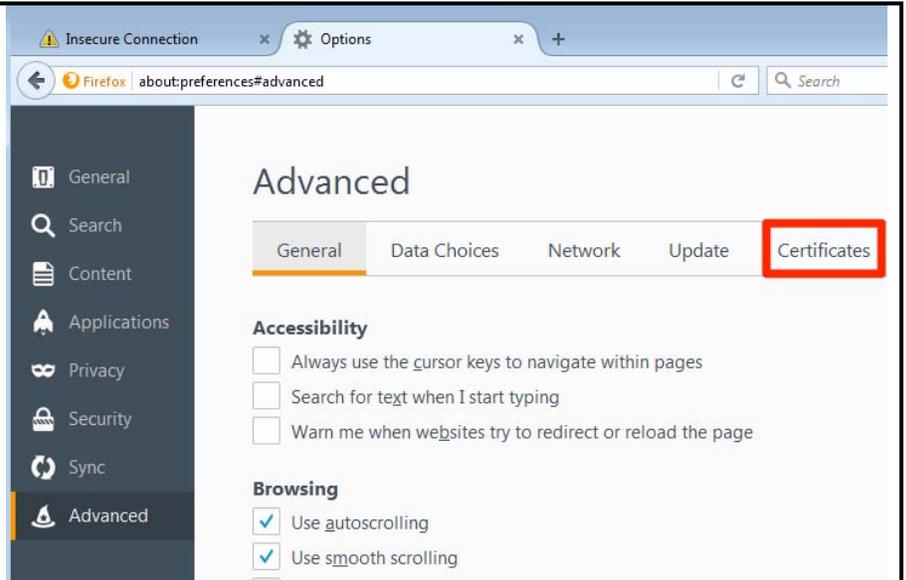
Using the mouse button left click on the "Options" icon



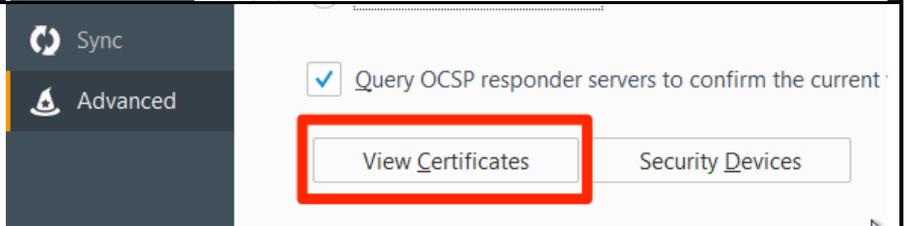
Select the "Advanced" option in the left menu bar



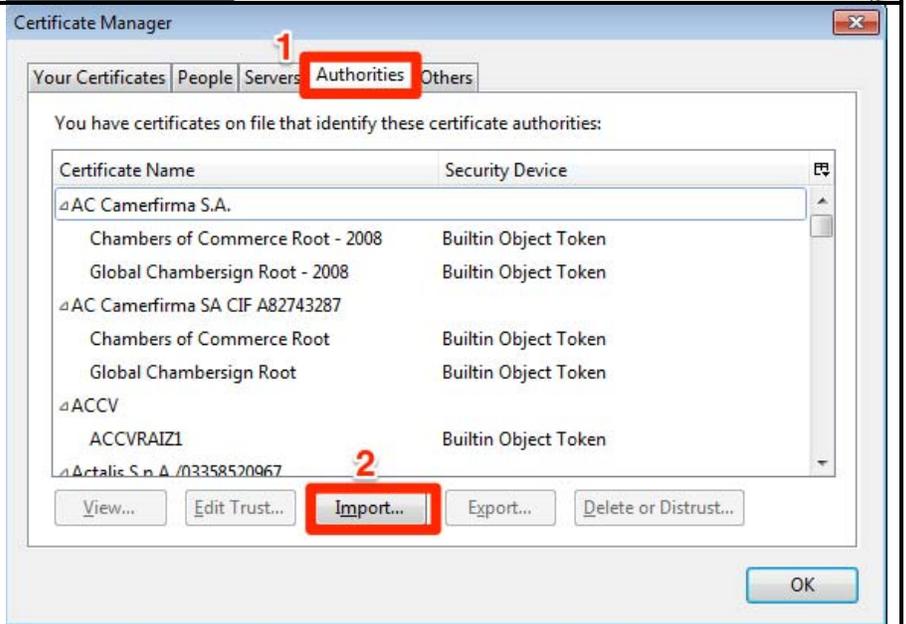
Using your mouse, left click the "Certificates" tab



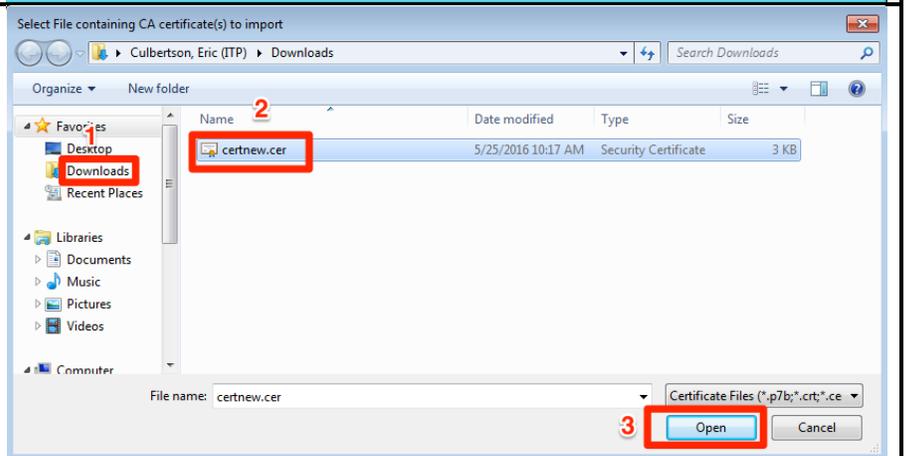
Select "View Certificates"



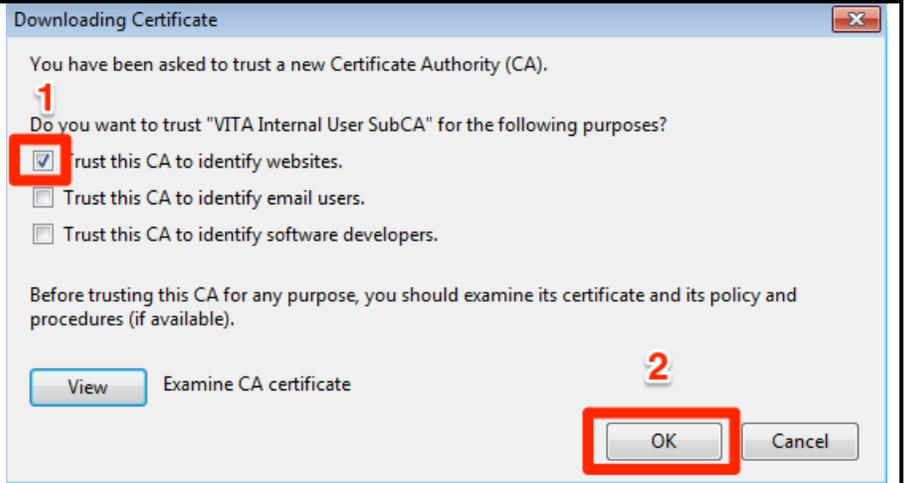
1. Click the Authorities Tab.
2. Click Import



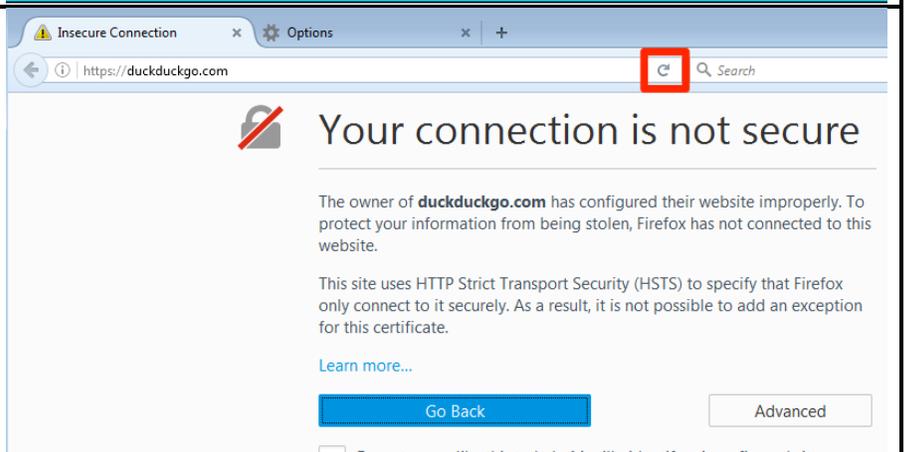
1. Select the Downloads Folder if needed.
2. Click certnew.cer
3. Click Open



1. Select Trust this CA to identify websites
2. Click OK then click ok again.



Return to the failed site Tab and click refresh.



Confirm the certificate is trusted

