



TLS 1.0 Disablement

The TLS 1.0 encryption protocol will be disabled in favor of TLS 1.1 or higher on May 1, 2018. TLS is a security protocol and provides privacy and data integrity between two communicating applications.

FAQ:

Q: What is TLS?

A: TLS stands for “Transport Layer Security.” It is a protocol that provides privacy and data integrity between two communicating applications. It’s the most widely deployed security protocol used today and is used for web browsers and other applications that require data to be securely exchanged over a network. TLS ensures that a connection to a remote endpoint is the intended endpoint through encryption and endpoint identity verification. The versions of TLS, to date, are TLS 1.0, 1.1 and 1.2.

Q: What is the reason for this change?

A: TLS aims to provide privacy and data integrity between two communicating applications. TLS 1.1 and above provide significantly higher security controls than TLS 1.0. Protecting your data is of the utmost importance for us, and this disablement will allow us to better ensure the security of your data. Our goal is to make this process as seamless as possible while maintaining the highest security standards.

Q: How does TLS 1.0 Disablement affect me?

A: If your browser or mobile device version is not up to date, you may receive an error when you try to log on to GNB Online or Mobile Banking. **You will be required** to update your internet browser or mobile device.

Online Banking:

Q: Why can't I access online banking?

A: You may need to update your browser--keep reading for instructions to a) identify what browser version you are currently using; and b) the recommended version to update your browser.

Do you see the “Stronger Security is Required” message? (Screenshot below)



Stronger Security is Required ←

To access this website, you may need to upgrade your device's operating system or web browser.

Use the reference chart below to locate your browser, then update your browser to the version listed to support TLS 1.1 or higher. You should be able to access online banking after you upgrade.

Microsoft Internet Explorer (IE): version 11 and higher
Microsoft Edge: <i>all versions</i>
Mozilla Firefox: version 27 and higher
Google Chrome: version 38 and higher
Apple Safari:
Desktop Safari: versions 7 and higher for OS X 10.9 (Mavericks) and higher (7)
Mobile Safari: versions 5 and higher for iOS 5 and higher

Q: How do I check what version of browser I am running?

A: This is different for every browser and operating system. You can usually find out what browser version you have by going to the main menu and clicking "About".

Q: How do I update my browser?

A: Updating a browser works differently for each one. See below for brief instructions for each of the browsers listed in the chart above.

Internet Explorer:

- If you are regularly installing the latest Windows updates from Microsoft, you should have the latest version of Internet Explorer.
- To turn on automatic updates, Open the Control Panel. Click on and open the Windows Update utility. In the left navigation pane, click the Check for Updates link. You can choose to install all available updates or select the updates you want to install.

Microsoft Edge:

- All versions of Microsoft Edge should support TLS 1.1 or higher by default.

Mozilla Firefox

- Open the Firefox browser
- Click the Open menu button (icon has three horizontal lines) in the upper right corner of the screen
- In that menu, click the Open Help Menu button at the bottom
- Select About Firefox

- The window that appears will automatically check for updates and show you the current version of Firefox. If an update is available, there will be an option available to install it
- You can also download the latest version of Firefox here:
<https://www.mozilla.org/en-US/firefox/>

Google Chrome

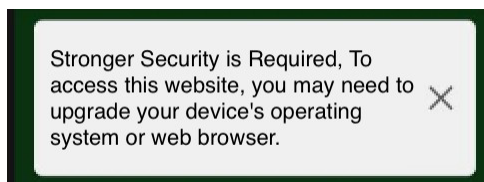
- Open the Google Chrome browser
- Click the Customize and control Google Chrome button (icon has three vertical dots) in the upper right corner of the screen
- In the drop-down menu, select Help then About Google Chrome
- The window that appears will automatically check for updates and show you the current version of Chrome. If an update is available, there will be an option available to install it
- You can also download the latest version of Chrome here:
<https://www.google.com/chrome/b/>

Apple Safari

- Open the Apple menu and choose App Store
- In the top of the window that appears, click the Updates button
- Find Safari and click Update (or Update All to install all available updates)
- You can also download the latest version of Safari here:
<https://support.apple.com/safari>

Mobile Banking Application:

Android Users: Did you receive an error?



Q: Do you know what Android version you are running?

A: Users operating on Android version KitKat (4.4) and lower, which includes about 20% of the U.S. population according to current usage patterns, may be impacted by the disablement of TLS 1.0 as these versions do not support TLS 1.1 and 1.2. Upgrading to Lollipop (5.0) or higher will fix this issue and support TLS 1.1 and 1.2.

Q: How do I check what version of Android OS I am running?

A: Follow the instructions below

- Open "Settings"

- Tap “About Phone” or “About Device”

Q: How do I update my mobile operating system?

A: Your phone will usually automatically notify you if you have an update. It is recommended that you back up your device before you update your OS. To manually update your device, follow the instructions below.

- Plug in your device, as the update may drain your battery
- Connect your device to Wifi
- Open Settings
- Scroll down and tap the About Device icon (on a tablet, you may need to tap the General tab at the top of the screen first)
- Tap Software Update (or Update or System Firmware update depending on OS version) at the top of the menu
- Tap Check for Updates
- Tap Update. If there is an update available, this button will appear at the top of your screen
- Tap Install (Reboot and Install, Install System Software)

Q: I can't upgrade my mobile phone. What do I do?

A: You may have to purchase a new mobile device if you are unable to upgrade your operating system.