



Important Notice affecting your ability to access your online accounts! You must take action before Monday, April 9, 2018 or you may be unable to log in to your online account.

Overview

Data security is the foundation of every transaction that flows through Andover Bank's online banking platform. In an effort to offer our customers a secure means of communication to our systems, we will be upgrading our systems to communicate using Transport Layer Security (TLS) v1.2. This means we will no longer support communications made using TLS 1.0 and TLS 1.1 beginning April 9, 2018.

What is TLS?

The Transport Layer Security (TLS) is the method used to secure the connection between your computer and our online services. This prevents an unauthorized person from "eavesdropping" on your connection and stealing your confidential information.

Why are we upgrading?

The Andover Bank takes the security of your confidential information very seriously. TLS v1.0 and TLS v1.1 are no longer considered secure because they have been found to contain vulnerabilities that could put your personal information at risk. As a result, we have taken measures to ensure our systems are upgraded to support the more secure TLS v1.2.

How will the upgrade impact me?

If you are not using a TLS v1.2 enabled browser after April 9, 2018 you will be unable to login to our online banking systems, so we encourage all our customers to verify support for the new TLS v1.2 as soon as possible.

What if my computer is running Windows XP and Windows Vista?

Windows XP and Windows Vista are only capable of upgrading up to Internet Explorer version 8. Therefore, if you are running one of these operating systems and you are using Internet Explorer as your browser, you will not be able to connect to our Online Banking. However, you may have the option of installing the latest version of another browser such as Chrome or Firefox, but be aware that, most companies are phasing out support for these operating systems.

What if I have problems?

This information is provided as an informational guide only. If you have problems we suggest you consult a qualified support technician to assist you with making the required changes to support TLS v1.2.

Changes made to your computer to accommodate this upgrade are solely your responsibility. The Andover Bank provides this information to you as a courtesy, but cannot assure you that these changes will not have unintended consequences.



What do I need to do?

- First, determine the name and version of your internet browser
- Second, determine what version of browser is installed
- Third, enable support for TLS v1.2

Is there a way to check my internet browser compatibility?

Qualys SSL Labs* does have a website you can visit to check your browser. Open your browser and enter the following website address... <https://www.ssllabs.com/ssltest/viewMyClient.html>

If your internet browser comes back that it supports TLS 1.2, no further action is required.

The screenshot shows the Qualys SSL Labs website interface. At the top, there is a navigation bar with links for Home, Projects, Qualys.com, and Contact. Below the navigation bar, the page title is 'SSL/TLS Capabilities of Your Browser' and the user agent is identified as 'Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:59.0) Gecko/20100101 Firefox/59.0'. A section titled 'Protocol Support' contains a green message: 'Your user agent has good protocol support.' Below this, a red-bordered box highlights the text: 'Your user agent supports TLS 1.2, which is recommended protocol version at the moment.'

The Andover Bank is not affiliated with Qualys SSL Labs. We provide this information to you as a courtesy, but cannot guarantee its accuracy.

ACTION REQUIRED

DO NOT uncheck TLS v1.0 and TLS v1.1 as this may impact your ability to access other sites that still use this method of secure transmission!

First, look at the icon you click on to open your internet browser. Refer to the chart below to find the closest match.



Internet Explorer
(Proceed to page 4)



Edge
(Proceed to page 7)



Firefox
(Proceed to page 8)



Chrome
(Proceed to page 11)



Safari
(Proceed to page 14)



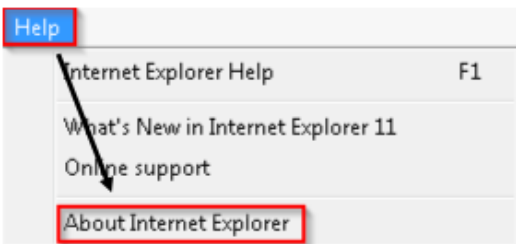
Internet Explorer



Internet Explorer Version

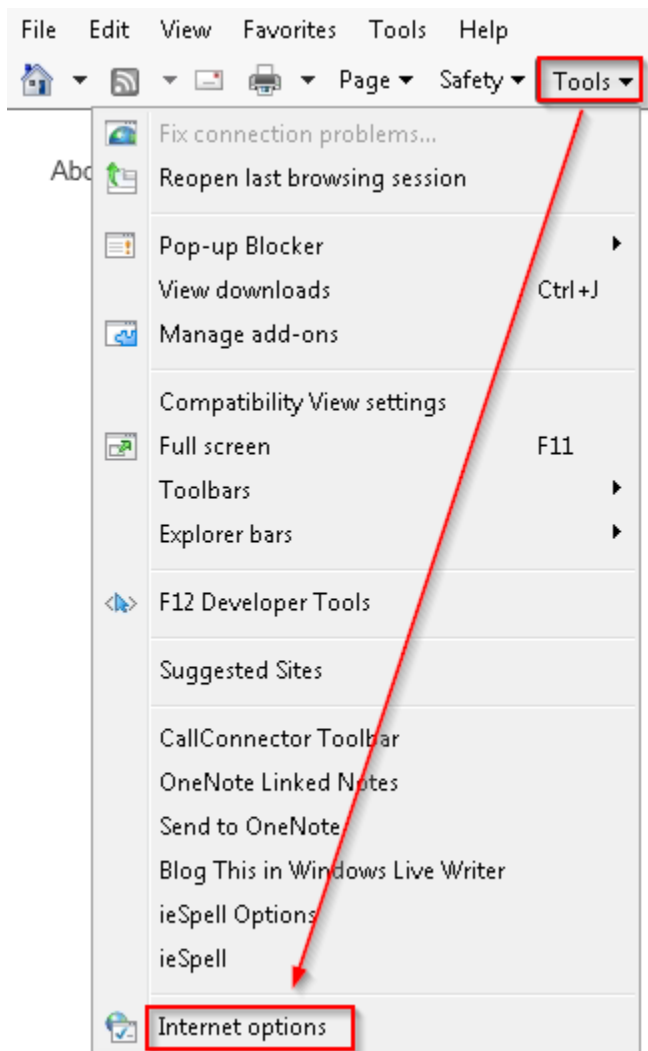
- Open Internet Explorer
- Click on Help
- Click on About Internet Explorer
- Your browser version will be displayed

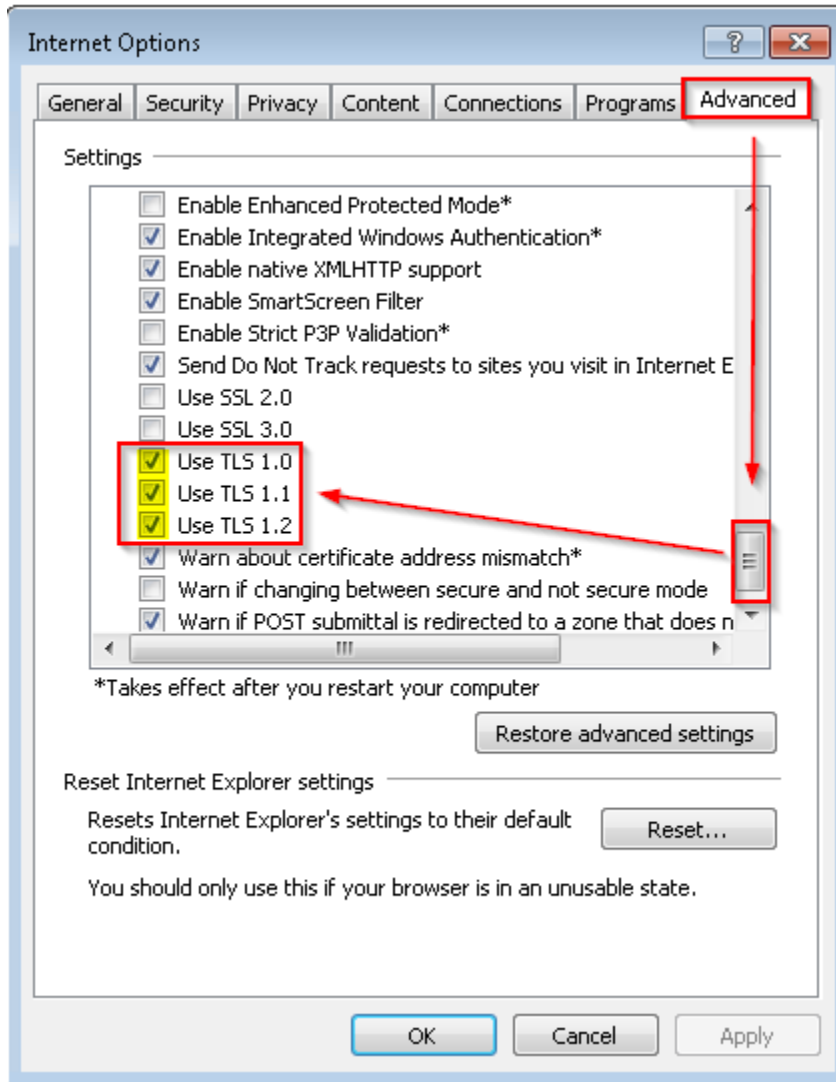
(Example shown is version 11)



Enable TLS v1.2

- Click on Tools
- Click on Internet Options
- Click on Advanced
- Scroll down to the Security section and locate the TLS settings
- Verify Use TLS 1.0, Use TLS 1.1, and Use TLS 1.2 are all checked
- Click OK





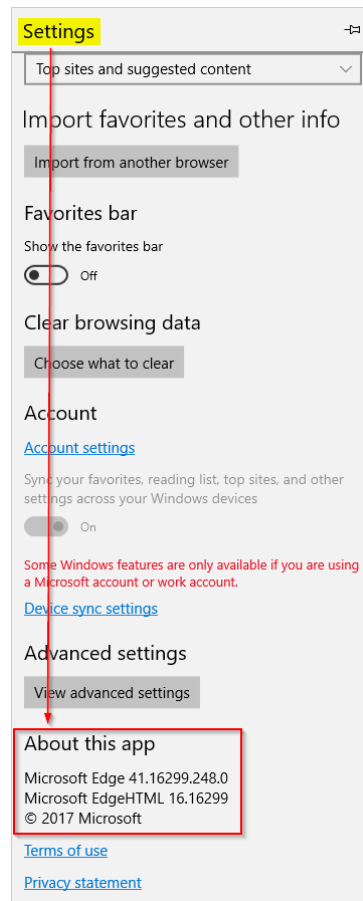
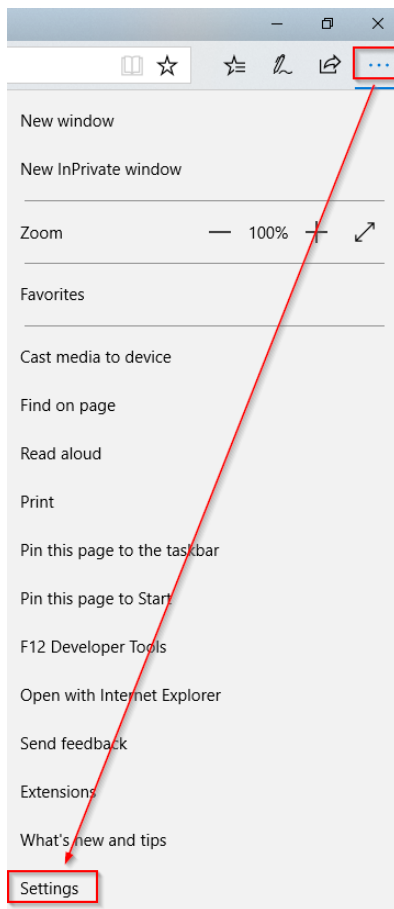


Edge



Edge version

- Open Microsoft Edge
- Select More ... by clicking on the three dots in the upper right corner
- Click on Settings
- Scroll down to the About this app



Enable TLS v1.2

Now that you have confirmed that you are running Microsoft Edge, no further action is required. All versions of Edge are automatically compatible with TLS v1.2



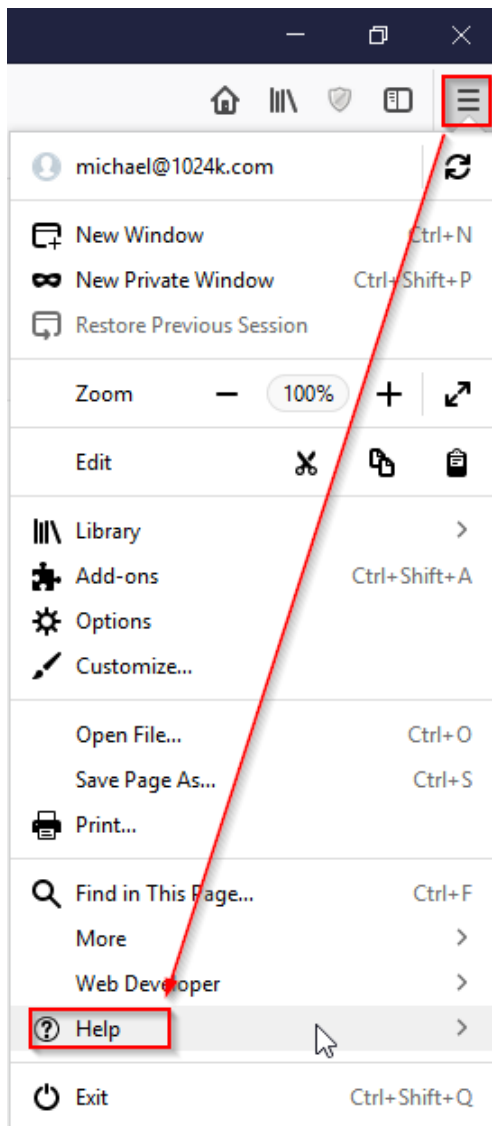
Andover Bank
A Better Way...

Firefox



Firefox Version

- Launch Firefox
- Click the menu bar (3 stacked lines in the upper right corner)
- Click on Help
- Click on About firefox





Andover Bank
A Better Way...



Help

- Firefox Help
- Firefox Tour
- Keyboard Shortcuts
- Troubleshooting Information
- Submit Feedback...
- Restart with Add-ons Disabled...
- Report Deceptive Site...
- About Firefox**

About Mozilla Firefox ×



Firefox Quantum

59.0.1 (64-bit) [What's new](#)

Firefox is up to date

Firefox is designed by [Mozilla](#), a global community working together to keep the Web open, public and accessible to all.

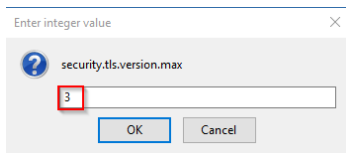
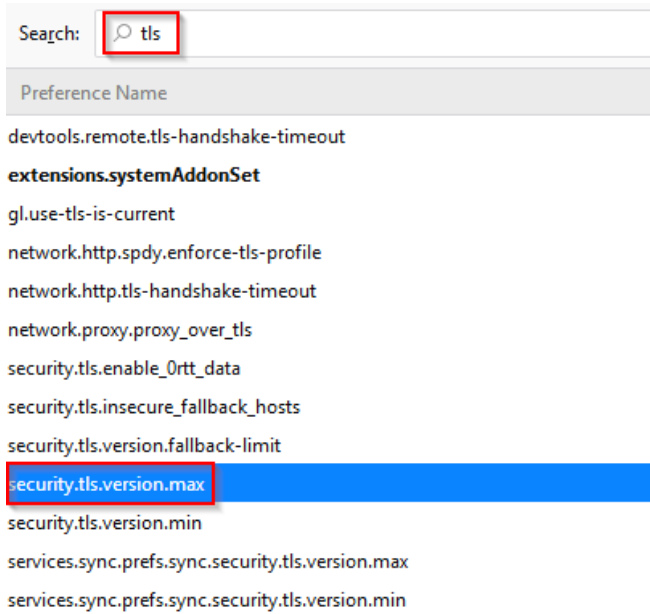
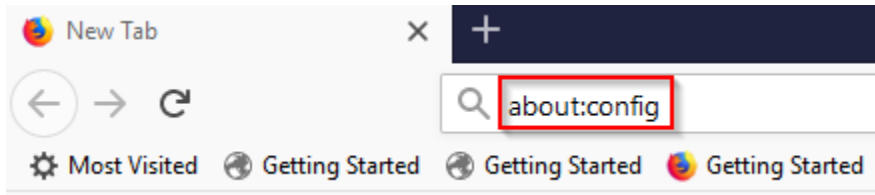
Want to help? [Make a donation](#) or [get involved!](#)

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Firefox and the Firefox logos are trademarks of the Mozilla Foundation.

Enable TLS v1.2 for Firefox

- Launch Firefox
- In the address bar, type **about:config** and press Enter
- In the **Search** field, enter **tls**. Find and double-click the entry for **security.tls.version.max**
- Make sure the integer value is **3**
- Click OK

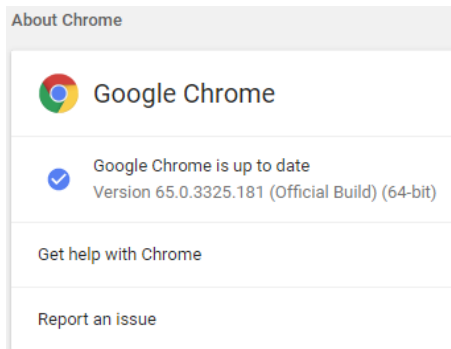
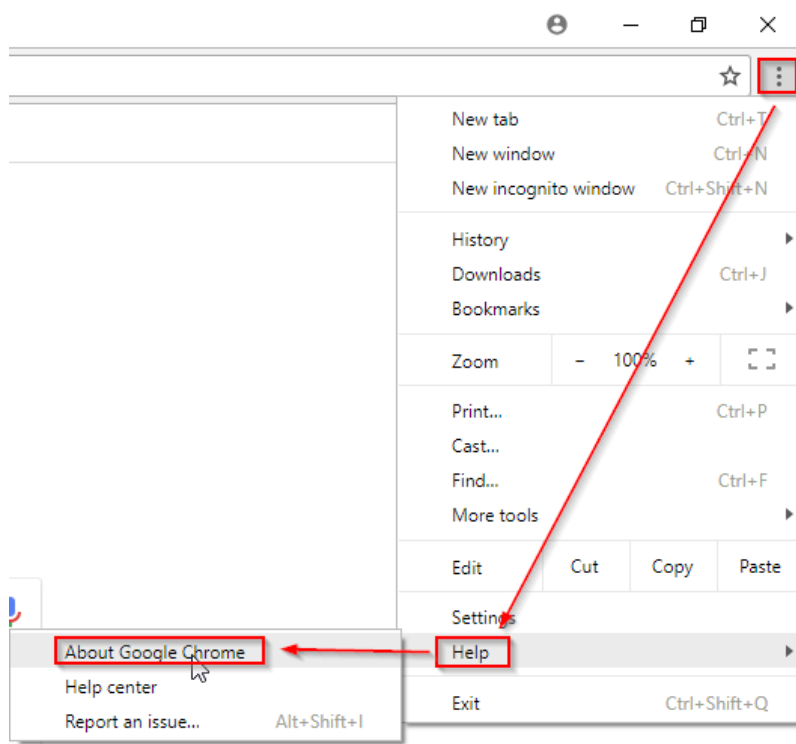


Chrome



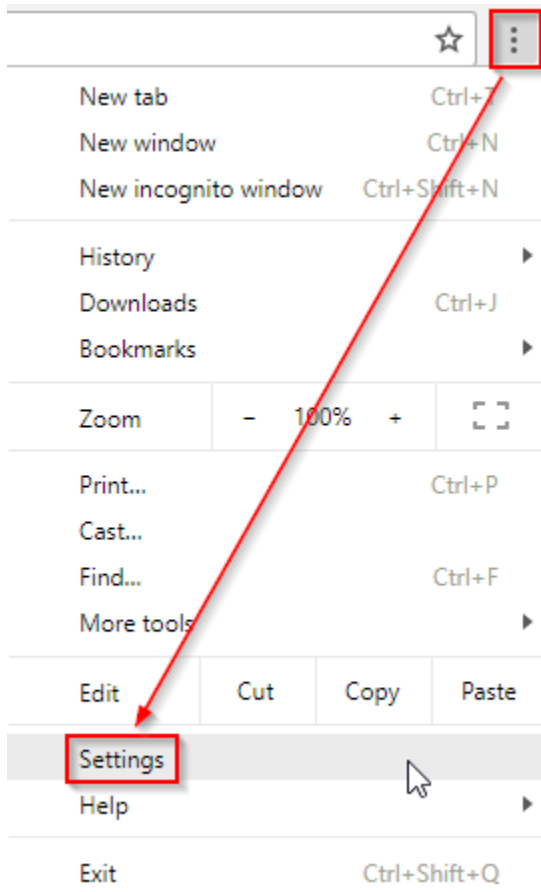
Chrome Version

- Launch Chrome
- Click on the More button (the three stacked dots in the upper right corner of the screen)
- Click on Help
- Click on About Google Chrome



Enable TLS v1.2

- Launch Chrome
- Click on the More button (the three stacked dots in the upper right corner of the screen)
- Click on Settings
- Scroll to the bottom of the page and click on Advanced
- Scroll down to the System section and locate Proxy settings
- Click on Advanced
- Scroll down to the Security section
- Locate the TLS options and check each of the TLS options
 - Use TLS 1.0
 - Use TLS 1.1
 - Use TLS 1.2
- Click OK





Advanced ▾


System

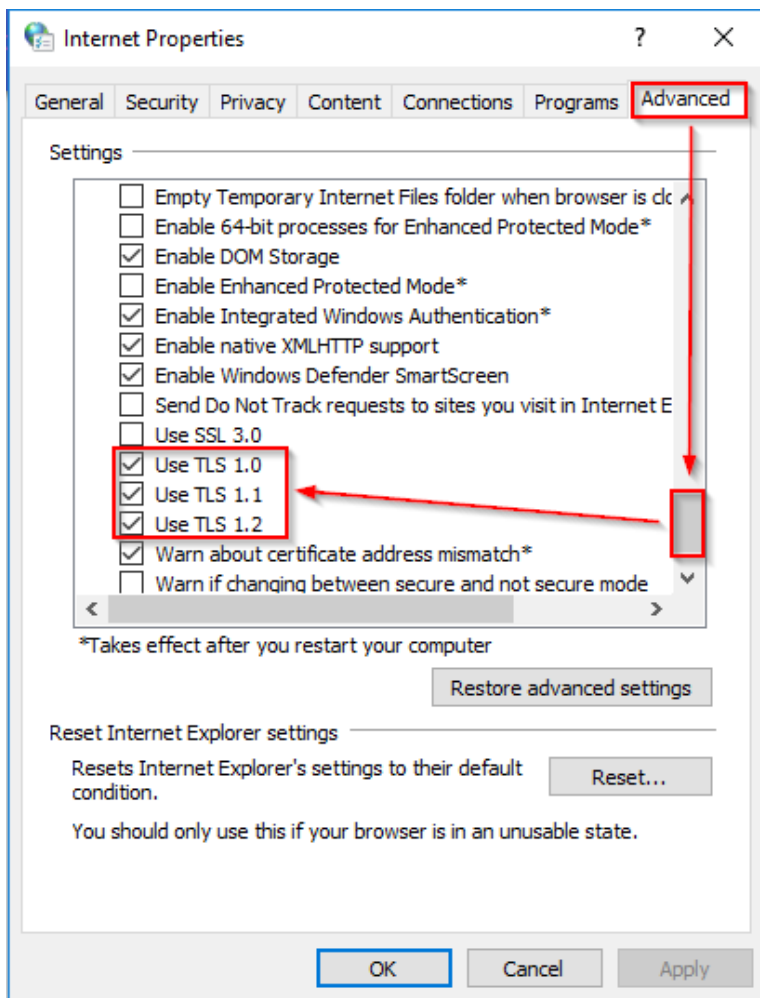
Continue running background apps when Google Chrome is closed



Use hardware acceleration when available



Open proxy settings 





Andover Bank
A Better Way...

Safari



Safari Version

- Open Safari
- Click on the Safari item on the top menu-bar (next to the Apple logo)
- Click on the About Safari menu item
- A small window should now show your current version of Safari
- The number before the first dot (ie. 6.0.5) is the Major version number
- The number(s) after the first dot (ie. 6.0.5) is the Minor version number





Enable TLS v1.2 in Safari

There are no options to enable SSL or TLS protocols in Safari. If you are running Safari version 7 or greater, TLS v1.2 is automatically enabled. No further action is required.