If you are using Mozilla Firefox

    1) You must have the most current version – 3.0.5
    2) You must enable SSL 3.0
    3) You must enable TLS 1.0

    To enable SSL 3.0 and TLS 1.0
        1) Go to Tools – Options – Advanced
        2) Click the encryption tab
        3) Under Protocols, ensure that both boxes are checked

If you are using Internet Explorer

    1) You must have the most current version – IE 6.0 or IE 7.0
    2) You must enable SSL 3.0
    3) You must enable TLS 1.0

    To enable SSL 3.0 and TLS 1.0
        1) Go to Tools – Internet Options – Advanced
        2) Scroll down to security
        3) Ensure that both SSL 3.0 and TLS 1.0 are checked