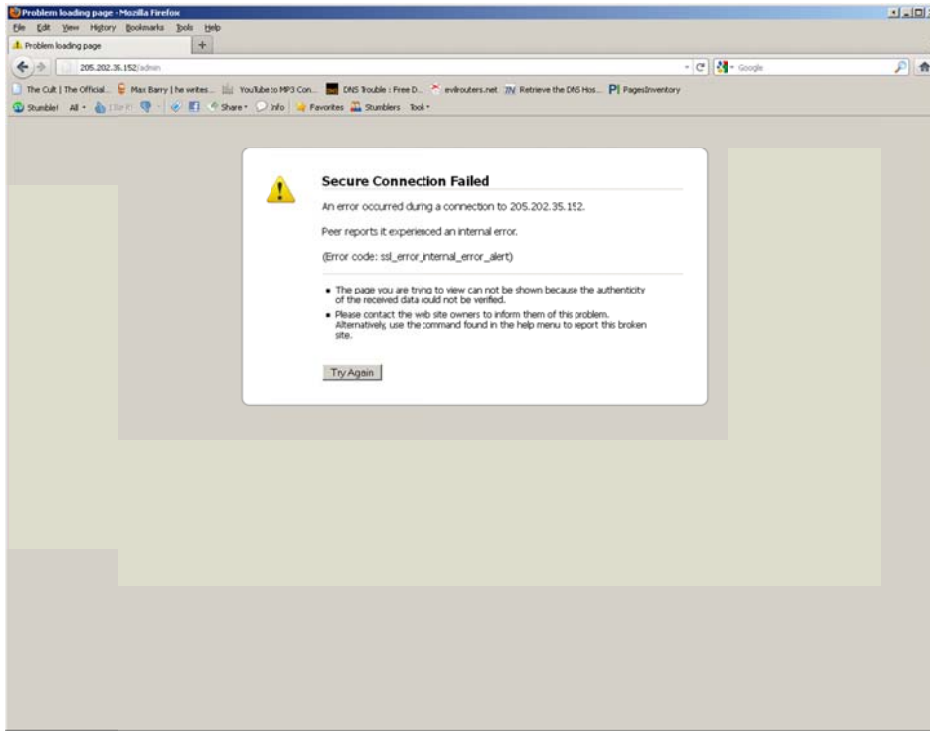


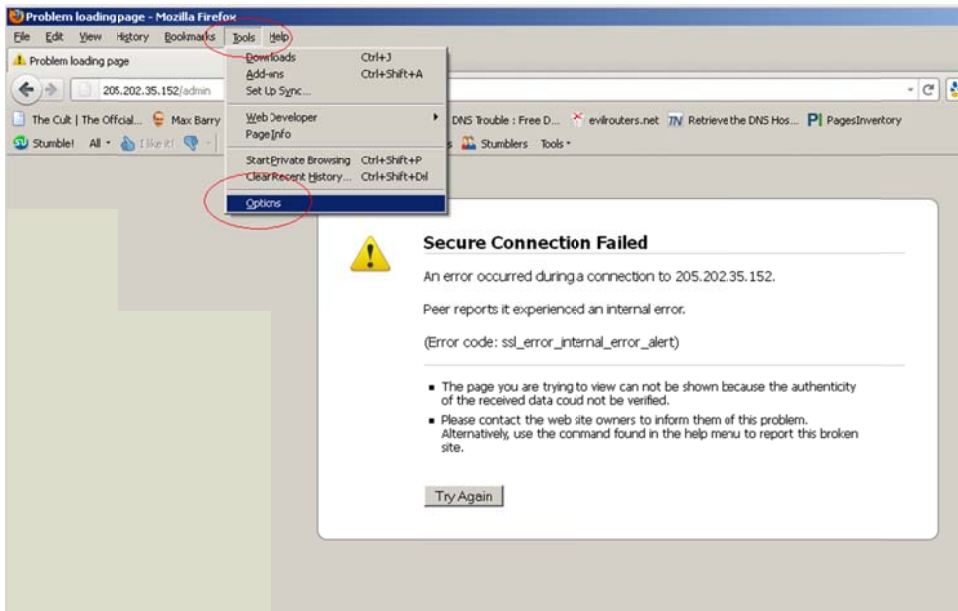
## Disabling TLS in Firefox

We noticed that users are unable to accept the certificate in PowerSchool 7.x in Firefox. Provided are the instructions to disable this feature and allow the acceptance of the certificate.

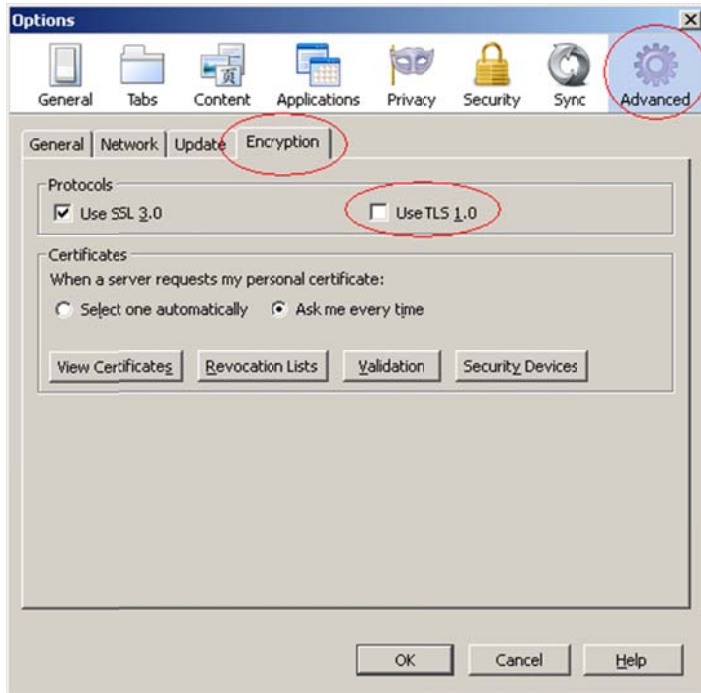


With the TLS 1.0 feature checked, this will more than likely be the page displayed. If you choose to use Firefox as your browser for PowerSchool...

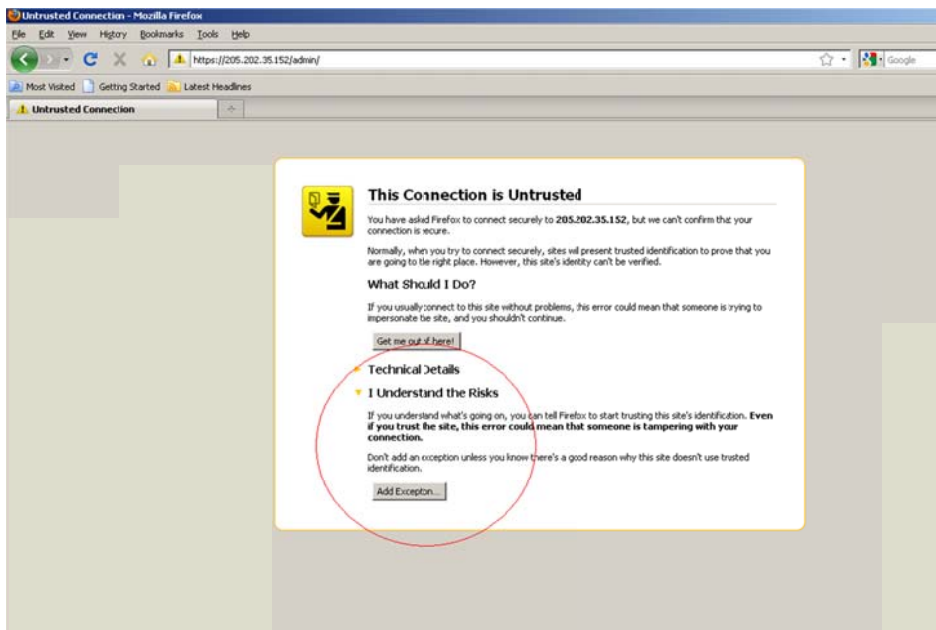
Select Tools from the top menu and Options within that menu.



Select **Advanced**, then **Encryption** tab, and **uncheck the 'Use TLS 1.0'** checkbox (the checkbox should be empty), press okay, and you should be able to accept the certificate. After clicking OK you may need to click on the **'Try Again'** button to reload the page.



You will then be directed to a page letting you know that this is an untrusted connection, but you know it is PowerSchool and can be trusted, so select the arrow next to **I Understand the Risks** and click the button **Add Exception**.



Finally, you will receive a dialog box that reads **Add Security Exception** and click the button **Confirm Security Exception** and you should be directed to the login page for PowerSchool.

