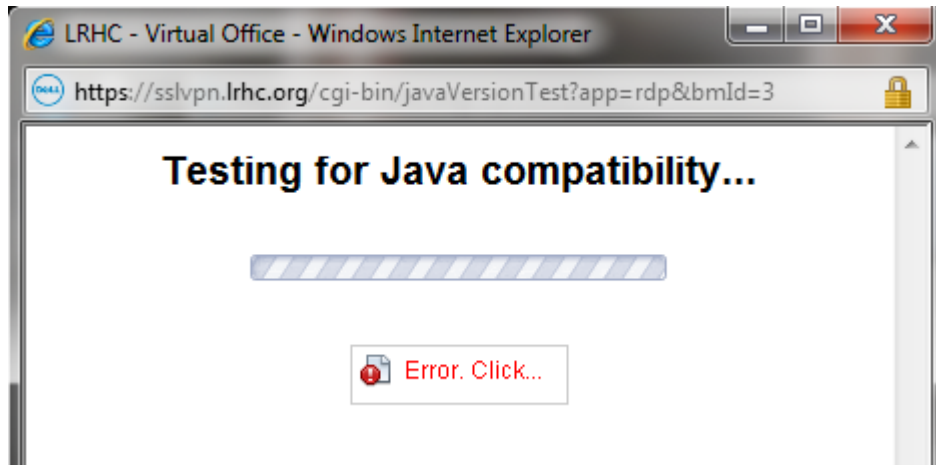
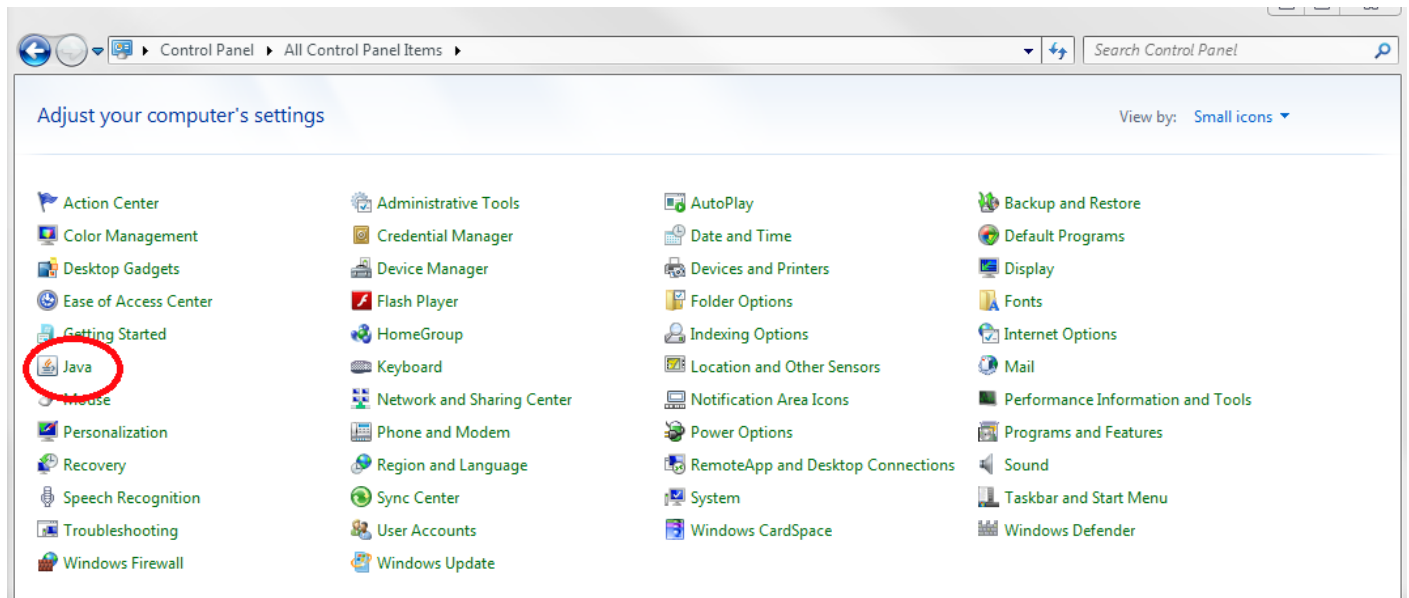


## Follow the steps below when receiving this error.

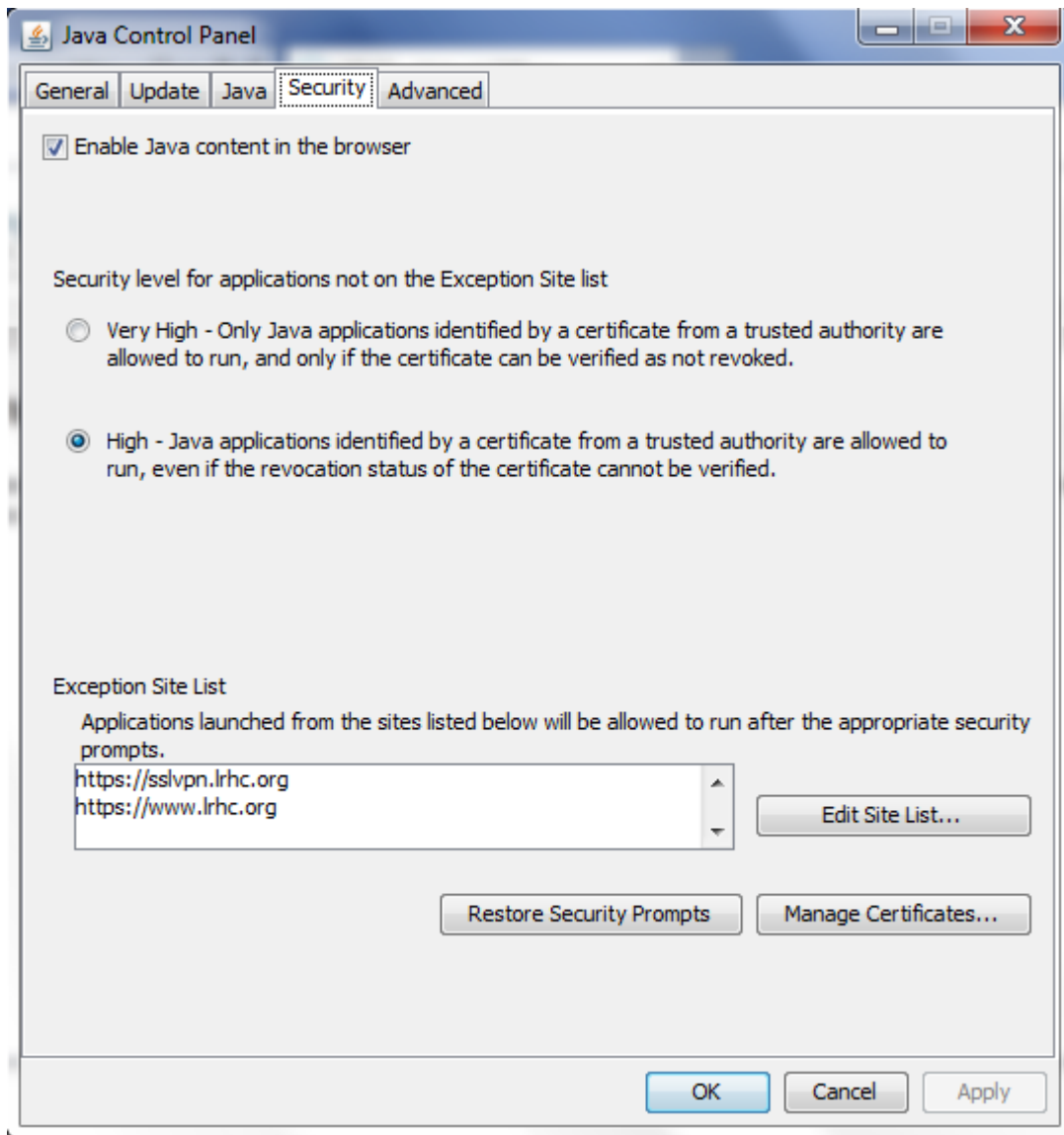
(This Help document was made modeled after Java 8 u26. While the information to make older versions work is in this document, it will not match up step for step. The steps required to make older versions work are underlined. If you are unable to get virtual office to work with these instructions please update your Java to the newest version.)



- Go to Windows Control Panel and in the top right corner by “View by” select “Small icons” and select “Java”



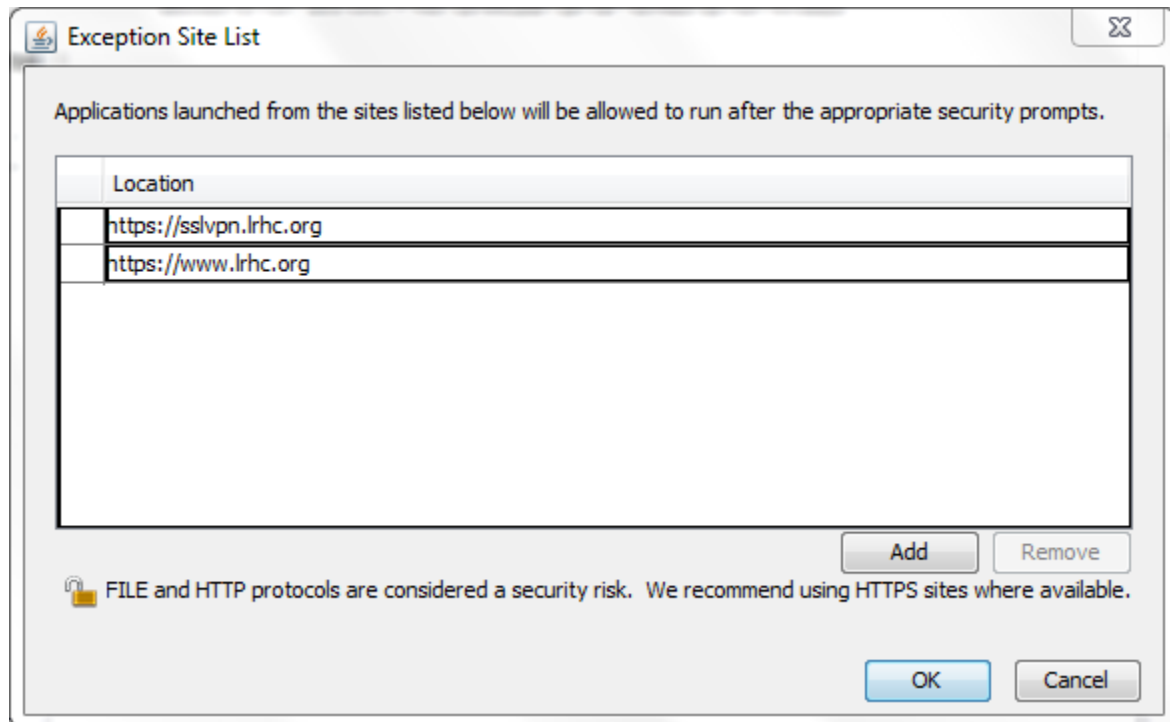
- Once you are in the Java Control Panel select the “Security” tab and change the Security Level to High and make sure Enable Java content in the browser box is checked, Then click the button on lower right to “Edit Site List”



- Click add and then add in these two sites

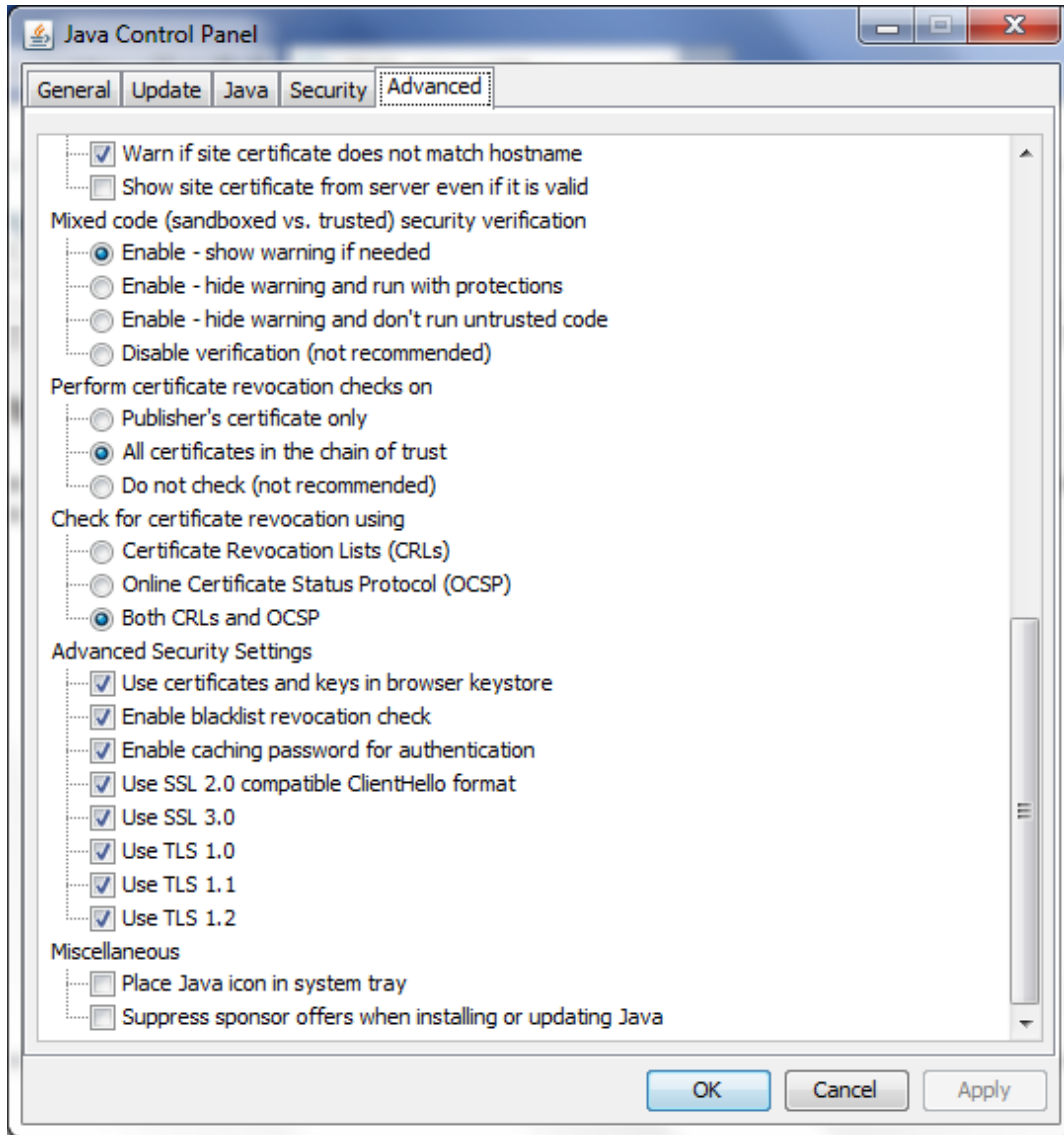
<https://sslvpn.lrhc.org>

<https://www.lrhc.org>



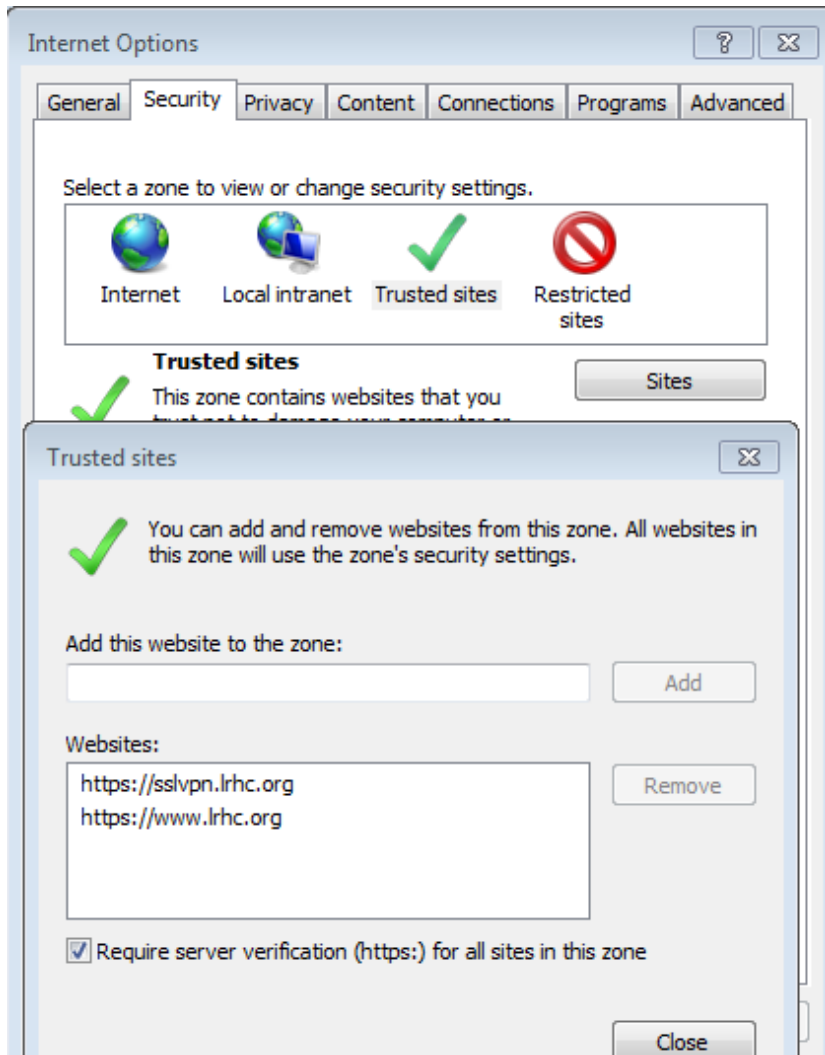
- Click Ok

- Click on the “Advanced” tab and scroll to the bottom and check the box next to “Use SSL 2.0 compatible ClientHello format”



- Click “Apply” and then close

- Then go into Internet Explorer and click on the settings button (looks like a gear) in the top right corner and select “Internet Options”
  - Select the “Security” tab
    - Click the “Trusted Sites” icon
    - Click “Sites”
    - Add these two sites
      - <https://sslvpn.lrhc.org>
      - <https://www.lrhc.org>



- Click Close and then click Ok to exit out of “Internet Options”
- Close out of all Internet Explorer windows and reopen and try to sign in.
- You will get prompted multiple times when signing into virtual Office, click continue on these prompts, they may have a box that you can check to not show this message again.