

Some members of our school community have received the following error when trying to access their PowerSchool accounts:

There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certificate authority.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

This warning is presented by a web browser when accessing a site that has a security certificate installed (for SSL/TLS data encryption) which cannot be verified by the web browser.

Browsers are made with a list of trusted certificate providers built-in. For some sites the certificate provider cannot be found on that list, and the browser warns that the certificate authority is not trusted. While this warning is fairly generic for Internet Explorer, Firefox 3 will also distinguish between a certificate issued by the server itself (a "self-signed" certificate) and other untrusted issuer certificates.

Microsoft recommends the following for IE7:

If the certificate was not signed by a trusted certification authority, you can add the certification authority if you trust the authority. Trusting a malicious certification authority will put your computer at risk, so use discretion [in this case, lfschools.net, you can trust our certificate authority, DigiCert Inc]. To add a *Trusted* certification authority, continue navigation from the Certificate Error page, and then click the **Certificate Error** button in the Internet Explorer address bar. Click the **View Details** link. On the **Certification Path** tab, select the root certificate and click the **View Certificate** button. On the General tab, click **Install Certificate**.

The process for Firefox 3.0.x is similar:

If you cannot reach a site you know has a Trusted Certificate Authority you can manually update the FireFox 3.0.x list of built-in Certificate Authorities to be recognized as Trusted.

How To Trust FireFox 3 built-in Tokens for Trusted Root certificates from Established Secure Certificate Issuing Authorities.

Click "Tools"

Click "Options"

Click "Advanced"

Click "Encryption"

Click "View Certificates"

Click "Authorities"

Highlight a Certificate Name (i.e. DigiCert Inc)

Click "Edit"

Check the trust settings to include "This certificate can identify web sites."

Click "OK"

Internet Explorer and Firefox are the preferred web browsers for PowerSchool.