

Clearing Your Cache\Delete Cookies in Internet Explorer 10.0 or higher

- Log out of Integrity's website and close all other browser tabs\windows.
- Select Tools – Internet Options



- Click on the General Tab-Browsing History and select Delete and the Delete Browsing History screen will appear.
- Check the Temporary Files Files, Cookies and History Boxes and make sure all other boxes are unchecked.
- Select Delete



- Close Internet Explorer and re-open. Log back into Integrity's website and re-enter your username and password, do not use save information.



TLS1.0 Support Ending June 1, 2018

On June 1, 2018 Integrity Business Solutions will require all web users utilizing credit cards to use a TLS1.2 supported browser. This change is required by our software vendor and our credit card processing company.

If you are not sure if your browser is TLS1.2 compliant please contact your IT support staff. Any browsers that are not TLS1.2 compliant will be unable to process credit card transactions effective June 1, 2018.

What is TLS?

[Transport Layer Security \(TLS\)](#) is a cryptographic protocol designed for communication security. TLS is used in many applications, including browsers.

What do I need to do before June 1, 2018?

As an Integrity customer, you need to do the following things:

1. Make sure you aren't using a browser with only TLS1.0 enabled. Use the bullets below to update your browser.
 - If you are on XP or Vista, you must be using the latest version of Firefox or Chrome.
 - If you are using Firefox or Chrome, make sure your browser is updated to the latest version. We recommend updating any time a new version is available.
 - If you are using IE 8-10 on Windows 7 or 9, make sure TLS1.2 is enabled under Advanced Settings.
 - If you are using IE 9-11, check your settings to ensure TLS1.0 isn't checked and TLS1.2 is checked.
2. Let all of your purchasing agents know that they will also need to update their browsers. Please refer to the bulleted list above for any changes you may need to make. See your IT staff if you require help.
3. Oracle, Peoplesoft, Sciquest, and Ariba currently support TLS1.1 and TLS1.2. If you are using a punchout not listed above, contact Integrity and/or your punchout vendor to alert them of this change.

Please check the link below to see if your browser is compliant.

<https://www.ssllabs.com/ssltest/viewMyClient.html>