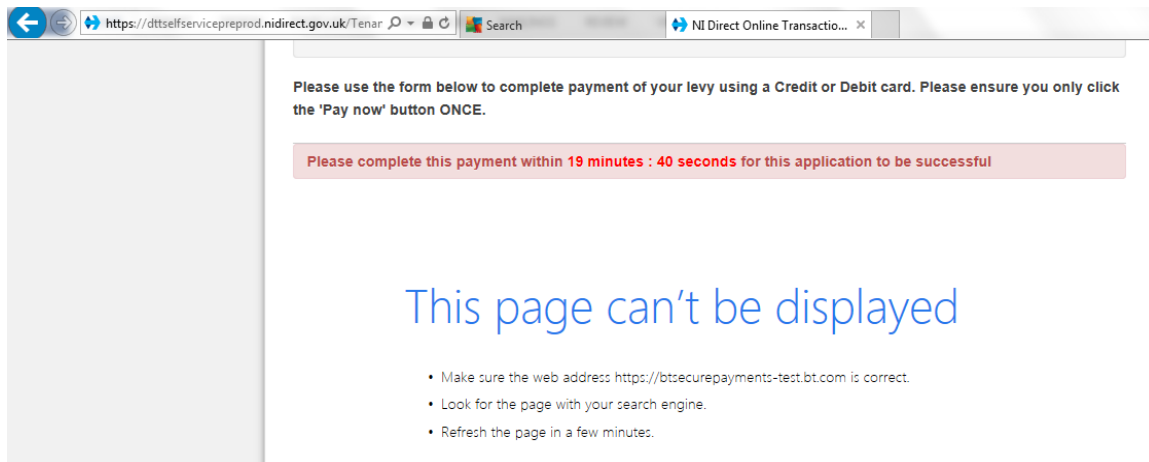


Issues with Online Payments for Firearm applications

If you are encountering this error you may need to update your TLS version.



TLS is a security protocol used for secure communication across the Internet. In simple language it provides secure communication on the Internet for such things as online payments. Online firearm application payments are completed via BT Buynet and to increase security they have updated this security protocol to version 1.2. In order to successfully complete an application you **must** ensure you are using this version.



Below we have outlined the steps required to update this for the two main browsers:

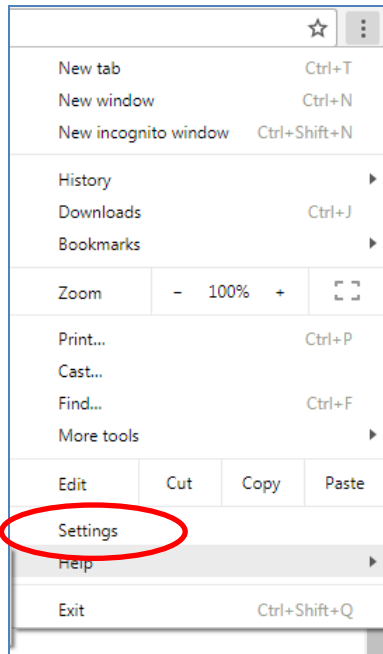
- Google Chrome
- Internet Explorer

Google Chrome – Updating the TLS to version 1.2

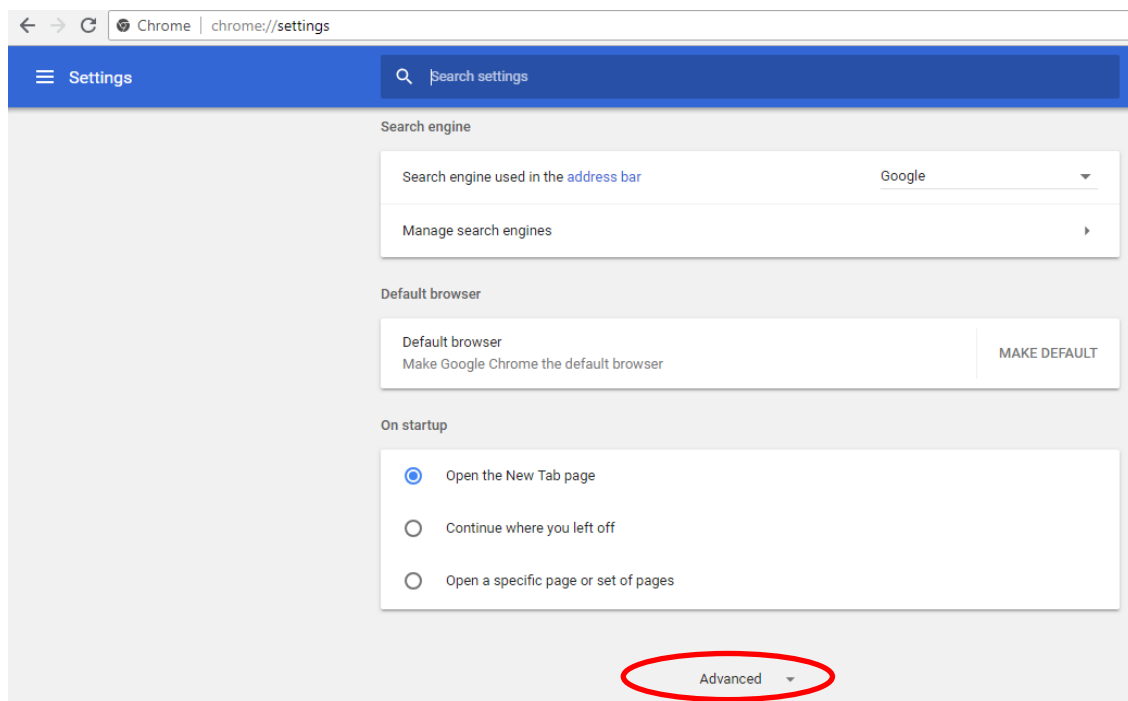
Google Chrome is identified by the icon . Click on this icon to start Google Chrome.

The procedure for updating the TLS version of Chrome on your computer is as follows:

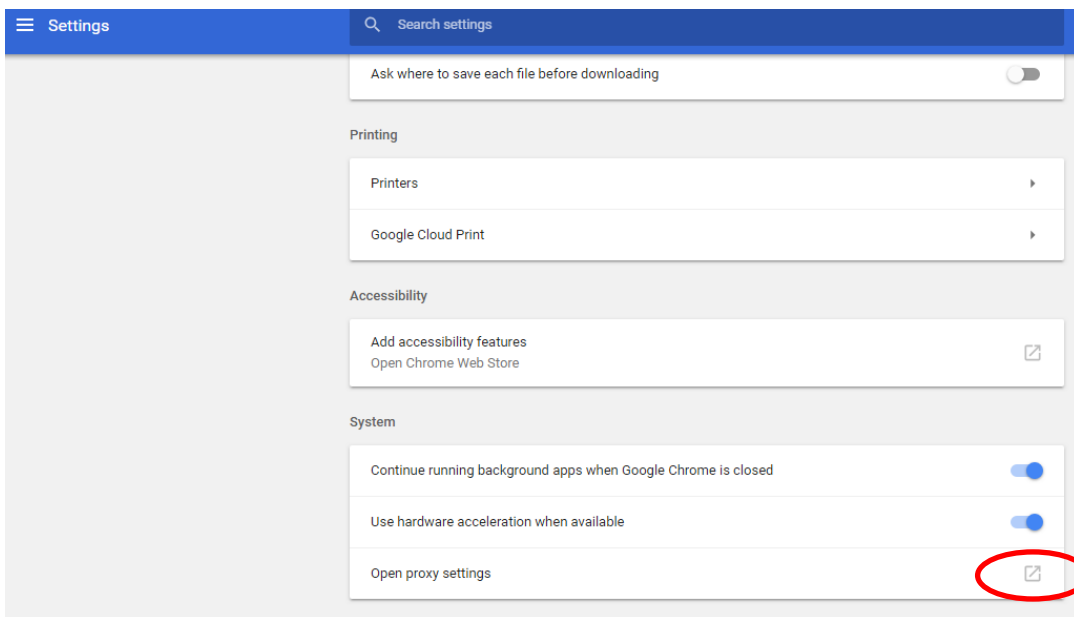
1. Activate the “Setting” page by clicking on the Menu icon  or  near the top right corner of the Chrome window.



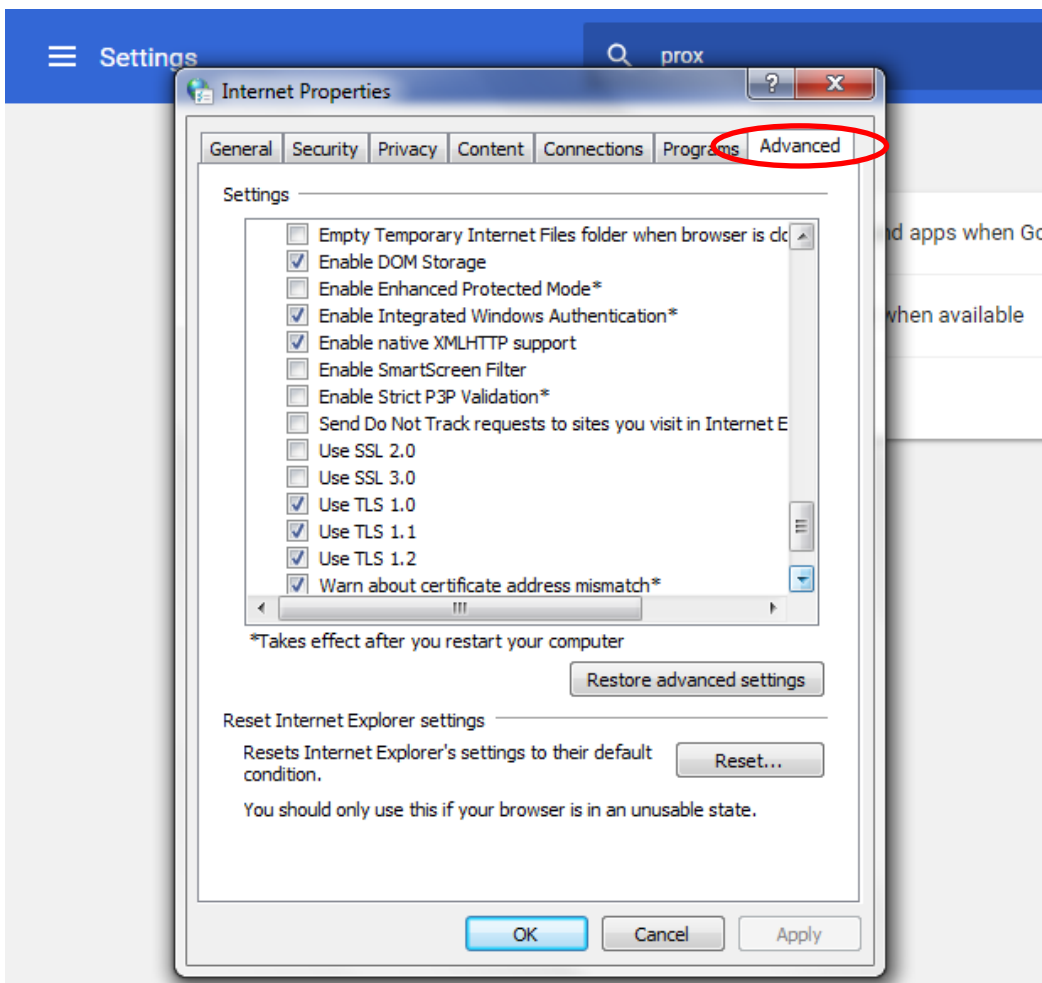
2. Scroll down to ‘Advanced’ and open by clicking on the word ‘Advanced’.



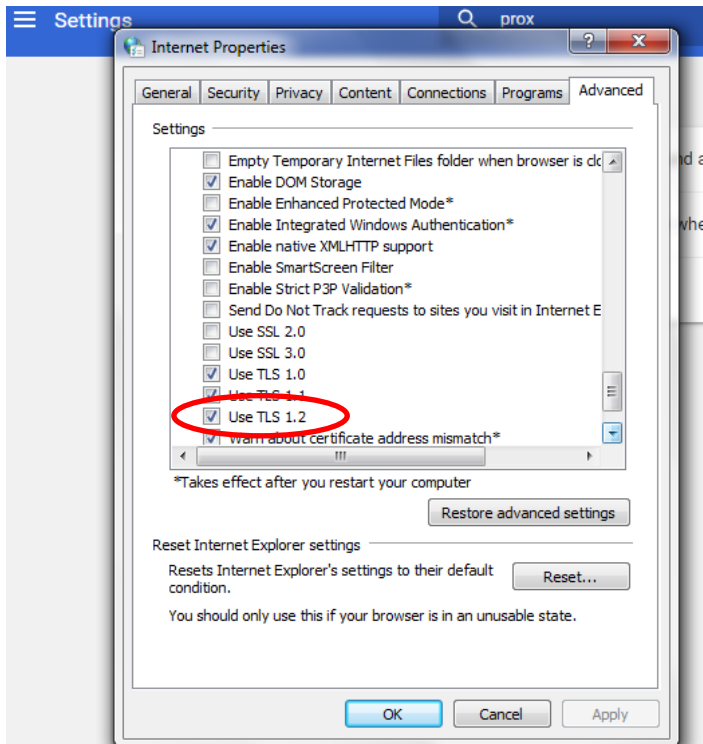
3. Scroll down to the 'System' section



4. Click on 'Open proxy settings', this will open the 'Internet Properties' box. Now select the 'Advanced' tab.




5. On the “Advanced” tab scroll down to ‘Security’ and click ‘Use TLS 1.2’ then click ‘Apply’.

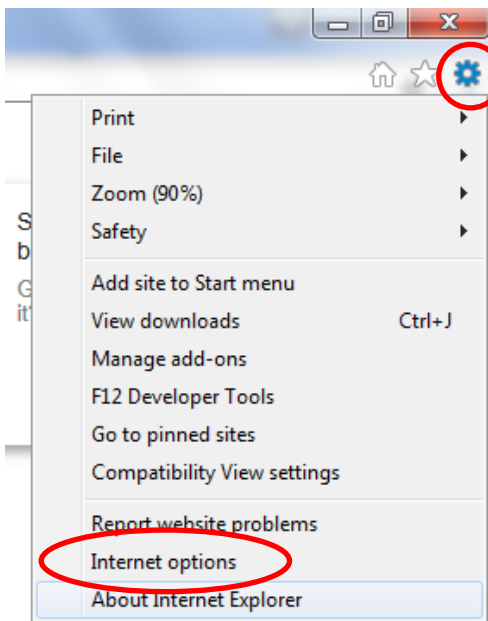


Internet Explorer 11 – Updating the TLS to version 1.2

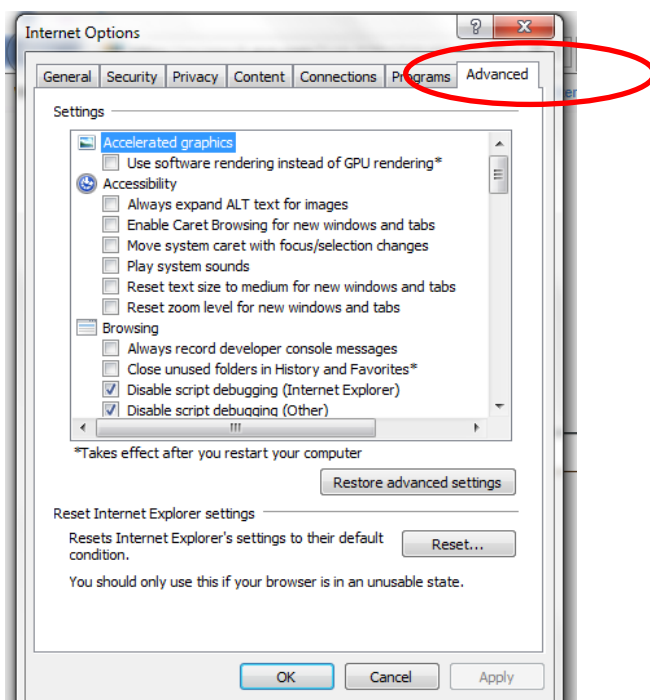
To start Internet Explorer click on the icon 

The procedure for updating the TLS version of Internet Explorer on your computer is as follows:

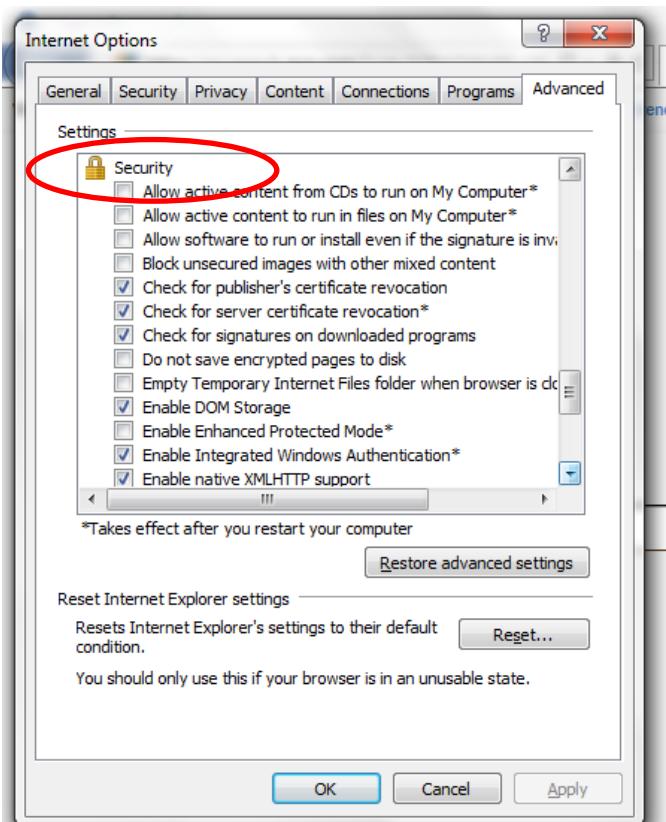
1. Start Internet Explorer.
2. Move the cursor to the top right corner of the window and click the cog wheel  icon.
3. Select “Internet options” from the drop down menu.



4. The ‘Internet Options’ menu is displayed, select the ‘Advanced’ tab.



5. Scroll to the 'Security' section.



6. Select 'Use TLS 1.2', then click 'Apply'.

