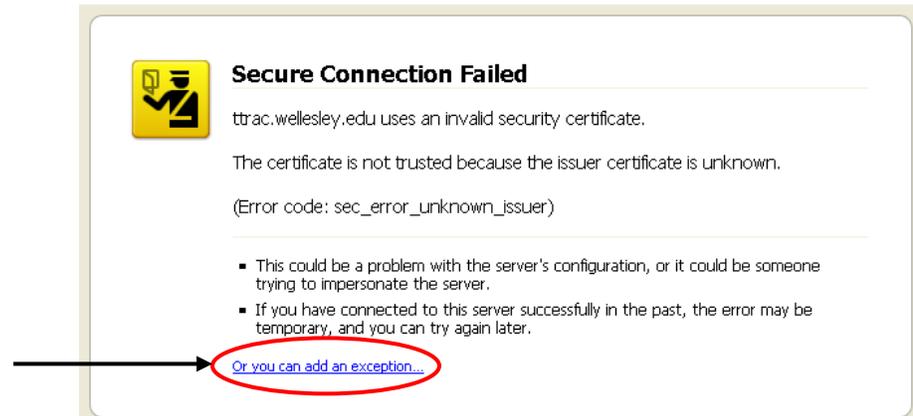# Troubleshooting TutorTrac

If your browser says **Secure Connection Failed** follow these steps*.

1) Click on "Or you can add an exception"
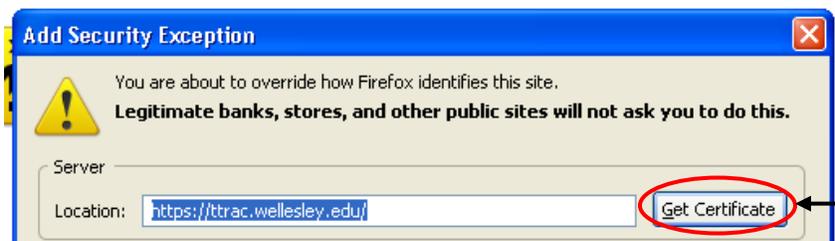

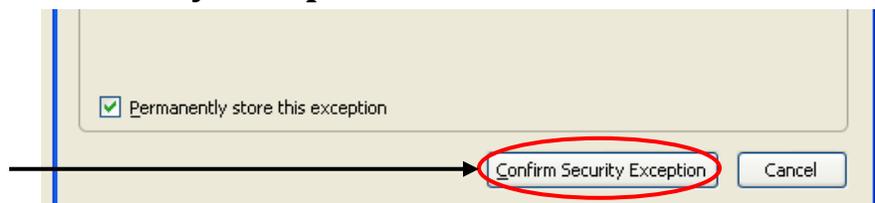## 2) Click on "Add Exception"

3) Click on "Get Certificate"

4) Click on "Confirm Security Exception"

*We are working on solving this problem, but in the meantime please follow these simple steps to access TutorTrac (this mainly occurs on Lab or Library computers).