

Troubleshooting TutorTrac

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

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

| Secure Connection Failed |
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| ttrac.wellesley.edu uses an invalid security certificate. |
| The certificate is not trusted because the issuer certificate is unknown. |
| (Error code: sec_error_unknown_issuer) |
| This could be a problem with the server's configuration, or it could be someone trying to impersonate the server. |
| • If you have connected to this server successfully in the past, the error may be |

2) Click on "Add Exception"

You should not add an exception if you are using an internet connection that you do not trust completely or if you are not used to seeing a warning for this server.



3) Click on "Get Certificate"

| Add Se | curity Exception |
|--------|--|
| 1 | You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this. |
| Serve | er |
| Local | tion: https://ttrac.wellesley.edu/ |

4) Click on "Confirm Security Exception"

| Permanently store this exception |
|----------------------------------|
| Cancel |

*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).