

## **Accessing AOHCT Email**

In recent days, new updates to Transport Layer Security (TLS) in certain web browsers such as Mozilla Firefox and Google Chrome have led to some users experiencing difficulties while trying to access their AOHCT email accounts through the Outlook Web App that is accessible when clicking the “AOH Email Portal” button on the Archdiocese of Hartford webpage. While a permanent solution to this problem is being actively considered, one provisional solution that is currently recommended is that users facing such difficulties use the Internet Explorer browser to manage their email accounts. This suggestion is made as it appears that Internet Explorer will still allow the Outlook Web App to function without additional difficulty. If the computer being used has an Internet Explorer icon present, the user can simply click on that icon to use it. If this is not the case, the user can type “Internet Explorer” into the Search Bar located either at the bottom of the Windows screen or in the Start Menu and will be able to find the application there to use it. Using this browser should allow Windows users to once again access the Outlook Web App and, correspondingly, any AOHCT email account. For those using a Mac or other Apple product, an equivalent solution is to use the Safari browser. We thank you for your patience as this situation is resolved.