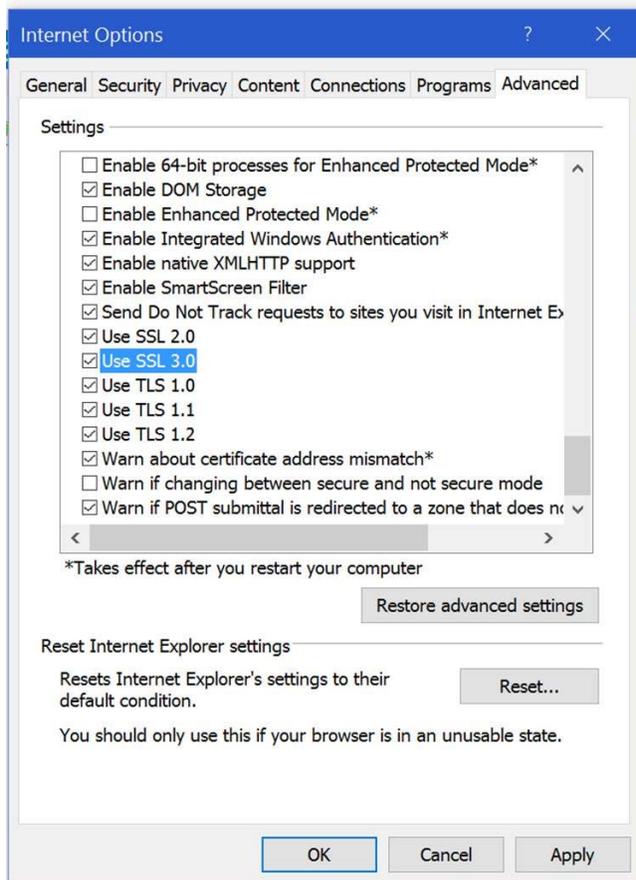# NOTICE: Temporary Fix to Access Certain DHI Website functions:

As of January 1, Microsoft had a change in certificates. To reach the health facility features: "**Provider Search**" and the "**IRONLINE**" Incident report form you must go to your advanced settings in internet options and select: **Use SSL 3.0**

Please Note: There is a temporary band-aid fix that you can use and share with others who need to access the info. This fix only works with Internet Explorer and does not apply to EDGE, Chrome, Firefox, Safari or other browsers.

Step One:
Go to Internet Explore – Go to Tools – drop down to - Internet option – Click on Advanced tab and Check mark Use SSL 3.0

After that try opening sites
https://archive.dhi.health.state.nm.us/providersearch/index.php

Step Two:
if that does not work then go back to the site
https://archive.dhi.health.state.nm.us/providersearch/index.php
and hold down the CTRL key (usually on the bottom left of the keyboard) and press F5 (both need to be pressed at the same time and then released). This will force a non-cache reload of the page.

If necessary, restart your computer.