

## **FAQS: Enhancing Security Standards and Encryption**

We take our commitment to protecting customer data very seriously. To ensure the highest security standards and promote the safety of your data, ActiveHealth Management is making security improvements and retiring older encryption protocols.

To maintain alignment with best practices and updated compliance requirements from the PCI Security Standards Council (PCI SSC), we will discontinue support for the encryption known as TLS version 1.0 for the MyActiveHealth<sup>SM</sup> platform and API effective September 23, 2017.

### **What are the benefits of moving to the additional security?**

TLS (sometimes referred to as “SSL”) encryption protects the channel between two endpoints to protect privacy and reliability of data being transferred between your browser and websites like MyActiveHealth. The current TLS encryption has serious vulnerabilities that put organizations at risk of being breached.

To maintain our data integrity and protect against malicious data attacks, we are upgrading our TLS encryption as required and will shut down support for TLS 1.0. This will require anyone with a browser operating on older TLS to upgrade as well or access to MyActiveHealth will be jeopardized.

### **How do members know which browser they have and if they will need to upgrade?**

To find out what browser is available on your devices, visit <https://www.whatismybrowser.com>.

To find out if your browser supports TLS v1.1 or TLS v1.2, visit <https://www.howssmyssl.com>. If your browser cannot support TLS v1.2, you will see “Bad” under “Version”.

### **How can members update their browser?**

If your computer or mobile device is owned or managed by your company, contact your IT staff to request an upgrade to your browser. To upgrade your browser on a personal device, visit <https://www.whatismybrowser.com/guides/how-to-update-your-browser>.

### **Are there additional planned security enhancements?**

We do not have any other changes planned at this time that will require users to make any additional changes.

### **Who do members call if they have issues logging into MyActiveHealth?**

-- Waiting on standard support information here --