



Public Utility District No. 1  
of Thurston County

Commissioners

Linda Oosterman – District 1

Russell E. Olsen – District 2

Chris Stearns – District 3

July 21, 2016

Effective June 26, 2016, TLS 1.0 and TLS 1.1 will no longer be supported by our payment processing website. In place of these protocols our payment processor has enabled TLS 1.2 which is consistent with industry standards and best practices, as well as being necessary to maintain Payment Card Industry (PCI) compliance. One of the primary objectives is to maintain the confidentiality and integrity of sensitive data entrusted to us by our clients.

What does this change mean? You may not be able to connect to [www.merchanttransact.com](http://www.merchanttransact.com) because the browser you are using does not support this new technology. The payment processor has provided a link to test browsers and a link that identifies supported browsers. Please use the information listed below to troubleshoot your login issue.

Please visit the following site to validate your browser compatibility with the updated system:  
<https://www.ssllabs.com/ssltest/viewMyClient.html>

Supporting information for browsers and OS:

- Test site: <https://www.ssllabs.com/ssltest/viewMyClient.html>
- Link to supported browsers and operating systems:  
[https://en.wikipedia.org/wiki/Template:TLS/SSL\\_support\\_history\\_of\\_web\\_browsers](https://en.wikipedia.org/wiki/Template:TLS/SSL_support_history_of_web_browsers)
- Download the latest version of Google Chrome: <https://www.google.com/chrome>
- Download the latest version of Firefox: <https://www.getfirefox.com>
- To get the latest version of Internet Explorer (IE), or Microsoft Edge please use Windows Update or download the latest version of IE from here: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>
- To get the latest version of Safari use the Software Update feature or check the updates tab of the App Store.
- If you are running an older version of OS X, you should be able to download the latest update here: <https://itunes.apple.com/us/app/os-x-el-capitan/id1018109117?mt=12>
- If you are running Windows XP or Windows Vista, you may purchase a newer version of Windows at this Link: <https://www.microsoft.com/en-us/windows/windows-10-upgrade>
  - If you are running Windows 7 or newer you may upgrade to Windows 10 for free using Windows Update until 7/28/16.
  - To validate your system is compatible:  
<http://go.microsoft.com/fwlink/p/?LinkId=261871>