Updates to TLS

TLS (Transport Layer Security), widely known as SSL (Secure Sockets Layer), is the most well-known method to secure websites. Currently, inMediata supports TLS versions 1.0, 1.1 and 1.2. However, for security reasons, Inmediata will no longer be supporting TLS version 1.0 after November 1st, 2018.

Any device that is not using TLS 1.1 or higher after November 1st, 2018, will not be able to connect to inMediata’s web portals, including Secure Claim (CCR 360), Secure Track, Secure Exchange, Secure EMR, Patient Portal, EPAF and Enrollment Wizard. Today, all recent versions of the major internet browsers provide the option to use TLS 1.1 and higher. If you currently access any of inMediata’s web portals, you need to verify you browser version. If your current browser is version noted below or lower, you will need to update your browser.

- Chrome version 21 and lower
- Safari version 6 and lower
- Firefox version 22 and lower
- Internet Explorer version 7 and lower

In addition to the list above, users of Internet Explorer 8 - 10 running on Windows 7 or Windows 2008 R2 Server would need to change default configuration in order to support TLS 1.1 and 1.2. To achieve compatibility with TLS 1.1 and TLS 1.2, you must enable TLS 1.1 and TLS 1.2 for Internet Explorer 8. For instructions, click here.

Users of inMediata provided software such as SecurEDILink/IMPlug will need to patch their Operating Systems to the latest available Service Pack, if their Operating System is listed below:

- Windows XP
- Windows Server 2003

Full instructions to upgrade to Service Pack 3 or latest available for the underlined Operating System can be found here.
If you are unsure what Operating System or Internet Browser version you currently have, click here to check the information by Operating System and Browser. You can follow the instructions here to update your browser to the latest version.

To check your system, click here to verify your TLS version. Until the “Version” listed when visiting reports “Good,” you will be unable to connect. If it reports “Bad,” you need to troubleshoot by checking your browser version and operating system to determine if upgrades are necessary.

**Version Good**

Your client is using TLS 1.2, the most modern version of the encryption protocol. It gives you access to the fastest, most secure encryption possible on the web.

**Version Bad**

Your client is using TLS 1.0, which is very old, possibly susceptible to the BEAST attack, and doesn’t have the best cipher suites available on it. Additions like AES-GCM, and SHA256 to replace MD5-SHA1 are unavailable to a TLS 1.0 client as well as many more modern cipher suites.

If you have any questions regarding these changes, please contact inMediata Customer Service at cs@inMediata.com or 877-466-9656, option 3. www.inMediata.com