
PROVIDER ALERT

Alert#: PA 2008-02
Issued: August 26, 2008
TO: Absolute/AIS Web Registration Users
SUBJECT: AIS – Resolution for TO2 Error message

Please distribute this Alert immediately within your organization to all users of CT BHP's Absolute AIS web-based application

On Tuesday 8/26/08 end-users for Absolute AIS application began receiving a TO2 error. In order to remove the TO2 error, it will be necessary to re-import the SSL Security Certificate on your local machine. Listed below are the brief instructions on how to perform this action:

Step 1: Delete Old Trusted Root Certificates from Internet Explorer

1. Open Internet Explorer
2. Select "Tools"
3. Select Internet Options
4. Click on the "Content" tab
5. Select Certificates
6. Click on the "Trusted Root Certification Authorities" tab
7. Scroll down to Value Options
8. Highlight ValueOptions certificate(s) and then click on "Remove" (note: If there are more than one Certificate to highlight, hold the Ctrl button and left click each ValueOptions certificate)
9. Click Yes, Yes
10. Select Close
11. Select Ok
12. Close the Internet Explorer browser window

Step 2: Install New Trusted Root Certificate

1. Click on this link: <http://www.vonewjersey.com/fix>
2. On the "File Download – Security Warning Screen" Click "Open"
3. In General Tab of "Certificate" Window, Click "Install Certificate..."
4. On "Certificate Import Wizard" Click the following buttons as they appear "Next"; "Next"; "Finish"
5. Click "Yes"
6. Click "OK" for "The import was successful."
7. Close "Certificate" Window by clicking "OK"

Step 3: Restart AIS: <http://www.absoluteisonline.com/app40/ctbhp/providersSSL/>

We apologize in advance for any inconvenience that this service disruption may have caused.

***Note:** If you are still experiencing any problems related to the T02 error message or need assistance with the above instructions, please contact the Value Options / AIS Technical Help Desk at 1-866-817-6306. We are extending our support hours for the next few days to assist users in re-installing the SSL certificate and software update. If you are unable to reach a support technician and do not wish to leave a voice message (that will be returned within the hour), please call CT BHP Provider Relations at 877-552-8247 for assistance.*

Provider Relations
Connecticut Behavioral Health Partnership