

Certificate Errors

If you are using Internet Explorer 7 or a later version, you may encounter a **Certificate Error** when you log in to ePay. If you do not install the certificate by following the steps below, you may continue to get the Certificate Error each time you log in to ePay.

1. If you encounter a Certificate Error during your log-in, click on **Continue to this website (not recommended)**. The reason it says “not recommended” is because Internet Explorer 7 does not automatically recognize ePay as a secure site. However, it is a secure site, and you can proceed.
2. A pink address bar will appear across the top of your screen. Click on **Certificate Error** in the pink address bar.
3. A window labeled **Untrusted Certificate** will appear. Click on **View Certificates** at the bottom of that window, and then click on **Install Certificate**.
4. A **Certificate Import Wizard** may appear. Click on **Next** on the first step of the wizard. On the second step of the wizard, make sure the following option is selected: **Automatically select the certificate store based on the type of certificate**. Click **Next**, then **Finish** to complete the wizard.
5. A final **Security Warning** will appear. This is a secure connection, so click on **Yes** to proceed.

For questions, contact Boise HR Services at 800 237 3459 or HR_Services@BoiseInc.com.