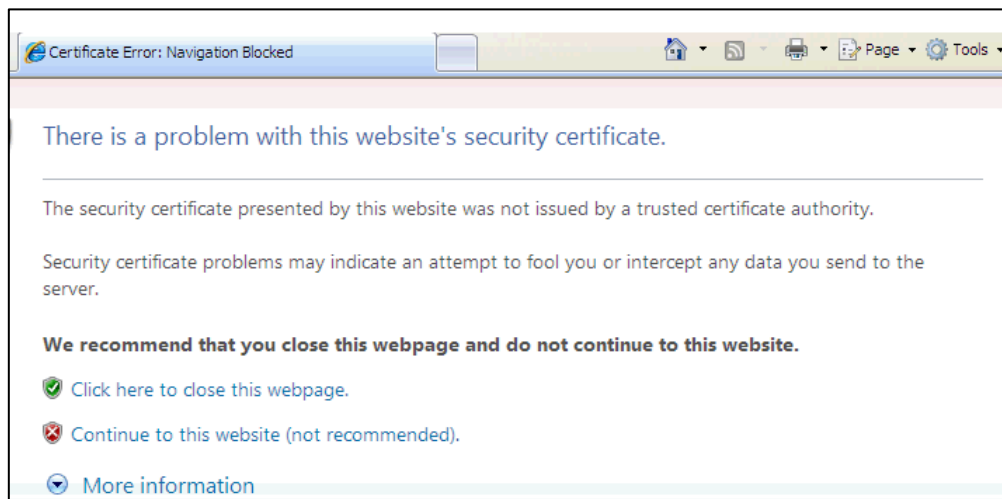# Trouble Advancing to the Next Page - Website's Security Certificate

When to use: When a user has trouble advancing to the next page while completing a survey or gets the following error when clicking on the http://www.tracomlearning.com survey link:

Answer 1: They should select the button marked "continue to this website". (The message above appears if the individual's internet browser does not have the company who provides our SSL Certificates included in its list of trusted sites. DigiCert, a major global provider (see http://www.digicert.com for more information), will be added to their list and they will be able to access the system.

Answer 2: Share the following instructions with a user to assist them in moving forward in a survey:
    Your internet security settings may be the cause of your difficulty in moving to the next survey page. Please change the settings on your computer:
1. In Internet Explorer, click Tools
    a.   click Internet Options.
2. Click the Security tab
    a.   click Trusted Sites (the green checkmark)
    b.   click Sites.
3. Enter the URL in the text box: "*.tracomlearning.com" (without the quotes)
    a.   DESELECT the checkbox to Require server verification for all sites in this zone
    b.   select Add.
4. Click Close, OK.

You may need to refresh or restart your browser to access the site properly.