

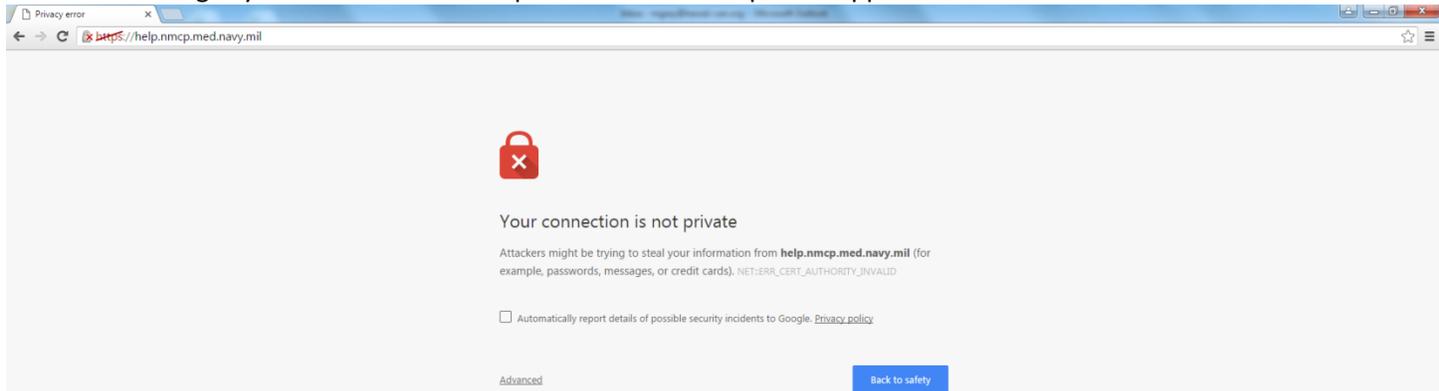


Install the DoD Root Certificate to fix “Your connection is not private” and red X in HTTPS

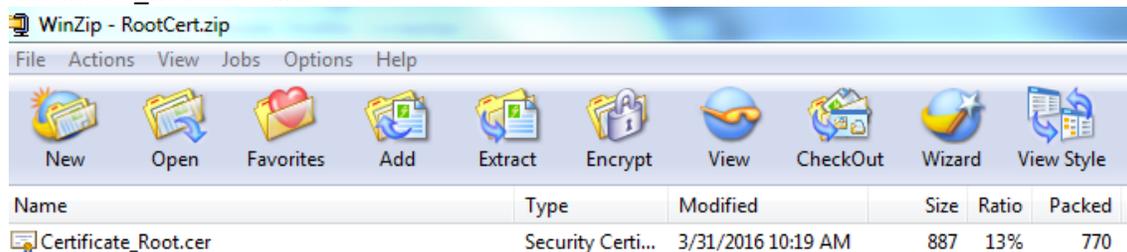
Brief: The web certificate chain for the Health Experts onLine Portal (HELP) website includes a DoD root certificate that needs to be manually installed on non-DoD computers to prevent the “your connection is not private” warning and other related warnings from Internet Explorer/Edge or Google Chrome. To fix this issue, first download and then install the following certificate to your computer’s “Trusted Root Certification Authorities” certificate store: [RootCert.zip](#).

Directions to install in Windows:

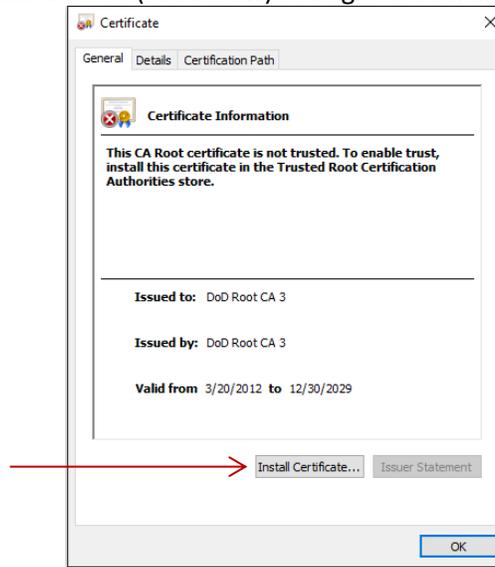
1. When accessing the Health Experts onLine Portal (HELP) website from home you may encounter an error message “your connection is not private” and the https lock appears in red.



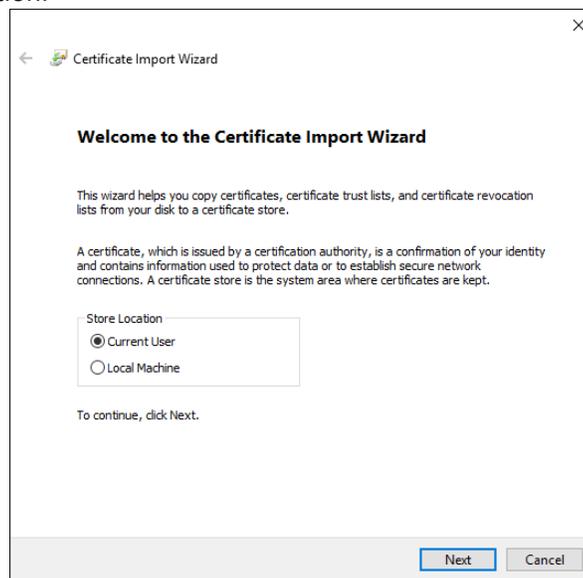
2. You may click Advanced to continue to the website. However, you can also permanently fix this issue by installing the DoD Root Certificate on your personal computer. First [Click Here](#) to download the DoD Root Certificate.
3. Once you have downloaded the certificate, open the zip file and double click the “Certificate\_Root.cer” file.



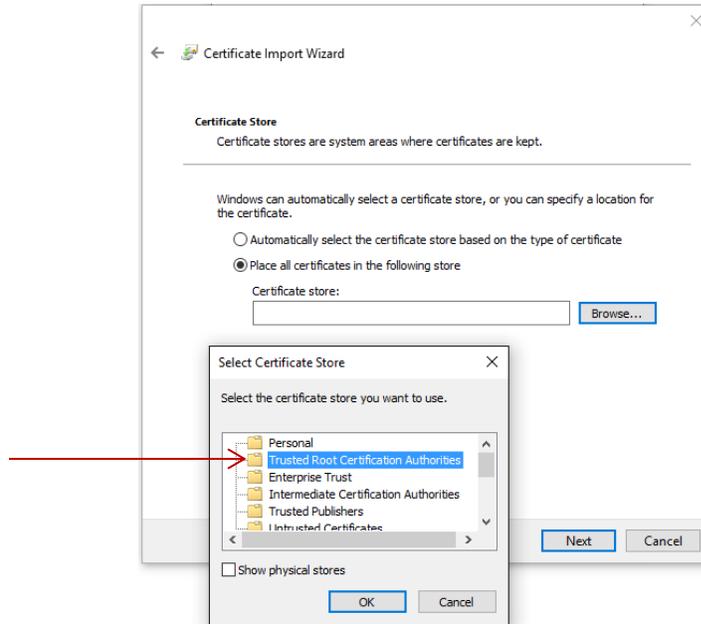
4. Click the “Install Certificate...” button (see below) to begin the certificate import wizard.



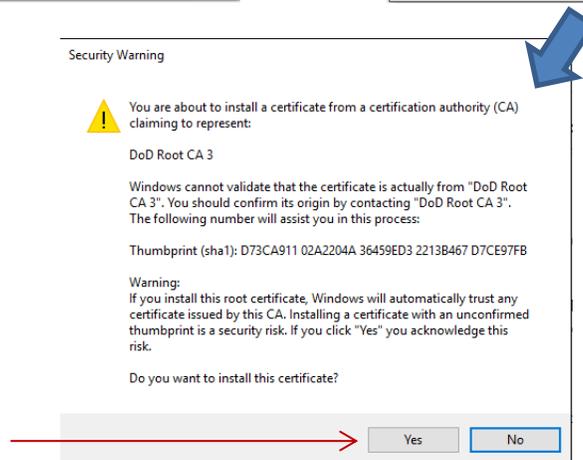
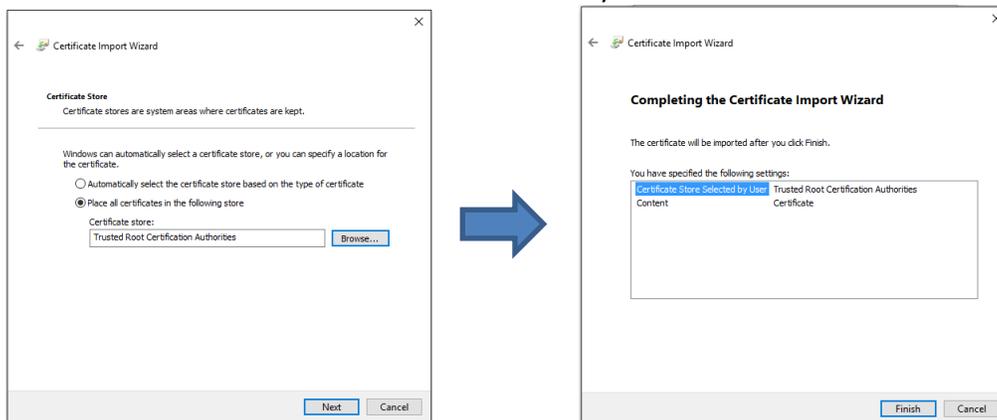
5. At the Welcome to the Certificate Import Wizard window click Next to install the certificate in the current user's store location.



6. At the Certificate Store window select the “Place all certificates in the following store” option. Then click Browse... and select the “Trusted Root Certification Authorities” store. Then click OK.



7. Click Next. Then click Finish. Then click Yes confirm that you want to install the certificate.



8. You should now see a **green https lock** and no certificate warnings when accessing the [Health Experts onLine Portal \(HELP\)](https://help.nmcp.med.navy.mil/path/user/Login.jsp) website.

