



October 29, 2018

The NY HP Portal, hosted by EnergySavvy will be undergoing security upgrades on **November 1, 2018**. This change will affect all portal users on Internet Explorer 10 and older versions.

To check if your current browser is compatible with the security upgrades visit:

<https://www.ssllabs.com/ssltest/viewMyClient.html>

In the Protocol Support section, there should be a message that reads:  
*"Your user agent has good protocol support."*

If your browser does not meet the security protocols or the message above is not present, you will need to update your browser to one of the new versions below to access the NY HP Portal after November 1<sup>st</sup>.

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)

Questions or concerns regarding your internet browser and identifying if an update is needed, please contact your IT/computer support.

Other questions or concerns regarding this update should be submitted to contractor support by calling 1-800-284-9069 or submitting an email to [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov).

#### **About NYSERDA**

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs and funding opportunities, visit [nyserda.ny.gov](http://nyserda.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)



Copyright© 2018. All Rights Reserved.

NYSERDA, 17 Columbia Circle, Albany, NY 12203

[SafeUnsubscribe™\\_{recipient's email}](#).

[Forward this email](#) | [Update Profile](#) | [About our service provider](#)

Sent by [hpwes@nyserda.ny.gov](mailto:hpwes@nyserda.ny.gov)