

You get "Your connection is not secure" or "Your connection is not private" when you try to go to a website.

Problem

When you try to go to a website, your web browser gives you the following:

Your connection is not secure

or

Your connection is not private

Cause

This message comes up for websites that are suppose to be using a Secure Connection for things like Passwords, Credit Cards or personal information. Those sites need to have a certificate to validate the form of connection the browser is suppose to make and match up with the server you are connecting to.

If the certificate can't be validated or issued by an unknown certificate authority, the browser will put up the warning to make sure you are aware of this.

Solution

As per the Cybersecurity requirement, you will need to verify the link with the actual source. IE: Contact the Bank or Service directly and verify the link address. It is up to them to assist you with the issue as the link is either invalid or their server needs updating.

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