

Cannot access the website or receiving a "Not Secured" or "Not Private" error message (AlarmBiller, Sales Automation or eForms modules)

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This error displays when the user is not using the secured protocol when accessing the website.



A secure URL should begin with "https" rather than "http." The "s" in "https" stands for secure, which indicates that the site is using a Secure Sockets Layer (SSL) Certificate. This lets you know that all your data is encrypted as it passes from your browser to the website's server.

The issue stems from the customer not accessing the "correct" URL for the customer portal or dealer login URL (<https://companyURL.alarmbiller.com/>) This link is unique for each company.

Most likely the customer is typing 'www' in front of the link. The 'https://' protocol in the correct link, it indicates that it is a secure encrypted connection between the website and the end user; by typing www or 'http://' instead of 'https://' in front, makes the browser think that it is an unsecured connection.

Examples of how the message displays when 'www.' is typed in the URL:

Google Chrome:



Microsoft Edge:



When the correct protocol is used a lock icon in the URL bar before the website is displayed:

