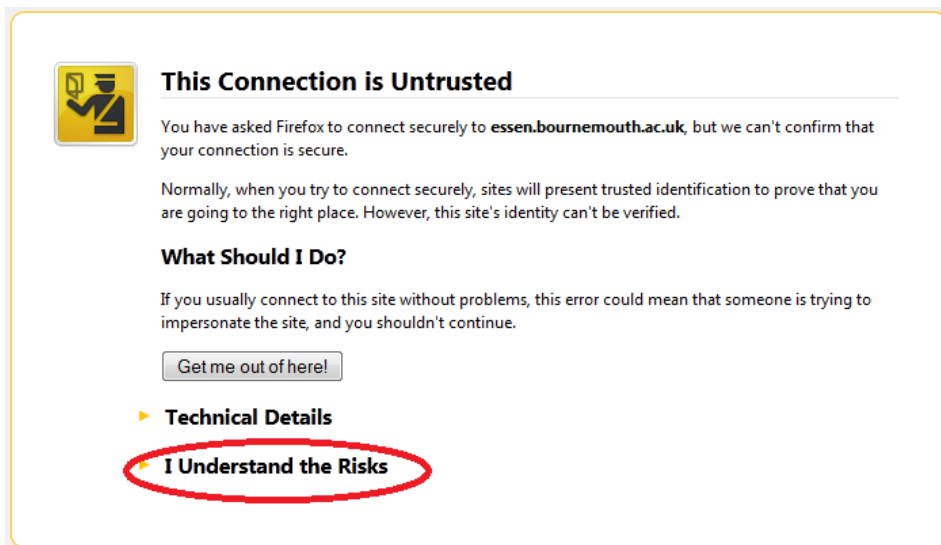


### Downloading a Template from ResearchPAD

When attempting to download a PGR report template such as Probationary Review, you may see a message which states 'This Connection is Untrusted'. Should this occur, please follow the instructions below:

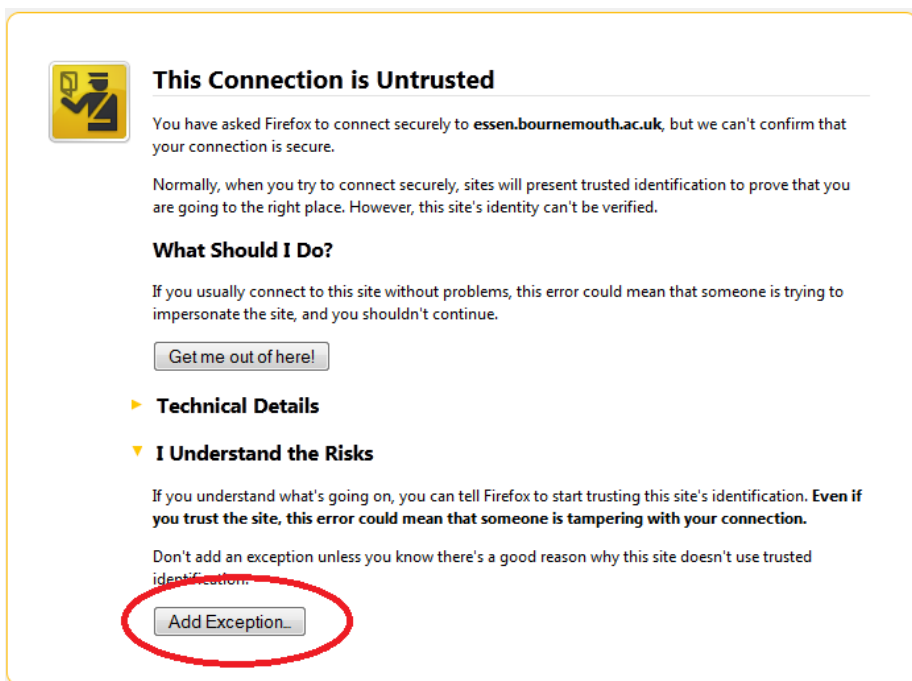
#### 1) You Receive a Message 'This Connection is Untrusted'

Step 1 – Click on the option 'I understand the Risks' – highlighted below:



The screenshot shows a Firefox security warning dialog box titled "This Connection is Untrusted". It contains the following text: "You have asked Firefox to connect securely to **essen.bournemouth.ac.uk**, but we can't confirm that your connection is secure. Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified." Below this is a section "What Should I Do?" with the text: "If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue." There is a button "Get me out of here!". At the bottom, there are two expandable options: "Technical Details" and "I Understand the Risks". The "I Understand the Risks" option is circled in red.

Step 2 – Click on 'Add Exception' – highlighted below



This screenshot is identical to the previous one, but the "I Understand the Risks" option is expanded, showing additional text: "If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.** Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification." At the bottom, there is a button "Add Exception..." which is circled in red.

Step 3 - Click on 'Confirm Security Exception' – highlighted below:

