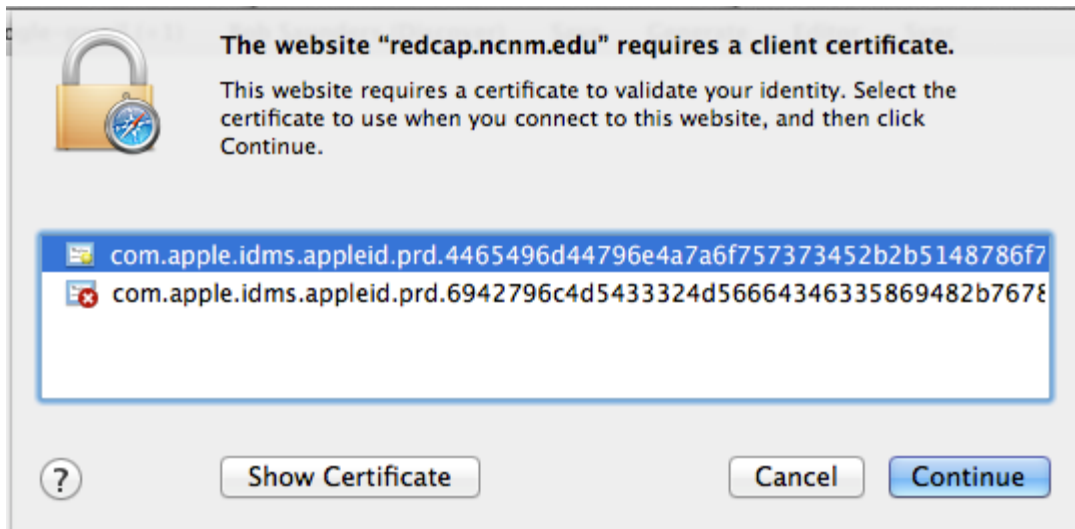


Have a problem accessing REDCap with the following error message?



THE ISSUE

This only happens on some Macs when using Safari. It seems to be sporadic. The issue is with some corrupt certificates that are being stored in the Keychain Access. The corrupt ones are the ones listed in that dialog window that says "the website register.pccp.org" requires a client certificate (like the attached picture)

NOTE: Some users are experiencing this problem, because they still have MobileMe setup on their Mac. Since MobileMe has been discontinued by Mac, it is imperative to turn off this function on your Mac, because it will create errors on your machine. To disable MobileMe on your Mac. V.10.7 and below, go to the Apple menu and select System Preferences, click on MobileMe and if it says that you are signed in, click on the Sign off button.

THE FIX

- 1) Find the Keychain Access program on your Mac. To find it, open up Finder, then open up the Applications folder, and inside the Applications folder there is a folder called Utilities, Keychain Access is in the Utility Folder.
- 2) Open Keychain Access and search for all of the certificates that are listed in Safari dialog box that tells you "This client requires a certificate".
- 3) When you find those particular certificates, select them and then DELETE those specific certificates out of Keychain Access.
- 4) Then restart Safari, and go to <https://register.pccp.org>. It should work from there, if you get the same error message, repeat the steps and make sure your remove the corrupt certificates.