I'm trying to access Open Enrollment, but I see a message "an unexpected error has occurred"

This error often indicates a problem with your personal certificates:

- you may not have a working personal certificate, or
- you may have an expired personal certificate, which can interfere with any valid ones you may have

Select your browser for detailed instructions to resolve the error:

Firefox:
  - Firefox 3.x

Internet Explorer:
  - [IE 7 or 8 on Windows XP]
  - [IE 7 or 8 on Windows Vista]
  - IE 8 on Windows 7

Safari:
  - Safari on Mac OS 10.5
  - Safari on Mac OS 10.6