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