Retiring TLS 1.0 and TLS 1.1 SSL protocols

SurveyGizmo has scheduled a routine change to our services, and there is a change it could affect survey takers.

To keep data safe while in transit, SurveyGizmo utilizes the industry-standard Transport Layer Security (TLS) encryption protocols. In efforts to protect data to the highest extent, SurveyGizmo is discontinuing the future use of TLS 1.0 and TLS 1.1 encryption protocols for survey taking.

This change will take place starting May 13th (CA), May 20th (EU), and May 27th (US), 2020.

Impact of Change

TLS 1.2 or higher will be required to access the SurveyGizmo survey taking. TLS 1.2 is currently required for logging into and using the application. SurveyGizmo is **removing support for TLS 1.0 and TLS 1.1 protocols** to ensure that the application and surveyors are compliant with industry-standard security practices.

Any services that currently rely on TLS 1.1 will no longer be available in the application. The two reasons SurveyGizmo customers and survey respondents will most likely see TLS 1.1 traffic is due to customer usage of older web browsers or older customized integrations, which will no longer function properly after the changeover.

The vast majority of SurveyGizmo users will not be impacted by this change in any way. However, your company may need to check to make sure that the web browsers that are currently in use are able to support TLS 1.2 for outgoing connections made to SurveyGizmo servers. For more information on TLS, please see

click [here](#).

What will happen to users who can't support TLS 1.2 starting May 13th?

Browsers unable to support TLS 1.2 or are not able to upgrade by the changeover date in relation to each data center (US, EU, CA), please reach out to [support](#) by accessing the Need Help menu. While this change is applied to all accounts and survey taking, SurveyGizmo will work with users to ensure that a solution can be implemented to ensure survey processes are impacted in the least detrimental way possible.

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