How do I order an SSL Certificate?

Article Number: 1497 | Rating: 2.3/5 from 6 votes | Last Updated: Mon, Dec 6, 2021 at 2:31 PM

As of the 1st December 2021 we will only issue a certificate to the exact common name you have specified when using HTML verification. For example, if you enter **domain.com** as the common name, we will only issue a certificate for **domain.com**. We will not apply a subject alternate name (SAN) to include **www.domain.com**. In most cases an SSL will need to be issued to both the root domain (**domain.com**) and the **www** sub-domain, so you should use **DNS** or **email verification** wherever possible. **How do I order an SSL?** Log into your Customer Area Navigate to theÂ Order Secure Server (SSL) Â icon Under the relevant heading (Web Hosting Add-Ons, Â VPS Add-Ons, Â cPanel Hosting Add-Ons etc) select the SSL product you would like as well as the payment method it should use. After you've added the SSL to your basket , complete the payment and go back your customer area . Navigate to the Manage Secure Server (SSL) icon. In the Manage Secure Server (SSL) section, you will see a list with your allocated and unallocated SSL products. **How do I allocate a domain to an SSL I've purchased? Before you proceed:** You need to ensure that you have a mailbox set up for one of the followingÂ **before** Â allocating an SSL if you wish to verify ownership of the domain via email. admin@ *[your-domain]* administrator@ *[your-domain]* hostmaster@ *[your-domain]* postmaster@ *[your-domain]* webmaster@ *[your-domain]* In theÂ Manage Secure Server (SSL) Â section, you will see your new SSL certificate with the status **NEW** , this SSL means that this particular allocation can be assigned to a domain name.

ClickÂ **Manage** Â on the row with theÂ **NEW** SSL. From the **Certificate Setup** page, the default option will be to **Choose a Domain** . Enter a domain name into the field below and select **Continue** **Note:** Â If you are installing this onto an unmanaged server or third party service, you can select **Input a CSR** and paste your CSR. You will be shown a screen with aÂ **Private Key** andÂ **CSR** fields, you should download and keep these files safe by selectingÂ **Save File** under each block.

SelectÂ **Continue**

Select the method you wish to use to verify the SSL (you can use either email, or a DNS update) and select **Continue** . **Note:** If you are issuing an EV SSL, the verification process is different, see this article for help. Review the terms and conditions to proceed, then when ready selectÂ **Continue** That's it! You will need to verify ownership of your domain, this is usually done via email, but it can be done by adding a TXT record. Contact our support team if you have any issues. **How do I install my SSL certificate?** Your SSL certificate won't be automatically installed when it's issued, to trigger the install onto a Heart Internet service, you will need to follow these steps: In theÂ Manage Secure Server (SSL) Â section, you will see your new SSL certificate with the status **ISSUED** . You will also have the **INSTALL** button available, select this. In the popup, select the domain name you wish to install the SSL onto. The domains are broken down in different services (e.g. *Shared Hosting Package* , *VPS* , *cPanel* etc). SelectÂ **Install** , and that's it! Your SSL should install onto your service in the next couple of hours. Your next step should be to set up a redirect to HTTPS . **Note:** SSL installations can take a few hours to complete in some cases, even if the control panel showsÂ **INSTALLED** as the status. **Notice to Private Server Customers (Virtual/Dedicated Servers):** Installations onto unmanaged private servers are not guaranteed. We will inform you if we cannot complete your SSL installation and you will be required to complete the installation yourself.

Posted - Tue, Dec 15, 2020 at 3:44 PM.