

# If I have my own SSL Certificate, how do I get it installed on your system?

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## Prerequisites:

There are some pre-requisites for an existing SSL installation on our server:

1. You need to make sure you determine the name of your SSL. Please always bear in mind that in SSL, <https://www.yourDomain.com> is different with <https://yourDomain.com>. If you want your SSL to be installed at <https://www.yourDomain.com>, then the name of your SSL is [www.yourDomain.com](https://www.yourDomain.com), NOT "yourDomain.com". Likewise, if you want your SSL to be installed at <https://secure.yourDomain.com>, then the name of your SSL is "secure.yourDomain.com". It is IMPORTANT to get this right as once your SSL is issued, it cannot be exchanged anymore!
2. You need at least one static IP. This static IP is important so that we can generate a CSR (Certificate Signing Request) for you. This CSR is a private key that you need later in generating a public key that is contained within your .CER or .CRT file. If your current hosting plan does not support static IP, you need to contact our Support via our [Help Desk System](#) to arrange for a static IP installation.
3. You need to inform us the details of your SSL and this includes:
  - First Name
  - Last Name
  - Organization Name:
  - Organization Type:
  - Address:
  - City:
  - State: --> must in long name, not "CA", but "California"
  - Country:
  - Common Name: --> the most important question, please see point 1 above.

## The SSL Installation Steps:

1. Please kindly organize a static IP installation with our Support Team via your Help Desk. You need to make sure that you understand with all the static IP and the SSL installation fees.
2. Please create a ticket via our [Help Desk System](#) to our Support Team and please kindly inform all the details as mentioned on point 3 above.
4. Our Support will issue a CSR file for you and you need to give this CSR to your SSL registrar/provider.
5. Your SSL registrar will then issued a .CER or .CRT file and please inform our Support Team about it.
6. Your SSL will be installed and you can view the secure connection directly. The indication of the secure connection is a small "lock sign" that normally appears on your browser and it will be shown every time you enter <https://> protocol.

If there is any problem with the CSR, you just have to contact our Support to have your SSL reissued (FREE

of charge).