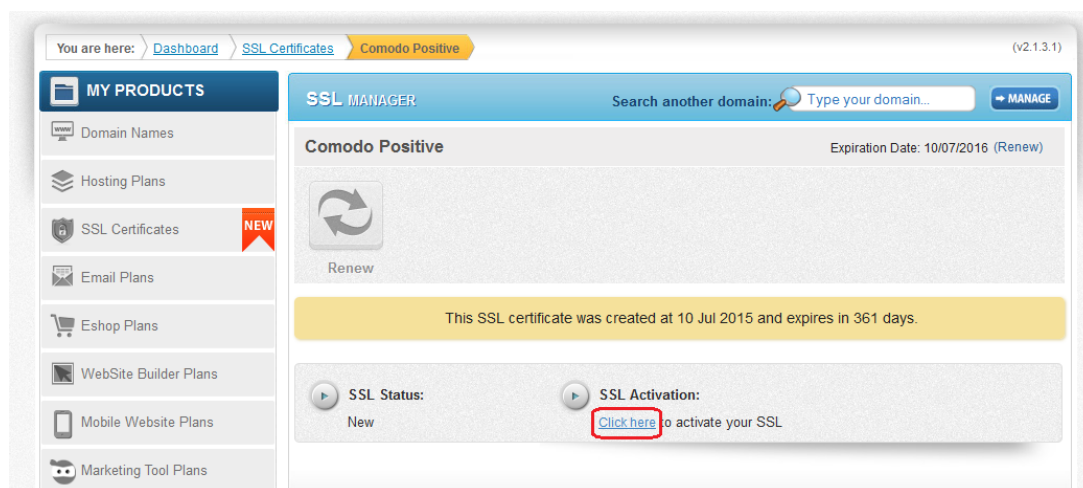# (·>papaki HELP

## How do I activate the Basic (DV) SSL for the site I host at another hosting provider?

- 2022-11-16 - SSL Πιστοποιητικά

Log into your account at Papaki and choose the SSL you want from the SSL Certificate section to go to the administration panel and follow the steps described below.

1. Click on the text link Click here under SSL Activation.

2. On the pop up choose if the hosting plan of the domain you want to use the SSL for is at Papaki or at another provider.
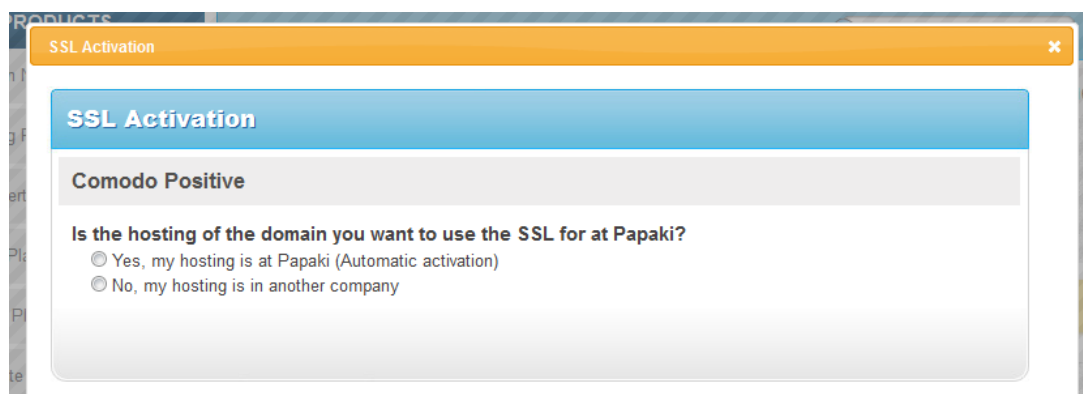
3. As soon as you choose that your website is hosted to another provider, choose the way you want to make the necessary domain validation. There are two validation types: a) email validation and b) file upload validation.

Domain validation via email

1. Fill in the information required for the CSR as well as the administration and technical contacts.

2. Click Activate service.

3. Download and save your SSL's Private Key to your computer, you are going to need it during the activation process. For security reasons the information is not saved at Papaki database.

4. A few minutes later you will receive an approval email to the email address you entered in the Approval Email field. You may receive one more email with instructions in english, that are different depending on the SSL you have chosen.

5. As soon as you receive the approval email, click on the link inside the approval email to complete the validation of your data. (The link will remain active for 30 days)

6. A few minutes after the validation, you will receive via email your SSL CRT information

7. To complete your SSL activation, you must insert the CRT, CSR and Private Key in the hosting plan you own at your own hosting provider. If you do not know how to upload them, forward them to the Support Department of your hosting provider and they will do it for you.

Domain validation via file upload
1. Fill in the information required for the CSR as well as the administration and technical contacts.

SSL Activation

Choose a validation method for the SSL administrator's data.
○ Via email
● By uploading a file in the hosting plan (you will be able to download it in the next steps)

SSL Information

Domain* :   https:// | www. |
Attention! Enter your main domain with "WWW" (eg. www.todomainmou.gr) or any subdomain (eg. subdomain.todomainmou.gr).

Fullname* : | Marketing Team Papaki |

Company department* : | |
Choose the department responsible for the SSL management (e.g. IT department, accounting etc)

City* : | |

State Province* : | |

Country* : | Greece   ▾ |

Email* : | emarketing@usableweb.gr |

Administration Contact

2. Click "Active service".

SSL Activation

Email*: | emarketing@usableweb.gr |

Telephone*: | +30.2810229000 | (e.g. +30.2102345678)
(+Country Code.Area Code and Number)

Technical Contact

☐ Same as Admin Contact

First Name*: | Marketing Team |

Last Name*: | Papaki |

Email*: | emarketing@usableweb.gr |

Telephone*: | +30.2810229000 | (e.g. +30.2102345678)
(+Country Code.Area Code and Number)

Activate service

3. Download and save your SSL's Private Key to your computer, you are going to need it during the activation process. For security reasons the information is not saved at Papaki database. Also, download a file the we created for you to your computer and upload it, as soon as possible, to your hosting in the httpdocs file (root). It will need to be placed in the location: yourdomainname.com/.well-known/pki-validation/fileauth.txt. If you do not know how to do it, forward the file to the Support Department of your hosting provider and they will do it for you. Validation is completed a few minutes after the file is uploaded to the httpdocs file and you will receive an email with your SSL's CRT.

Re-issue SSL

Download now and save on your computer the **Private Key for your SSL**, which you will need during the activation process. For security reasons, this information is not stored in the database of Papaki.

In order to complete the installation of the SSL certificate you have to follow the 2 steps below:

Step 1
Download this file 📄 to your computer and upload it, as soon as possible, to your hosting in the httpdocs file (root). It will need to be placed in the location: yourdomainname.com/.well-known/pki-validation/fileauth.txt. If you do not know the process, please contact the Support Team of your hosting provider to do it for you. The validation will be completed in a while!

Step 2
To activate your SSL, you must add the following three elements in the hosting plan you own at your hosting provider:

1. CSR. We have created it for you. Download it to your computer.
2. Private key. If you have not downloaded it at the beginning, please download it now from here.
3. Your SSL Certificate's CRT information. You will receive it via email by the SSL Brand, in a while after your domain owner validation.

If you do not know how to add the above three elements, forward them to the Support Team of your hosting provider and they will do it for you.

(You have receive these instructions, also, via email by Papaki)

4. To complete your SSL activation, you must insert the CRT, CSR and Private Key in the hosting plan you own at your own hosting provider. If you do not know how to upload them, forward them to the Support Department of your hosting provider and they will do it for you.