

Chat ID: 48841016 Initial Question: I would like a SSL certificate for my site

11:00:38 AM **System** Naveen K has joined the chat!

11:00:58 AM **Naveen K** Hello Chris. Welcome to live chat, My name is Naveen. I will be glad to assist you.

11:01:00 AM **Naveen K** Please provide me with the support code visible under "Support Options" on the left hand side of the page so that we can verify your account. To get the support code, please go to your Customer Area at:

<https://customers.site5.com/clientarea.php>

11:06:06 AM **Chris Miller** Ok one second while I get

11:06:08 AM **Chris Miller** it

11:06:10 AM **Naveen K** Are we still connected?

11:06:14 AM **Naveen K** Sure.

11:06:24 AM **Chris Miller** Here is my code 43420-BE2AJ

11:06:45 AM **Naveen K** Thank you for your authentication.

11:07:12 AM **Naveen K** Could you please let me know to which domain you want to install SSL?

11:07:16 AM **Chris Miller** No worries.

11:07:22 AM **Chris Miller** maxxfitt.net

11:07:46 AM **Naveen K** Please be on hold while i create the invoice for the SSL.

11:07:54 AM **Chris Miller** Ok great.

11:12:05 AM **Naveen K** Thank you for being on hold, please pay the Invoice #1323166

11:13:00 AM **Chris Miller** Ok thank you. How long til the SSL certificate is running so I can get my developer to move everything over

11:14:28 AM **Naveen K** Chris, once you pay the invoice, i will have to install the SSL to the domain.

11:14:50 AM **Chris Miller** Ok thanks

11:15:01 AM **Naveen K** Also you will have to create an email account with address: admin@maxxfitt.net

11:15:15 AM **Naveen K** Chris, have you paid the invoice?

11:15:51 AM **Chris Miller** One second, where do I find the invoice again? I am on annual so it has been a while

11:17:40 AM **Chris Miller** ok I found it. Just getting my credit card

11:19:04 AM **Naveen K** Sure.

11:21:04 AM **Chris Miller** Ok invoice is paid

11:23:56 AM **Naveen K** Chris, could you please create an email account: admin@maxxfitt.net

11:25:03 AM **Chris Miller** Ok one second

11:25:50 AM **Chris Miller** Where do I create that email?

11:29:10 AM **Naveen K** In the cPanel of the account.

11:29:25 AM **Chris Miller** How do I access that cpanel?

11:30:43 AM **Naveen K** Please click on this link : <https://customers.site5.com/clientarea.php?action=productdetails&id=60217>

11:30:55 AM **Naveen K** On the bar, click on 'Login to cPanel'

11:32:00 AM **Chris Miller** ok thanks

11:32:17 AM **Naveen K** Please create the email account

11:33:43 AM **Chris Miller** Ok I am creating the account

11:33:58 AM **Chris Miller** I think that I have created the account

11:33:59 AM **Naveen K** Sure.

11:34:45 AM **Chris Miller** What is next?

11:35:32 AM **Naveen K** Please be on hold while i send you the DCV email to : admin@maxxfitt.net

11:36:00 AM **Chris Miller** ok

11:38:49 AM **Naveen K** Chris, i have sent you the DCV email, could you please accept it .

11:40:13 AM **Chris Miller** Ok

11:40:55 AM **Naveen K** Thank you.

11:41:15 AM **Chris Miller** how long should the email take to get to me?

11:42:48 AM **Naveen K** Chris, it may reach in sometime. Do you want me to place the ticket, so that once you receive you can continue with the installation?

11:44:21 AM **Chris Miller** Yes

11:44:48 AM **Naveen K** Please be on hold while i place the ticket for you.

11:45:04 AM **Chris Miller** ok

11:45:45 AM **Naveen K** Chris, could you please check the email address: administrator@maxxfitt.net ?

11:46:16 AM **Chris Miller** no I used admin@maxxfitt.net

11:46:46 AM **Chris Miller** I didn't create any other email

11:47:01 AM **Naveen K** Chris, please check the email administrator@maxxfitt.net, the email must have gone to the administrator@maxxfitt.net .

11:47:23 AM **Chris Miller** ok

11:47:34 AM **Naveen K** Thank you.

11:51:19 AM **Chris Miller** Ok I don't know how to check administrator@maxxfitt.net. I only create the one email

11:52:11 AM **Naveen K** Chris, please login to webmail, on the left of the email address .

11:53:43 AM **Chris Miller** I am logged into webmail. I picked a platform and I am in it.

11:54:00 AM **Chris Miller** I see an email about email configuration settings. Is that it?

11:54:33 AM **Naveen K** No, Chris, could you please let me know to which email account have you logged into?

11:55:46 AM **Chris Miller** admin@maxxfitt.net is the email

11:56:44 AM **Naveen K** Chris, could you please log in to the webmail of the account: administrator@maxxfitt.net

11:58:05 AM **Naveen K** I see that there is no email account with the name: administrator@maxxfitt.net, could you please create one ?

11:58:33 AM **Chris Miller** sure

12:01:18 PM **Chris Miller** ok administrator@maxxfitt.net is created

12:01:36 PM **Chris Miller** I don't see the other email in there about the SSL

12:03:00 PM **Naveen K** Chris, could you please check now?

12:03:57 PM **Chris Miller** sure

12:04:22 PM **Chris Miller** nothing

12:04:48 PM **Naveen K** I have just sent please try refreshing again.

12:05:50 PM **Chris Miller** the only email I have is about [maxxfitt.net] Email configuration settings for
Administrator@maxxfitt.net.

12:09:54 PM **Naveen K** Chris, i have just sent the email on my end, it may take time to reach you. Please try after
sometime. Once it reaches you, please confirm it, and contact us back. If the chat gets connected to any other agent
please ask for the chat transfer to me, if i'm not available please give this chat id for reference: Chris Miller (Chat ID:
48841016) .