Chat Started

10:45 PM

**Terry Halpin**

My orm.net site indicates Not Secure when anyone opens it on the web.

Since you do not have an SSL certificate for your domain, your website is showing as not secure. I could see that your website is not hosted on our servers. You can purchase an SSL certificate from us and then upload the certificate on your hosting provider's server.

**Terry Halpin**

my website says Not Secure when anyone opens it. Is this because it uses http protocol instead of https? If so, how do I change it to use https?

**Merlyn**

Also, I could see that your website is displaying the following. This site can’t be reachedThe connection was reset. Try:

Checking the connection Checking the proxy and the firewall Running Windows Network Diagnostics ERR\_CONNECTION\_RESET

To fix this, please contact your hosting provider.

Since you do not have an SSL certificate for your domain, your website is showing as not secure. I could see that your website is not hosted on our servers. You can purchase an SSL certificate from us and then upload the certificate on your hosting provider's server.

10:57 PM

**Terry Halpin**

I thought purehost is my hosting provider. If not you, then who is it?

How much does it cost to get an SSL certificate from you?

**Merlyn**

Your domain A RECORD Is pointing to 107.154.156.251 IP. <https://www.whois.com/whois/107.154.156.251> Please access the below link. It looks like that IP belongs to Incapsula Inc

Domain Validated SSL is Basic protection & help Google rankings. Its features are: $10,000 warranty Secure customer information May help boost Google rankings TrustLogo Site Seal We provide a Positive SSL with introductory price of:

$2.25/mo billed $33.00 for 12 months. $3.49/mo billed $83.76 for 24 months. $4.99/mo billed $179.64 for 36 months. $4.99/mo billed $239.52 for 48 months. $4.99/mo billed $299.4 for 60 months.

Organization Validated SSL Advanced security for websites collecting customer data Plan Features $50,000 warranty Secure customer information May help boost Google rankings TrustLogo Site Seal 1-3 day Activation Security perfect for any public facing websites We provide a Organization Validated SSL with introductory price of:

$3.99/mo billed $47.88 for 12 months. $4.99/mo billed $119.76 for 24 months. $6.49/mo billed $233.64 for 36 months. $6.49/mo billed $311.52 for 48 months. $6.49/mo billed $389.4 for 60 months

Wildcard SSL can Protect multiple subdomains. Its features are: $250,000 warranty Secure customer information May help boost Google rankings TrustLogo Site Seal Protect multiple subdomains We provide a WildCard SSL with introductory price of:

$14.99/mo billed $179.88 for 12 months $19.99/mo billed $479.76 for 24 months $19.99/mo billed $719.64 for 36 months $19.99/mo billed $959.52 for 48 months $19.99/mo billed $1199.4 for 60 months

**Terry Halpin**

the whois site says the Name Servers are :ns1.purehost.com and ns2.purehost.com. So why do you say purehost does not provide the server?

11:11 PM

**Merlyn**

The Nameservers are pointing to our server however, the A record of your domain is not pointing to our servers. It is pointing to 107.154.156.251 IP which does not belong to us.

Since you do not have an SSL certificate for your domain, your website is showing as not secure. I could see that your website is not hosted on our servers. You can purchase an SSL certificate from us and then upload the certificate on your hosting provider's server.

**Terry Halpin**

I thought purehost is my hosting provider. If not you, then who is it?

**Merlyn**

Your domain A RECORD Is pointing to 107.154.156.251 IP. <https://www.whois.com/whois/107.154.156.251> Please access the below link. It looks like that IP belongs to Incapsula Inc

$9.99/mo billed $199.88 for 12 months $12.99/mo billed $311.76 for 24 months $12.99/mo billed $467.64 for 36 months $12.99/mo billed $623.52 for 48 months $12.99/mo billed $779.4 for 60 months

**Terry Halpin**

the whois site says the Name Servers are :ns1.purehost.com and ns2.purehost.com. So why do you say purehost does not provide the server?

**Merlyn**

The Nameservers are pointing to our server however, the A record of your domain is not pointing to our servers. It is pointing to 107.154.156.251 IP which does not belong to us.

**Terry Halpin**

You said "Domain Validated SSL is Basic protection & help Google rankings. Its features are: $10,000 warranty Secure customer information May help boost Google rankings TrustLogo Site Seal We provide a Positive SSL with introductory price of:  
$2.25/mo billed $33.00 for 12 months. $3.49/mo billed $83.76 for 24 months. $4.99/mo billed $179.64 for 36 months. $4.99/mo billed $239.52 for 48 months. $4.99/mo billed $299.4 for 60 months.  
". Those prices are more affordable for me. Will that SSL certificate fix the Not Secure issue?

**Merlyn**

Yes! It will fix it. But once you purchase the SSL certificate. It will take about 0-8 hours to activate. Once it is activated, you will need to download SSL certificate and then upload it on your hosting provider's server.

Thanks for you help. I will check first with some key people who access my website and decide whether to buy the certificate (probably for 60 months), and then contact purehost in that regard. Thanks for you help. I am now signing out. Bye.