

Installing a Bigcommerce SSL

What We'll Cover

- Purchasing and Installing an SSL
- How do I know my SSL is working?


Plus plans and higher can purchase a dedicated SSL from Bigcommerce. Enterprise plans can purchase an SSL from a third party, if preferred.

If you previously purchased an SSL that has expired or is about to expire, you can renew it by purchasing a new one. These steps are outlined below.

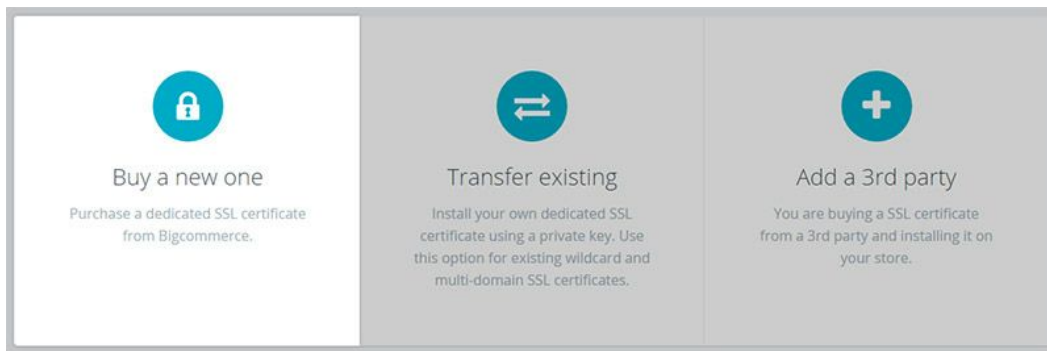
Purchasing and Installing an SSL

To install an SSL, you will need to be logged in as the store owner. If you do not see **SSL Certificate** listed in the **Server Settings** menu despite being on a Plus or higher plan, click **Users** in the upper right hand corner of the screen and confirm that you are signed in under the Owner account.

1. In your Bigcommerce control panel, go to **Settings** › **Server Settings** › **SSL Certificate**.

 In some versions of the control panel, this is located under **Setup & Tools** › **SSL Certificates**.


2. Click **Buy a new one**. This is also the option you should choose if **renewing** an expired SSL.



3. Click **Buy now** at the bottom of the SSL certificate type you would like to purchase.

- Click **Compare SSL Plans** to view and compare the details of each certificate type
- Click **Biennial Pricing** to show pricing for 2-year SSL purchases, which are discounted

[Compare SSL Plans](#)[Annual Pricing](#)[Biennial Pricing](#)

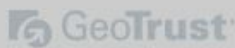


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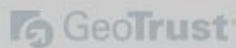


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4. Verify that your **Bill to** details are correct. If not, click **Edit**, enter your payment details, then click **Submit**.

Bill to

Visa
*****1111
Exp date: 10 / 2016

Edit

5. Choose an **Approver Email** from the drop-down list of email addresses that have been preselected by your domain registrar, then click **Confirm Purchase**.

Note: The SSL approval email will be sent to the email address you select here. If none of the provided email addresses have been set up, you will need to either create and set one up or have one forwarded to an existing email account.

A screenshot of a web form interface. At the top, it says "United States". Below that is a label "Approver Email" next to a dropdown menu showing "admin@domain.com". At the bottom, there are two buttons: a "Back" button and a blue "Confirm Purchase" button.

6. Within a few minutes you will receive an email asking you to verify your contact and ownership of the domain. Once verified, your SSL will be installed within 30 minutes. After this period, you can use [the tools listed below](#) to check it.

How do I know my SSL is working?

You can check your SSL using the following tools:

- [SSL Shopper's SSL Checker](#) - this tool will check that your domain is using a properly-installed SSL
- [SSL Shopper's Certificate Decoder](#) - this tool can help you check your SSL's information, such as its expiration date
- [Why No Padlock?](#) - this page checks individual secure URLs and provides specific security errors if it detects any problems

For more guidance on troubleshooting SSL-related errors, see our [SSL troubleshooting guide](#).