

# Welcome to Titan Internet

## SSL Frequently Asked Questions



Thank you for your purchase of an SSL certificate from Titan.

Below is a selection of frequently asked questions relating to SSL Certificates. If you cannot find the answer in this guide or have any problems please contact us via <http://my.titaninternet.co.uk> or on **0845 625 1000**

Please remember we do not give out account details over the phone.

You may find our Help Articles useful in assisting with any queries you may have, located in the knowledgebase of <http://my.titaninternet.co.uk>

### **>** How is my certificate renewed?

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Your certificate is valid for as long as you registered it during the initial purchase. You can renew your services at any time within 60 days of the renewal date through the [my.titaninternet.co.uk](http://my.titaninternet.co.uk) portal under the 'Renewals' tab.

You will be e-mailed a reminder of your certificate expiring approximately 30 days prior to the renewal date. This e-mail is sent to Renewal Users on Your Account.

You will also receive a daily reminder for 7 days prior to the service expiring, which is sent to the Admin and Renewal Users.

Once a service has expired all Users on your account will be sent an e-mail notification stating that the service has ceased, and will be deleted (if applicable) shortly.

Failure to renew your service before the expiry date may cause disruption of service.

### **>** Can an SSL certificate be transferred to or from a Titan hosted domain?

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Yes. An SSL Certificate can be transferred between hosts. The SSL Certificate is in the form of a private key and the certificate itself which can be exported (either as 2 text files from a Linux machine or as a .pfx file from a Windows server) and imported on a different server.

Please contact us via <http://my.titaninternet.co.uk> if you wish to arrange for the transfer of an SSL Certificate.