

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to activate and install a paid SSL certificate

Security

CODE

RLX-INT-KB-364

VERSION

v2026.10.04

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/364>



Every domain here already gets a free certificate automatically - see **what an SSL certificate is**. This page is only for a **paid** certificate you bought (RapidSSL, GeoTrust and similar), which needs a validation step the free one doesn't.

1. Order and generate the CSR

1

After paying, open the certificate under **My Products & Services** in the portal.

2

You'll be asked for a **CSR** - a request generated by the server. In cPanel, go to **SSL/TLS → Generate, view, or delete SSL certificate signing requests**, fill in the domain and company details, and copy the whole block, including the BEGIN and END lines.

3

Paste the CSR into the certificate configuration and submit.

2. Prove the domain is yours

The certificate authority has to confirm you control the domain. You choose the method:

1

By e-mail - a message goes to an address at the domain (admin@, webmaster@ and similar). You must be able to read it, so create the mailbox first if it doesn't exist.

2

By DNS - you add a record to the zone. Convenient if the domain's mail isn't set up yet.

3

By file - you upload a file the authority gives you into the site's folder.

3. Install it

1

Once validated, the authority issues the certificate - usually within minutes for the basic ones.

2

In cPanel, open **SSL/TLS** → **Manage SSL sites**, choose the domain, paste the certificate, and install.

3

Check the padlock in the browser. If it doesn't appear, force HTTPS - see **how to redirect HTTP to HTTPS**.

A paid certificate doesn't renew itself. Unlike the free one, it has to be reissued and reinstalled - see **why certificates last less than a year**. Put a reminder in your calendar.

Stuck at validation, or the padlock won't appear? Send us the domain.

[Open a support ticket](#)

SEE ALSO

[How to clean up a compromised site](#)

[How to tell if your site has been compromised](#)

[How to redirect HTTP to HTTPS with .htaccess](#)

[Want a paid SSL certificate? See the options.](#)

SSL CERTIFICATES

The padlock your customers look for.

A paid certificate adds warranty and company validation - useful for online shops and any site taking payments or customer data.

[See SSL certificates](#)

Hosting already includes free SSL for everyday use



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MozOut International

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TAX NO. (SARS)

943 907 6234

REGISTRATION NO.
(CIPC)

2025/667953/07

REGISTERED OFFICE

1111 Olive Street
Saint Louis 63101, Missouri, United States

CONTACT

info@mozout.com • +27 78 823 3325 • www.mozout.com

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