FREQUENTLY ASKED QUESTIONS

SchoolMessenger Presence SSL FAQ

What is an SSL Certificate? What is HTTPS?

An SSL certificate ensures all traffic between your browser and the website, such as those created with SchoolMessenger Presence, is secured and encrypted to offer higher levels of security. If your website has an SSL certificate, your website can be accessed using the HTTPS protocol and HTTPS will appear in the web browser address (i.e. https://www.distict.org vs http://www.district.org).

Does it mean my site was not secure up to this point?

Your website is as secure as it always was. This is an extra layer of security. Web browsers are now alerting visitors if a site that gathers information through a form or log in doesn't have an SSL certificate, and Google is now favoring sites in its search results that have an SSL certificate. So the security of the site you have today has not decreased. This is simply the next level, depending on what type of information you gather with the site and how you want to appear in search results and web browsers.

Will this secure both my district and school websites?

Yes, the SSL certificates that Presence employs secure all websites that use the same domain. Let's say your district website is http://www.district.org/ and your school websites follow the pattern http://*.district.org/. In this case, you can be assured that all your websites will be secured.

In technical terms, using the example above, your domain would be district.org. Your school websites would be called sub-domains.

If our district and school websites are not of the same domain, what should we do?

If your district and school websites do not use the same domain you will need a multi-domain certificate, which is also available from West. Please contact West (SchoolMessenger solutions) at info@schoolmessenger.com or by calling 800-920-3897 and we'll be happy to assist.

If we are a single-school district and only have one website, do we need a SSL certificate?

Yes, you will need SSL to receive the extra layer of security that SSL certificates provide.

Our district already has an SSL certificate. Can we provide that to you?

Absolutely! We are happy to assist in installing your SSL certificate. Please contact West (SchoolMessenger solutions) at info@schoolmessenger.com and we'll be happy to take care of this for you. Setup and configuration charges apply.

After signing up for the certificate, is there anything else I need to do to make my sites secure?

Yes, after West installs the certificate, you will need to update your DNS records. It's a simple procedure, and the necessary details will be provided to you.

Do we need to renew the SSL certificates?

Certificates have an expiration date. Before it expires, West (SchoolMessenger solutions) will take care of renewing and installing the updated certificate at no additional cost for as long as you have a SchoolMessenger Presence site. There are no changes required on your end.

How long will it take to get the certificate installed?

After filling out the request web form, it can take up to a few weeks before we install your SSL certificate. We'll keep you updated of the progress and when it is complete.

How do we know the certificate is installed and working?

We will contact you after the certificate is installed. Once the DNS change has been made, depending on your browser, either a **Secure** mark or a **Lock** icon will appear adjacent to the address bar.