

What the padlock (https) means for your site

The padlock next to your address shows a private connection. How to check it and what to do if a visitor sees a Not Secure warning.

The small padlock in a browser's address bar, and the https at the start of your address, mean the connection between a visitor and your site is private. Visitors look for it, and browsers warn people when it's missing.

How you get it

It's free and it comes with your site. Once your address is connected and your site is published, the padlock starts on its own. That can take anywhere from a few minutes to 48 hours. After the editor shows it as ready, a browser can take up to 3 more hours to show it. It renews itself, so there's nothing to pay or remember.

Check it

1. Log in to your site editor.
2. In the side panel, click **More**, then **Settings**.
3. Click the **Site SSL** tab.
4. Look for a green check mark with **In progress** or **Complete**.

If it hasn't started

If you see a **Generate certificate** button, you can click it once. It can take up to an hour. If the button is greyed out or says it isn't available, your address isn't connected properly yet. Don't keep trying: after about 5 attempts you have to wait a week. Email us instead and we'll sort it out.

Keep the secure address switched on

In the same place is a setting called **Force visitors to use secure connection (HTTPS)**. It's on by default. It sends anyone who types the plain address to the secure one. Please leave it on. If it's off, your pages' preferred addresses switch back to the non-secure version.

Tips

- Please don't click **Remove certificate** unless we ask you to. It's the only thing that deletes the padlock.
- If only one version of your address shows the padlock (with or without www), tell us. We can recreate it.
- If a page shows a security warning, email us the page address and what you see.
- Your store's checkout is already secure. It doesn't need anything extra.
- You can't use a padlock from another company on your site. The one we set up is the only kind that works.

DON'T SEE THIS?

It may be turned off for your site. Ask us and we'll take care of it.

Need a hand?

Email hello@zossoz.com with your business name and what you see on screen, and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Connect your website address to your site](#) · [Your website address \(domain\)](#) · [Find your site settings](#) · [What to do if something looks wrong](#)

More guides: [the Zossoz Help Center](#) · [Questions?](#) Email hello@zossoz.com