

Consumer Connect SSL approval after CNAME redirect configuration

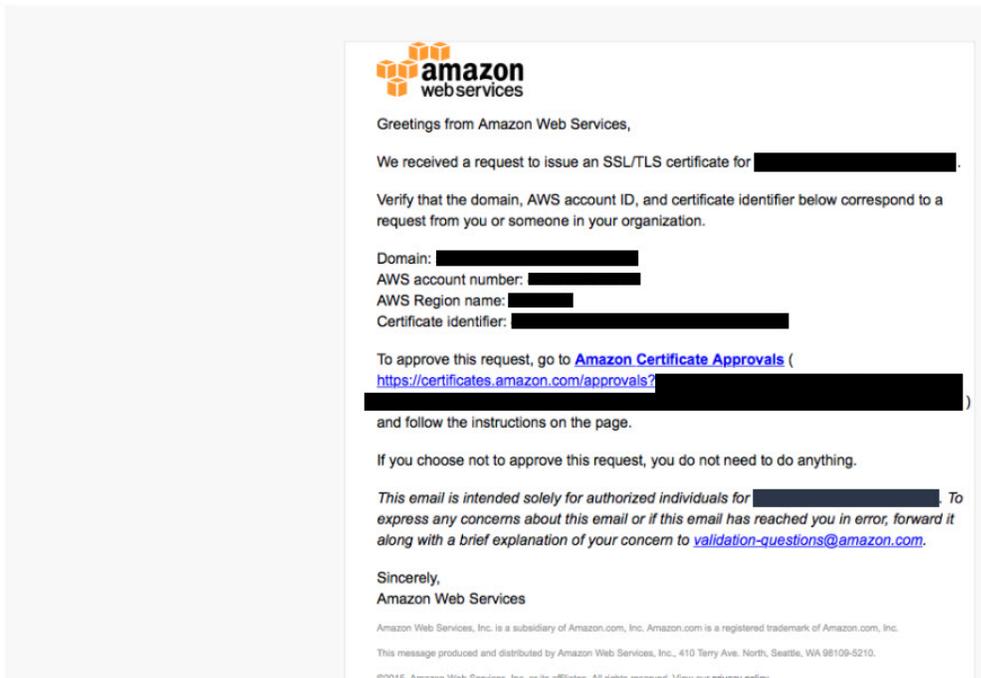
After applying a **CNAME** redirect on the **DNS settings of a custom domain name**, an SSL Certificate for the custom domain must be approved in order to apply the certificate to the site.

Amazon Web Services will generate and send a **Certificate Approval** email to **five default email addresses** and the **administrative contact** of the custom domain. To identify the administrative contact, Amazon references the **WHOIS** registrar data of the domain name that has been applied to the Consumer Connect site. Some domain name providers hide the domain's WHOIS registrar data from public view. As a preventative measure, please **create** at least one email address on the custom domain that **matches** the following **default email addresses**:

- admin@[CustomDomainName]
- webmaster@[CustomDomainName]
- hostmaster@[CustomDomainName]
- administrator@[CustomDomainName]
- postmaster@[CustomDomainName]

Below is an example of the resulting Certificate Approval email from Amazon Web Services:

From: Amazon Certificates <forwardingservice@mail.whoisprivacyservice.org>
 Reply-To: Amazon Certificates <no-reply@certificates.amazon.com>
 Date: Monday, November 21, 2016 at 2:50 PM
 To: [REDACTED]
 Subject: Certificate approval for [REDACTED]



If you failed to receive the Certificate Approval email from Amazon, this email can re-sent by re-applying the custom domain to the Consumer Connect site.

- Navigation: **Consumer Connect Administration portal** -> **Website Builder** -> Select the desired **Consumer Connect site** to manage -> **Customize your Domain** (icon) -> **Enter your Custom Domain Name**
- Remove the **Custom Domain** applied to the site and re-apply the **Default Domain** (Example: elliemae.mymortgage-online.com).
- Select **Save and Continue**.

- Navigate to the **Enter your Custom Domain Name** tab again.
- Remove the **Default Domain** applied to the site and re-apply the **Custom Domain**.
- Select **Save and Continue**.

After the Amazon Certificate Approval email is retrieved, the link within the email is used verify the certificate request. Only then, can the SSL Certificate be approved with the **Approve SSL Certificate** button on the Consumer Connect site:

Consumer Connect Administration portal -> Website Builder -> Select the desired Consumer Connect site to manage -> Customize your Domain (icon) -> SSL Certificate

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