

# Create a CNAME DNS record in GoDaddy

## Use your help center

Here's a step-by-step guide on how to create a **CNAME DNS record** for a custom domain name with **GoDaddy**:

1. **Sign in** to your **GoDaddy Domain Portfolio**. If you need assistance with logging in, you can find your username or password on the login page.
2. **Select** the individual domain for which you want to set up the CNAME record. This will take you to the **Domain Settings** page.
3. **Choose** the **DNS** section to view your existing DNS records.
4. **Click** on **"Add New Record"** and then select **"CNAME"** from the Type menu.
5. **Enter** the following details for your new CNAME record:
  - **Name**: The hostname or prefix of the record (without the domain name). This is usually "support", "help", "faqs", or similar.
    - Regardless of the subdomain name that you choose for your help center, it must follow these guidelines:
      - Periods (.) are allowed but not as the first or last character.
      - Consecutive periods (...) are not allowed.

- Cannot exceed 63 characters.
  - Cannot be the “@” symbol.
  - Should not already be in use by an existing A record, TXT record, or MX record.
- **Value:** This would be the full subdomain of your help center on [HelpCenter.io](https://helpcenter.io) like [myapp.helpcenter.io](https://myapp.helpcenter.io).
  - **TTL (Time to Live):** The amount of time the server should cache this information before refreshing. The default setting is 1 hour.
6. You can use the “**Delete**” option to remove any unsaved records or if you change your mind about the subdomain you would like to host your help center on.
7. Finally, **click “Save”** to add your new CNAME record.

Remember that if your domain has **Domain Protection**, you’ll need to verify your identity. If you’ve had **2-step verification (2SV)** enabled for at least 24 hours, enter the code sent via SMS or from your authenticator app. Otherwise, use the one-time password sent to your registrant email address.

Keep in mind that most DNS changes take effect within an hour, but it could take up to 48 hours to update globally.

For more information, please refer to the [official GoDaddy help article here](#).