

# Create a CNAME DNS record in NameBright

## Use your help center

Updating the DNS records for the custom domain name that lives on NameBright is pretty straightforward so here are our detailed instruction on how you can do it by yourself.

NameBright offers two different UIs - their old experience and a new onem, so we will present you with the steps required for setting up your custom domain name using both versions of their UI.

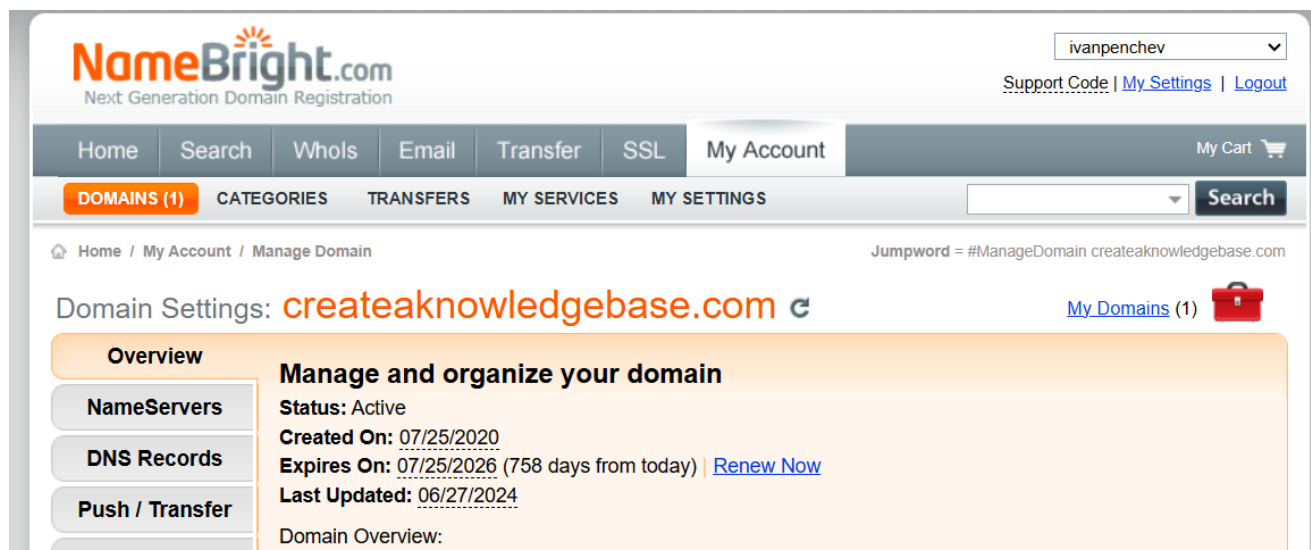
## Updating your CNAME CNS record in old NameBright

Here's a quick video, showing you how you can create a DNS record for your help center's custom domain name in the old NameBright UI.

Make sure for "Redirect Domain" you type your own subdomain provided by [HelpCenter.io](https://helpcenter.io) instead of [mykb.helpcenter.io](https://mykb.helpcenter.io).

And if you prefer reading, here are our detailed instructions.

1. Open [namebright.com](https://namebright.com) and make sure you are still seeing their old UI which looks like this:



2. If you still have not, log in to your account. Then click on the "My Account" item from the main menu.
3. This should directly lead you to your domain names on NameBright. You should find the domain name you would like to use for your help center.
4. Once you find the domain name you will be using with [HelpCenter.io](https://helpcenter.io), click on "DNS Records" from it's tabs menu. This would open the DNS management screen for that domain name.



5. Scroll down to the bottom of that page until you find the big orange "Add a New DNS Record" button. Once you do, click on it.

[Add a New DNS Record ▶](#)

[Help with DNS Records ?](#)

6. This will show a simple form for adding a new DNS record like this:

Add a New DNS Record: CNAME Canonical Name

**Subdomain:** Choose Host Name *Example: www* [help](#)

**Redirect Domain:** Choose Host Name

@ (no subdomain, matches only "example.com")

\* (any subdomain, matches "anything.example.com", "www.example.com" or "example.com")

WWW (matches only "www.example.com")

Custom Host Name...

[Add](#) [Cancel](#)

First, choose "CNAME Canonical name" for the first field labeled "Add a New DNS Record".

For "Subdomain", choose "Custom Host Name" and type the subdomain you would like to use for your help center (e.g. help, support, etc.). For example, if you would like to see your knowledge base on [support.mydomain.com](http://support.mydomain.com), you should type "support".

For "Redirect Domain", enter the full domain name of your help center provided by [HelpCenter.io](http://HelpCenter.io) - this should look like "[mykb.helpcenter.io](http://mykb.helpcenter.io)" where "mykb" will be unique to you.

Once you fill in the form as described above, click on the "Add" button to confirm the changes.

7. Wait for the update to complete. That's it. You should be good to go with a help center on your own domain name.

## Updating your CNAME DNS record in the new NameBright experience

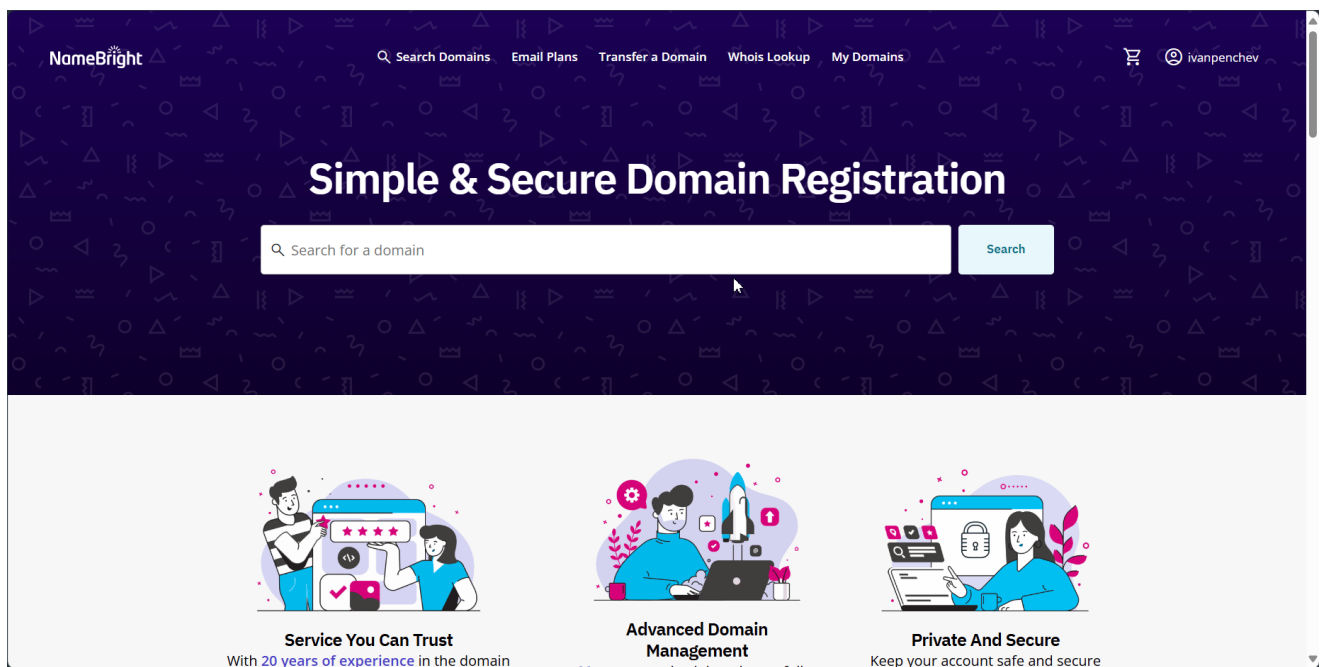
Hopefully, you have already switched to the new NameBright UI.

If so, here's how you can set up the DNS record for your custom help center domain using the new NameBright UI:

Make sure for "Canonical Name" you type your own subdomain provided by [HelpCenter.io](https://helpcenter.io) instead of [mykb.helpcenter.io](https://mykb.helpcenter.io).

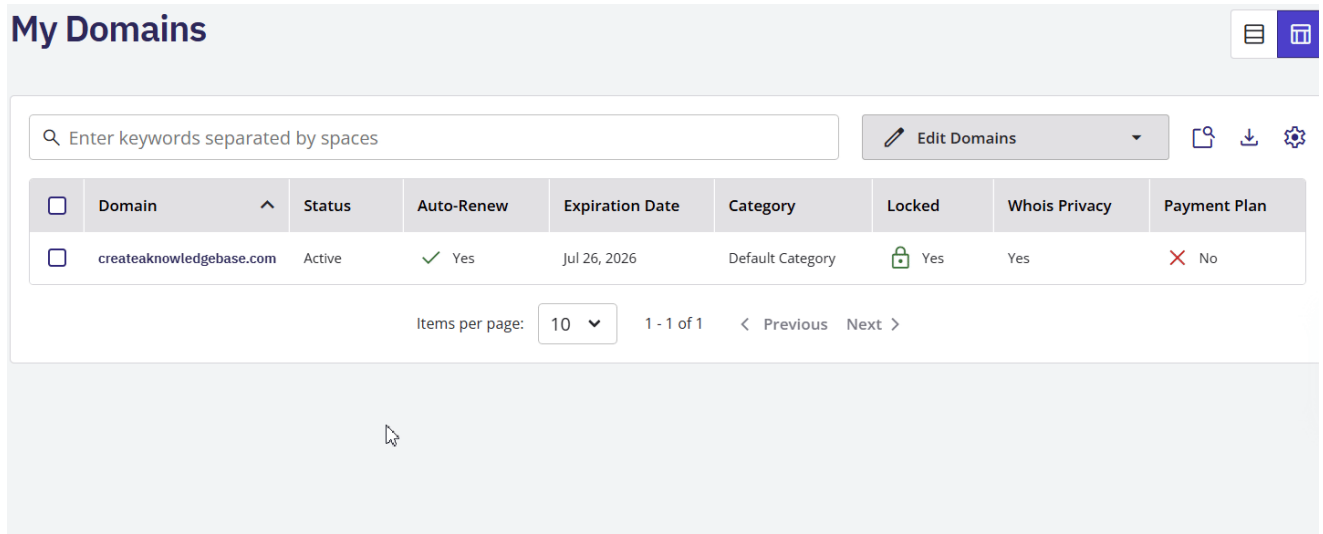
And again, if the textual instructions are your thing, here's how you can update your DNS settings in the new NameBright experience, step by step:

1. Open [beta.namebright.com](https://beta.namebright.com) to load the new NameBright UI and log in to your account, if you still have not.
2. Click on the "My Domains" item from the main menu:

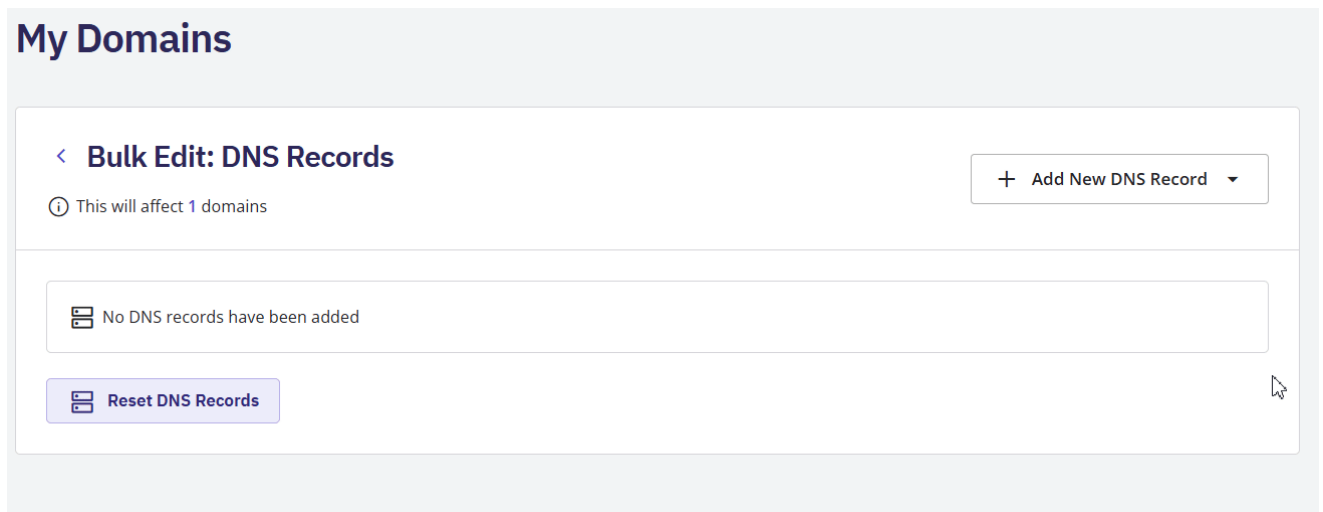


3. Find the domain name you would like to use for your custom help center domain and select it.

- Click on the options menu in the top right corner of the domains table, and choose the "DNS Records" option.



- On the page that appears, click on "Add New DNS Record" button and choose CNAME from the drop-down menu that would appear:



- Now, let's fill in the dialog that appears.

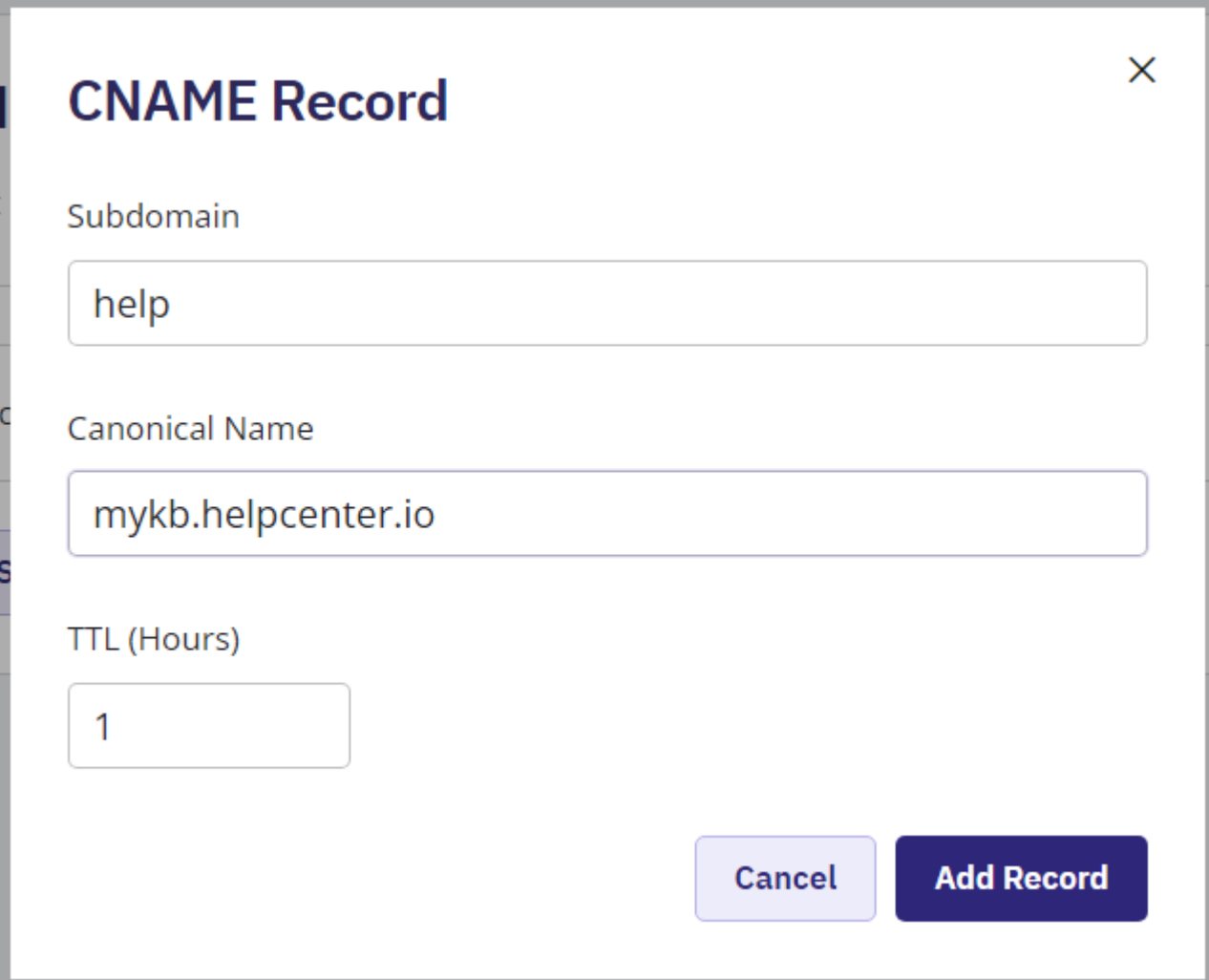
For subdomain, enter the subdomain you would like to use as your help center's custom domain name (e.g. help, support, etc.).

For "Canonical Name" type the default domain name of your help center - the one

provided by [HelpCenter.io](https://helpcenter.io) that looks like this - "[mykb.helpcenter.io](https://mykb.helpcenter.io)".

Leave the TTL value as it is.

Click on the "Add Record" button.



The image shows a modal window titled "CNAME Record" with a close button (X) in the top right corner. The form contains three input fields: "Subdomain" with the value "help", "Canonical Name" with the value "mykb.helpcenter.io", and "TTL (Hours)" with the value "1". At the bottom right, there are two buttons: a light blue "Cancel" button and a dark blue "Add Record" button.

7. Once the record appears in the DNS records table for your domain name, click on the "Save Changes" button below the table to confirm the update.

[< Bulk Edit: DNS Records](#) + Add New DNS Record

i This will affect 1 domains

**CNAME Records** ? + Add CNAME Record

Subdomain	Canonical Name	TTL	
help	mykb.helpcenter.io	1 hours	

Reset DNS Records Save Changes Cancel

If you get redirected to the domains list and receive a success notification like "Bulk Update Started", you are good to go.

Shortly, once the DNS settings have propagated, we will automatically issue and configure your SSL certificate for a secure connection.