

Set up your custom domain with Cloudflare

Domain, access and SEO

If your domain's DNS is managed in Cloudflare, one CNAME record puts your help center on your own address, like help.example.com. The setting that matters most: the record must be **DNS only**, not proxied.

Who can do this: Owners and Admins, with access to your Cloudflare account ·
Plans: All plans

Before you start

Add your domain in HelpCenter.io first. Go to **Settings** → **Custom domain**, type the address you want, for example help.example.com, and click **Apply**. The card then shows the record to create, including its value: your help center's current address, like yourname.helpcenter.io. See [Use your own domain](#) for the full walkthrough.

Add the record in Cloudflare

1. Sign in to the Cloudflare dashboard and select your domain.
2. Go to **DNS** → **Records**.
3. Click **Add record**.
4. For **Type**, choose **CNAME**.

5. For **Name**, enter the subdomain you want, for example help. Cloudflare adds your domain for you.
6. For **Target**, enter your help center's address from the card, for example yourname.helpcenter.io.
7. Switch **Proxy status** off, so it shows **DNS only** with a grey cloud.
8. Leave **TTL** on **Auto** and click **Save**.

Keep the record on DNS only. With the proxy on (orange cloud), Cloudflare answers with its own addresses and hides your CNAME record. HelpCenter.io then can't verify your domain or issue its SSL certificate.

Verify the domain in HelpCenter.io

1. Go back to **Settings** → **Custom domain**.
2. Click **Verify DNS**.
3. Follow **Domain status** until **DNS verification**, **SSL certificate issued** and **Domain connected** are all checked.

If verification doesn't pass right away, give the record a little time. HelpCenter.io keeps checking on its own, so you can close the page and come back later.

Troubleshooting

Cloudflare won't save the record because the name is taken. Another A, AAAA or CNAME record already uses that name. Edit that record, or delete it and add the CNAME again.

"The DNS record seems to be incorrect." Check that **Proxy status** is **DNS only**, that **Name** holds only the subdomain part (help), and that **Target** is your helpcenter.io address with no https://.

You want the help center on your root domain (example.com). Cloudflare can flatten a CNAME record on the root, but that hides the record from HelpCenter.io the same way the proxy does. Use a subdomain like help.example.com instead.

Your domain isn't active in Cloudflare yet. Records you add there only take effect once your domain's nameservers point to Cloudflare. Until then, add the record wherever your domain's DNS is managed today.

Related articles

- [Use your own domain](#)
- [My custom domain isn't working](#)