

Set up your custom domain with GoDaddy

Domain, access and SEO

If your domain is managed at GoDaddy, add one CNAME record there to put your help center on your own address, like support.mywebsite.com. Once the record is live, HelpCenter.io verifies it and issues your SSL certificate automatically.

Who can do this: Owners and Admins, with access to your GoDaddy 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 support.mywebsite.com, and click **Apply**. The card then shows the value for your record: your help center's current address, like myapp.helpcenter.io. See [Use your own domain](#) for the full walkthrough.

Add the CNAME record in GoDaddy

1. Sign in to your GoDaddy **Domain Portfolio**. If you can't remember your username or password, the sign-in page helps you recover them.
2. Select the domain you want to use. Its **Domain Settings** page opens.
3. Select **DNS** to see the domain's DNS records.

4. Select **Add New Record**, then choose **CNAME** from the **Type** menu.
5. Fill in the record:
 - **Name:** the subdomain for your help center, without your domain. Usually support, help or faqs.
 - **Value:** your help center's address from HelpCenter.io, for example myapp.helpcenter.io.
 - **TTL:** how long other servers cache the record before checking again. The default of 1 hour is fine.
6. Select **Save** to add the record. If you change your mind before saving, use **Delete** to discard the unsaved record.

GoDaddy's rules for the **Name**:

- Periods (.) are allowed, but not as the first or last character, and never two in a row.
- It can be up to 63 characters long.
- It can't be the @ symbol, which stands for your bare domain.
- It can't already be used by another record, such as an A, TXT or MX record.

If your domain has **Domain Protection**, GoDaddy asks you to verify your identity before saving. If you've had 2-step verification turned on for at least 24 hours, enter the code from your text message or authenticator app. Otherwise, use the one-time password GoDaddy sends to your registrant email address.

Most DNS changes take effect within an hour, but they can take up to 48 hours to update everywhere. For more detail, see GoDaddy's own guide, [Add a CNAME record](#).

Verify the domain in HelpCenter.io

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

If the record hasn't spread yet, you don't need to wait on the page. HelpCenter.io keeps checking your domain on its own.

Troubleshooting

"**The DNS record seems to be incorrect.**" Check that **Name** holds only the subdomain part and **Value** is your helpcenter.io address with no https://. Then give the change time to spread. See [My custom domain isn't working](#).

Related articles

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