

Set up your custom domain with NameBright

Domain, access and SEO

If your domain is registered with NameBright, add one CNAME record there to put your help center on your own address, like support.mydomain.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 NameBright 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.mydomain.com, and click **Apply**. The card then shows the value for your record: your help center's current address, like mykb.helpcenter.io. See [Use your own domain](#) for the full walkthrough.

NameBright has two versions of its dashboard: the new NameBright experience and the older one. Follow the steps that match what you see after you sign in.

In the steps below, mykb.helpcenter.io is only an example. Enter your own help center's address, exactly as the **Custom domain** card shows it.

In the new NameBright experience

1. Sign in to your NameBright account.
2. Click **My Domains** in the main menu.
3. Find the domain you want to use for your help center and select it.
4. Click the options menu in the top right corner of the domains table and choose **DNS Records**.
5. Click **Add New DNS Record** and choose **CNAME** from the menu.
6. Fill in the dialog:
 - **Subdomain:** the subdomain for your help center, for example help or support.
 - **Canonical Name:** your help center's address, for example mykb.helpcenter.io.
 - **TTL:** leave it as it is.
7. Click **Add Record**.
8. When the record appears in the table, click **Save Changes** below the table. If you're taken back to your domains list with a notice like "Bulk Update Started", the change went through.

In the older NameBright dashboard

1. Go to namebright.com and sign in.
2. Click **My Account** in the main menu. Your domains are listed there.

3. Find the domain you want to use and click **DNS Records** in its tab menu. The DNS management screen for that domain opens.
4. Scroll to the bottom of the page and click the orange **Add a New DNS Record** button.
5. Fill in the form:
 - **Add a New DNS Record:** choose **CNAME Canonical name**.
 - **Subdomain:** choose **Custom Host Name** and type the subdomain for your help center. For support.mydomain.com, type support.
 - **Redirect Domain:** your help center's address, for example mykb.helpcenter.io.
6. Click **Add** and wait for the update to finish.

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.

DNS changes can take a while to spread. You don't need to wait on the page: HelpCenter.io keeps checking your domain and sets up the SSL certificate for a secure connection as soon as the record is visible.

Troubleshooting

"The DNS record seems to be incorrect." Check that the subdomain holds only the first part of your address (support) and that the address field has 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](#)