Set up your custom domain with Namecheap

Domain, access and SEO

If your domain is registered with Namecheap, add one CNAME record there to put your help center on your own address, like help.mywebsite.com. Once the record is in place, HelpCenter.io verifies it and issues your SSL certificate automatically.

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

New DNS records usually work within 30 minutes, but they can take up to a few hours to reach everyone on the internet.

Add the CNAME record in Namecheap

1. Go to Namecheap and sign in. If your account uses 2-step verification, complete it.

2. Open your **Domain List** from the account menu (**Account → Domain List**).

3. Find the domain you want to use with HelpCenter.io and click **Manage** on the right of its row.

4. Open the **Advanced DNS** tab.

5. Click **Add New Record** below your current records. A new, empty row appears.

6. Fill in the row:

    - **Type: CNAME Record**.

    - **Host:** the subdomain for your help center, for example help for help.mywebsite.com or support for support.mywebsite.com.

    - **Value:** your help center's address from HelpCenter.io, for example mycompany.helpcenter.io.

7. Click the green check mark at the end of the row to save the record.

That's everything on the Namecheap side.

Verify the domain in HelpCenter.io

1. Go back to **Settings → Custom domain**.

2. Check that **Domain** is the **Host** you entered plus your domain. For example, help on mywebsite.com is help.mywebsite.com.

3. 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 Advanced DNS tab doesn't let you add host records. Your domain uses custom nameservers, so its DNS is managed somewhere else, such as Cloudflare. Add the CNAME record with that provider instead.

"The DNS record seems to be incorrect." Check that **Host** holds only the subdomain part (help) and **Value** is your helpcenter.io address with no https://. Delete any other record with the same Host. 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