

Setting up the DNS record of your custom domain with Namecheap

Build your help center

Before we can issue an SSL certificate for your help center's custom domain and serve it there, you need to set it up with your DNS provider.

If that's Namecheap, the following guide will show you how to properly set up the DNS records of your custom domain before attaching it to your help center.

It might take up to a few hours for the new DNS changes to take effect and propagate across the Internet's DNS system. Typically, though, your custom domain should be up and ready in not more than 30 minutes.

1. Go to [Namecheap](#) and log in to your account.

Log In to Your Account

[SIGN UP?](#)

Username



Password



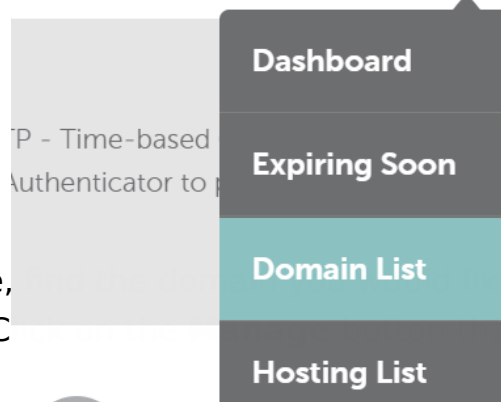
[Sign in and Continue](#)

[Forgot username or password?](#)

Log In to your Namecheap account

Complete the 2-step verification if enabled for your account and continue with the next step.

2. Navigate to the **Domain List** page of your account: **Account -> Domain List**.



3. On the **Domain List** page, click on the domain with HelpCenter.io. Click on the domain with HelpCenter.io.

to use for your custom domain. This domain appears on the rightmost.

Domain List [REFRESH](#)

Domains ▾

Actions ▾ Filters ▾ Search 🔍

<input type="checkbox"/> Domains	Status	Auto-Renew	Expiration	
<input type="checkbox"/> createaknowledgebase.com <small>Domain Privacy protection is ON</small>	✓ ACTIVE	<input checked="" type="checkbox"/>	Jul 25, 2021	MANAGE

Click on the Manage button

4. Open the Advanced DNS tab then click on the "Add new record" button below the current records listing.

Domain Products Sharing & Transfer **Advanced DNS**

DNS TEMPLATES ? Choose DNS Template ▾

HOST RECORDS ?

Actions ▾ Filters ▾

<input type="checkbox"/> Type	Host	Value	TTL
<input type="checkbox"/> CNAME Record	www	parkingpage.namecheap.com.	30 min

+ ADD NEW RECORD

Advanced DNS settings in Namecheap

5. Clicking on the red **"Add new record"** button will add a new row to the table ready to be filled in.

<input type="checkbox"/> Type	Host	Value	TTL
<input type="checkbox"/> CNAME Record	www	parkingpage.namecheap.com.	30 min

ALIAS Record Host Target Automatic ✓ ✕

SAVE ALL CHANGES

ALIAS Record
 CAA Record
 CNAME Record
 NS Record
 SRV Record

DNSSEC Status

Under **Type**, select **CNAME Record**. For **Host**, type the subdomain you would like to use to serve your help center (e.g. *help* for *help.mywebsite.com*, *support* for *support.mywebsite.com*, etc.). Finally, for **Value** type the default subdomain that you got with your help center from HelpCenter.io (e.g. *mycompany.helpcenter.io*).

CNAME Record	support	yoursubdomain.helpcenter.io	Automatic	✓	✗
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+ ADD NEW RECORD ✓ SAVE ALL CHANGES

Save Changes

When you are ready, click on the green tick at the end of the row to confirm and save the changes.

That's all you need to do to set up the DNS records of your custom domain with Namecheap.

You can now continue with [attaching your custom domain to your help center on HelpCenter.io](#).

In your help center setting you should type what you've entered in the **Key** column of the DNS record on Namecheap together with your top-level domain like help.mywebsite.com.