Can I use a custom domain name for the portal?

Christopher Nadeau - 2023-08-31 - Sylwadau (0) - Deskpro Legacy

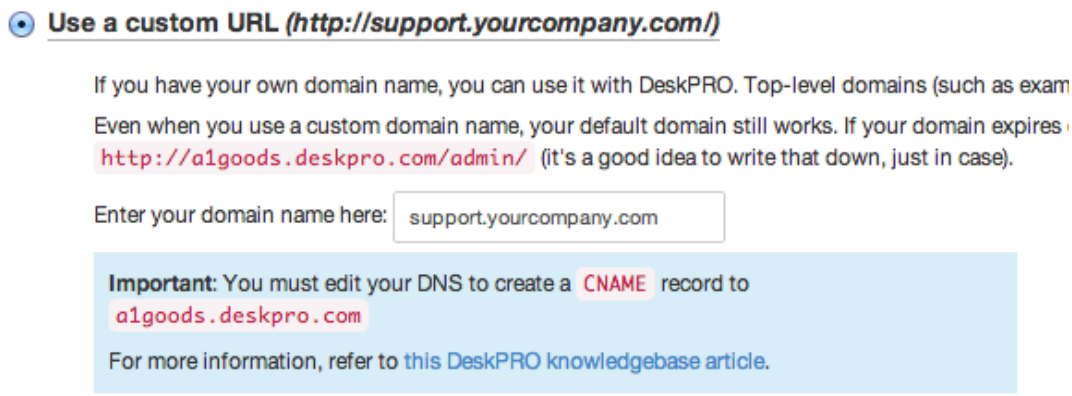
You can use any domain name you control with your Deskpro Cloud helpdesk. For example, you might want your users to go to support.yourcompany.com instead of yourcompany.deskpro.com. We refer to this as a **custom domain**.

You can use a subdomain address (such as support.yourcompany.com) or a full domain (e.g. yourcompanyhelp.com)

The first thing you need to do is create a DNS record for your domain.

Record Type:	CNAME
Host:	support.yourcompany.com.
Address:	yourcompany.deskpro.com.
TTL:	1800

You should then go to **Setup > Domain/URL Setup**, select **Use a custom URL**, and enter the domain you've set up.



Click **Save** to store your new configuration.

Enabling SSL

Deskpro provides HTTPS support which allows users to connect more securely across both custom domains and regular company.deskpro.com domains. You can also upload your own

SSL certificate if you wish. For more information about SSL, email support@deskpro.com.

Cynnwys Cysylltiedig

- Custom Domains