

Can I use a custom domain name for the portal?

Christopher Nadeau - 2023-08-31 - Comments (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.

Use a custom URL (<http://support.yourcompany.com/>)

If you have your own domain name, you can use it with DeskPRO. Top-level domains (such as exam Even when you use a custom domain name, your default domain still works. If your domain expires <http://a1goods.deskpro.com/admin/> (it's a good idea to write that down, just in case).

Enter your domain name here:

Important: You must edit your DNS to create a **CNAME** record to a1goods.deskpro.com
For more information, refer to [this DeskPRO knowledgebase article](#).

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.

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