# Convertri Tutorial:

# Setting Up A New Custom Domain

## Table of Contents

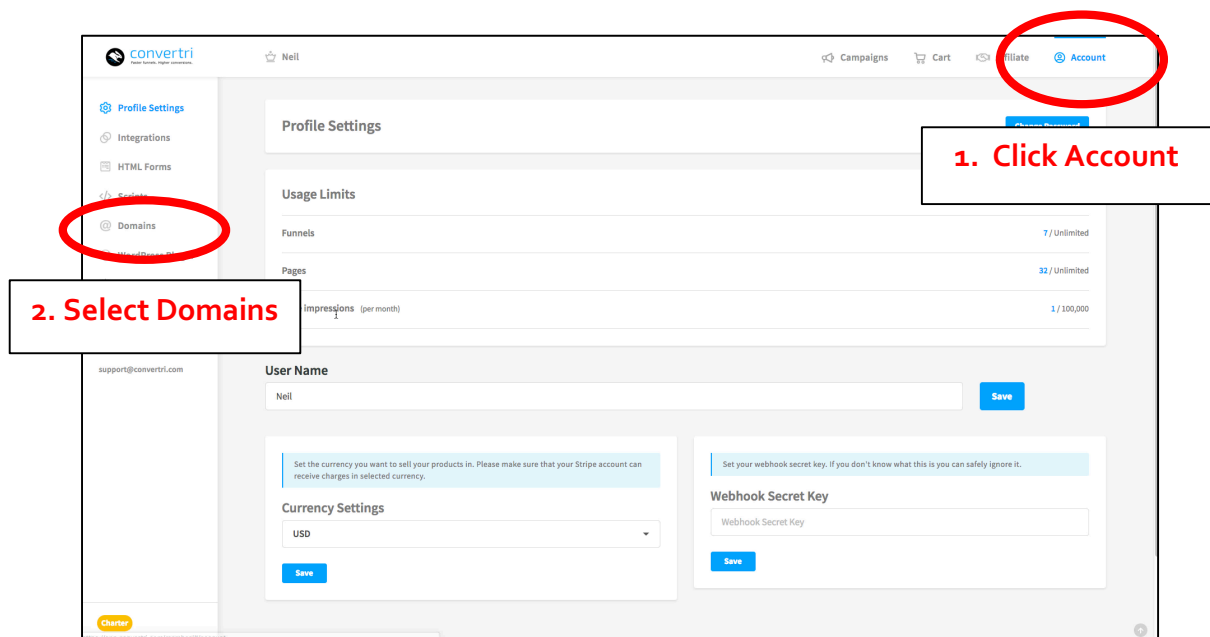# Setting Up A New Custom Domain On Convertri

This tutorial covers the full process of setting up a new custom domain on Convertri.  At the end of it, we'll have our custom domain live so we can publish pages direct to it from the app, and we'll have it set up so that it doesn't matter whether your visitor types example.com or www.example.com in the address bar – they'll always go to the right place.

**Before you start:  you'll need to have your domain registered with a domain registrar.**
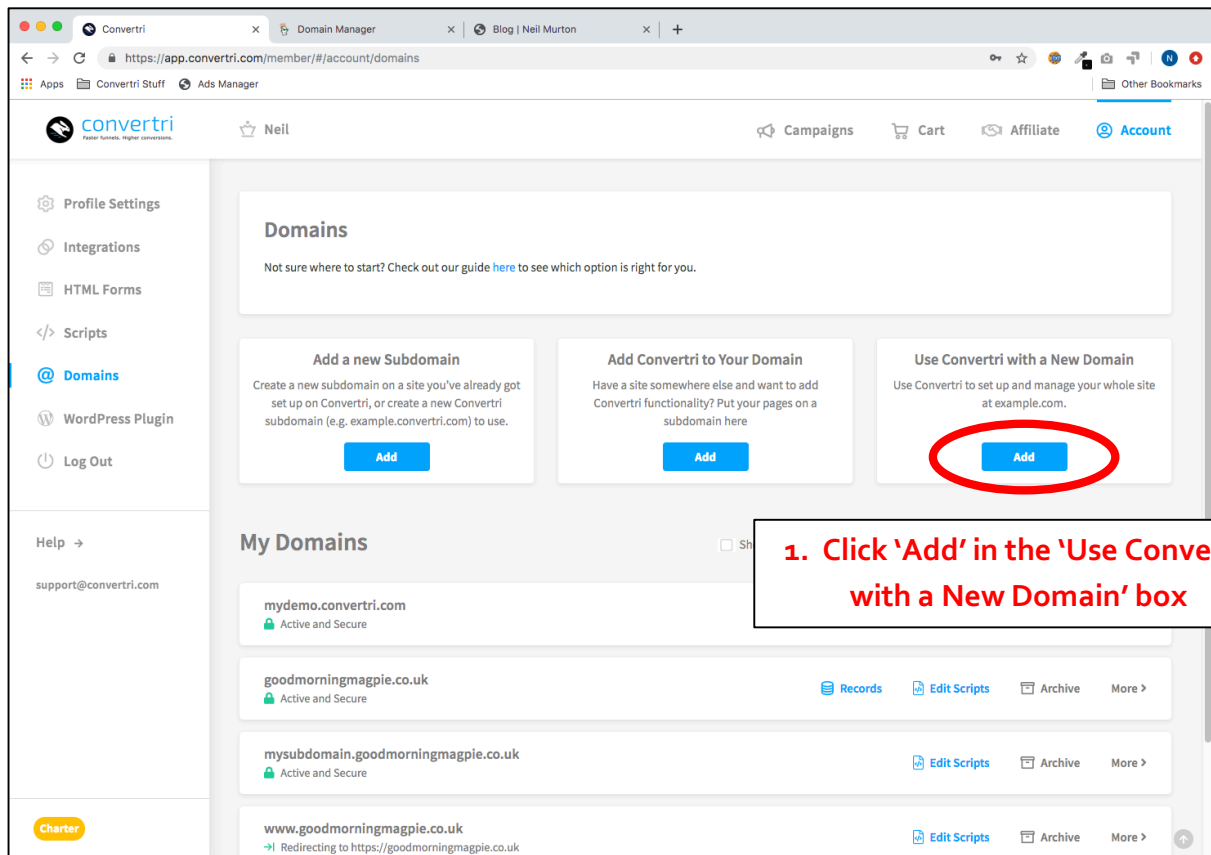
This tutorial is written using GoDaddy as the domain registrar.  If you're using a different registrar, the parts of this tutorial that involve editing settings there may look different, but the process should be pretty similar.  The Convertri parts will always be the same.
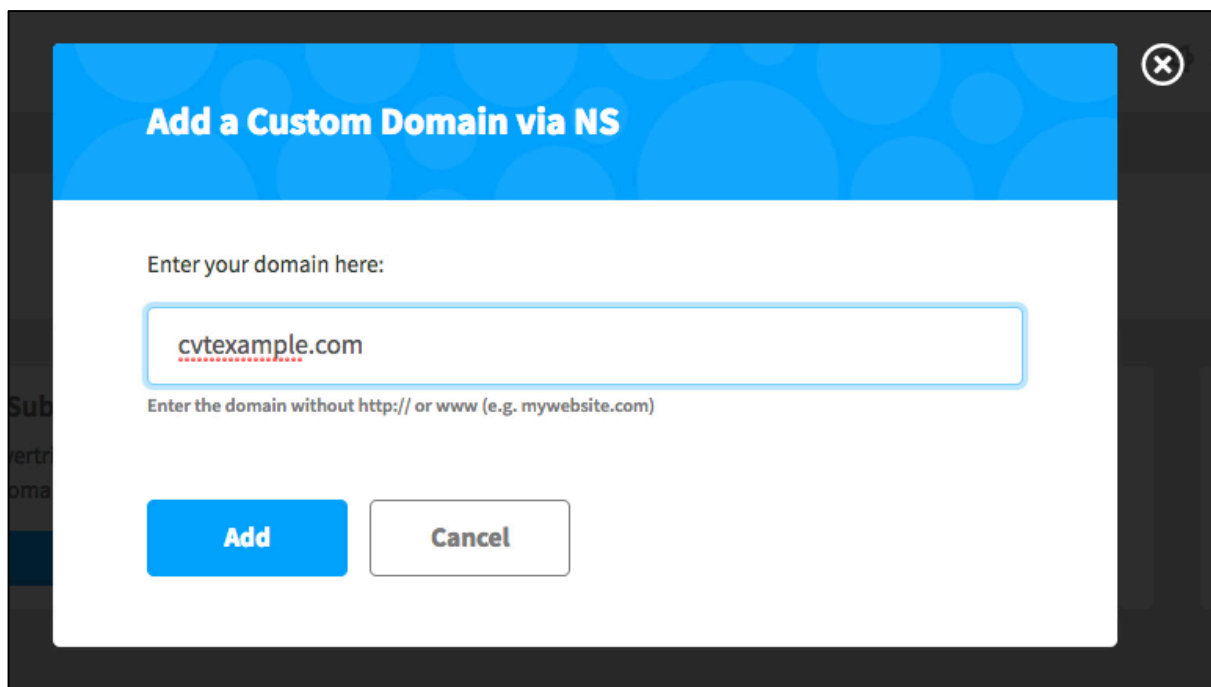
## Adding Your Domain Into Convertri

1. From the Dashboard, click 'Account' in the top menu, and then 'Domains' on the left.
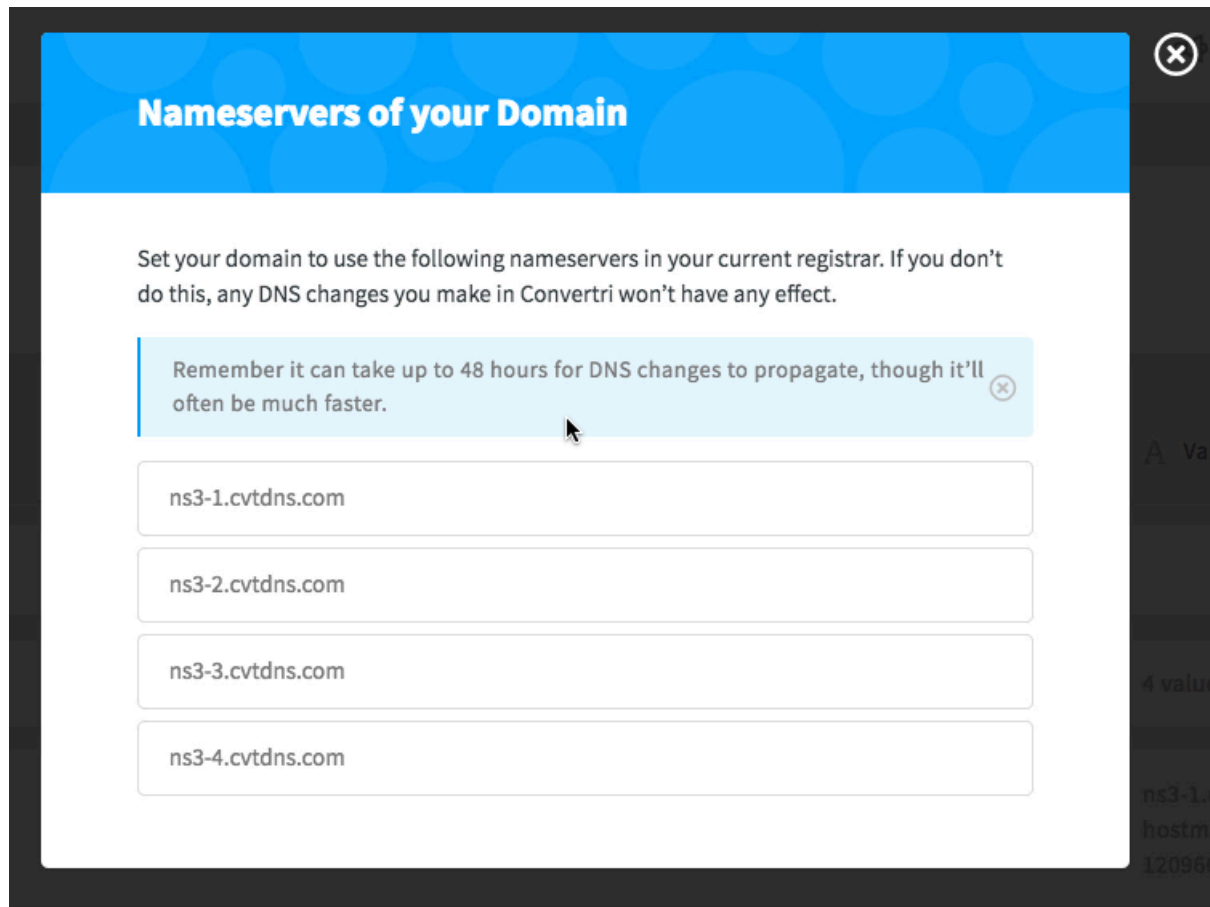
2. In the Domains Screen, select 'Add' under 'Use Convertri With A New Domain'.



3. In the modal that appears, add the domain you'd like connected to Convertri. **DO NOT** enter www or http or https – if you do, things will break. Just enter your root domain, as shown here:

4. Convertri will show you the nameservers to add for your domain.  They'll look something like this:
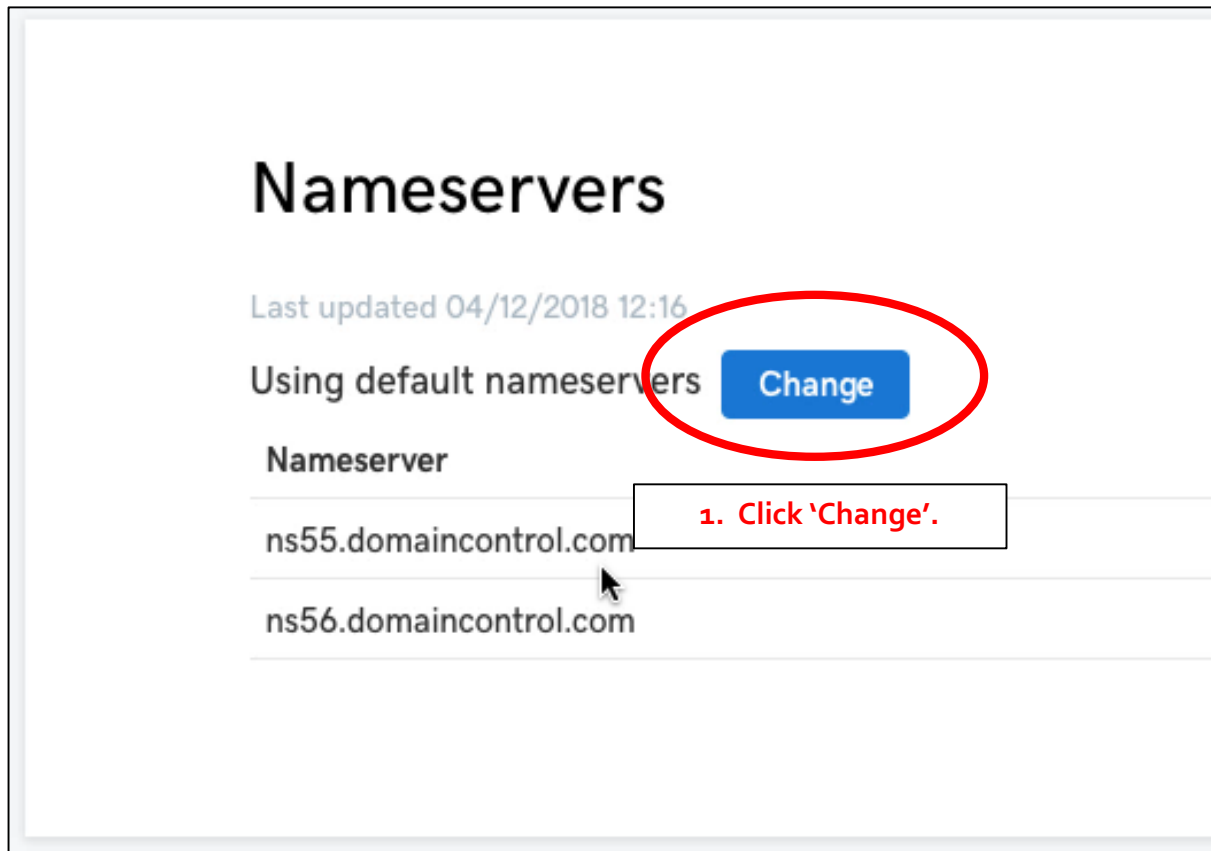


These nameservers will need to be added to your domain registrar.  With Godaddy, the process works like this:
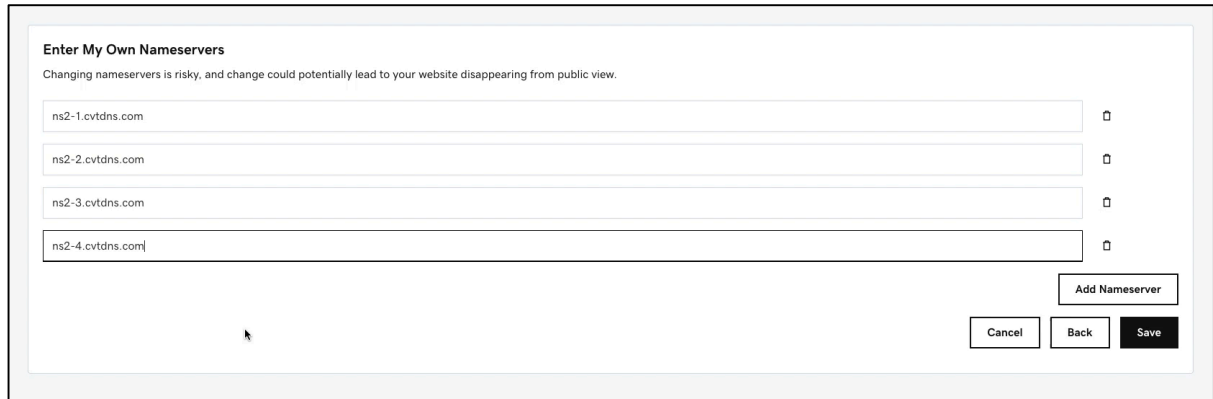
5. Click the 'DNS' button in the listing for the domain you're adding to Convertri.  GoDaddy will show your domain listings as the first screen when you log in.  The DNS button will be at the right of the listing for your domain.

6. Scroll down to find the current Nameservers for your domain, and hit the 'Change' button.



Nameservers

Last updated 04/12/2018 12:16

Using default nameservers    Change

1. Click 'Change'.

Nameserver

ns55.domaincontrol.com

ns56.domaincontrol.com

7. Change the nameserver type to 'Custom', and then add the Convertri nameservers into the boxes. You need to add ALL 4, so in GoDaddy you'll need to add 2 new entries by using the 'Add Nameserver' button to the bottom right. At the end, it'll look similar to this:



**Enter My Own Nameservers**

Changing nameservers is risky, and change could potentially lead to your website disappearing from public view.

ns2-1.cvtdns.com

ns2-2.cvtdns.com

ns2-3.cvtdns.com

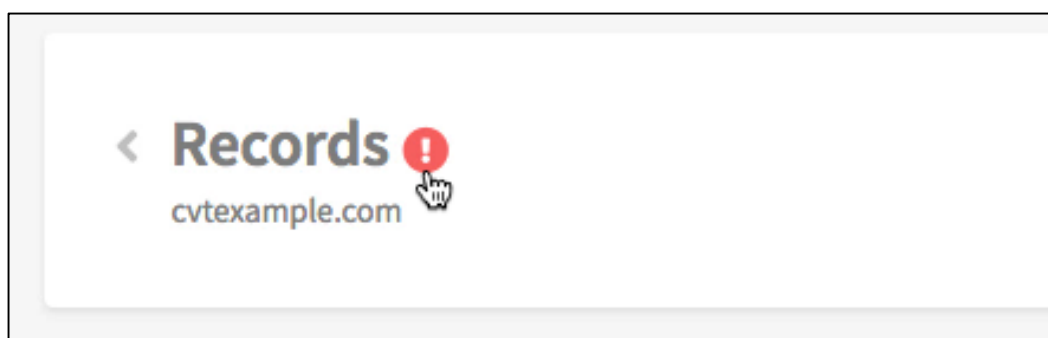ns2-4.cvtdns.com

Add Nameserver

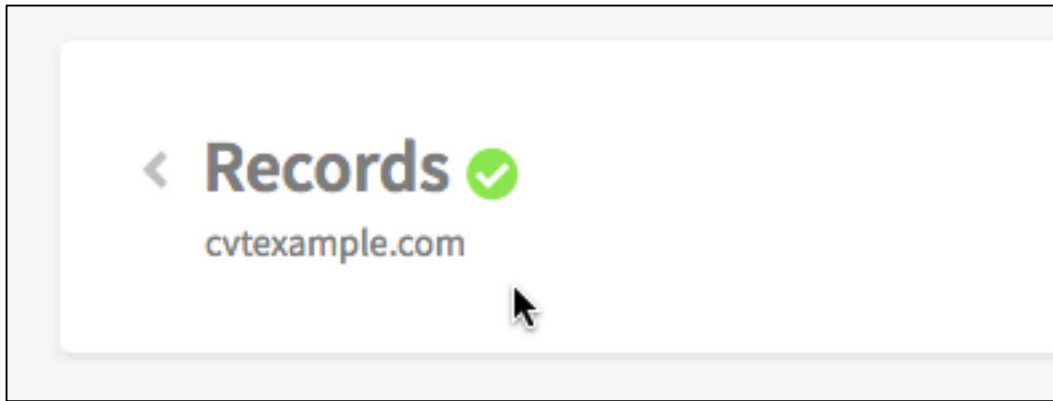Cancel    Back    Save

When you're done, hit Save.

Note that some registrars will ask for the IP addresses of the nameservers you want to add. If you need these, you can find a full list in our knowledgebase here:

https://help.convertri.com/article/304-nameservers-ip-addresses-reference

8. Your nameservers are now fully set up – however, it's going to take a little while for Convertri to register the DNS change. This means that when you go back to Convertri, you'll probably see a warning symbol next to the 'Records' heading in the domain details:



**‹ Records** ❗
cvtexample.com

Don't panic – this is normal. DNS is a huge internet-wide system, and it can take some time for the records to get updated. Needing to wait a couple of hours is fairly common, so just give it some time and come back later. When the DNS has updated and you're ready to proceed, you'll see the warning indicator has changed to a green tick:
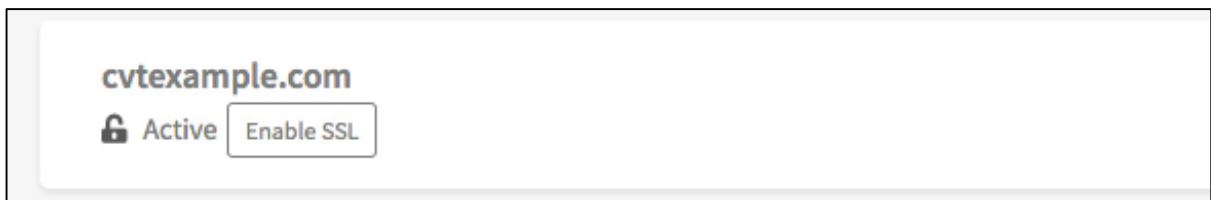
It can take up to 24 hours for DNS to update.  If you don't see the green tick after that time, contact your domain registrar.
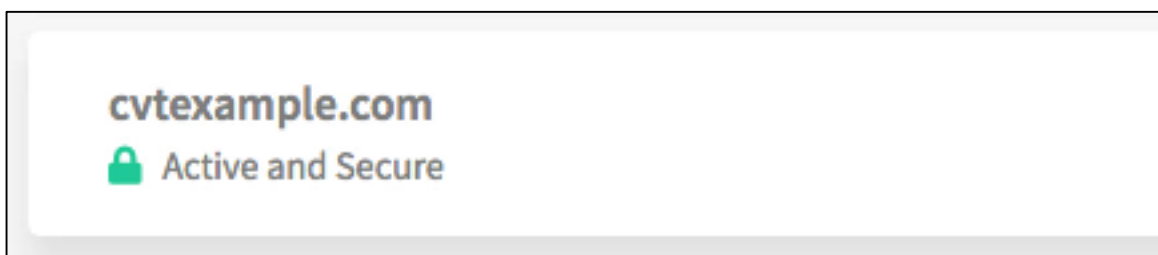
## Enabling SSL

1. **After you've got the green tick indicator**, click the back arrow just to the left of the 'Records' heading to go back to the Domains screen in Convertri.

   Find your domain in the list.  It will have an 'Enable SSL' button.  Click this.



2. The SSL will be activated and you'll see a green padlock symbol to confirm it's live:
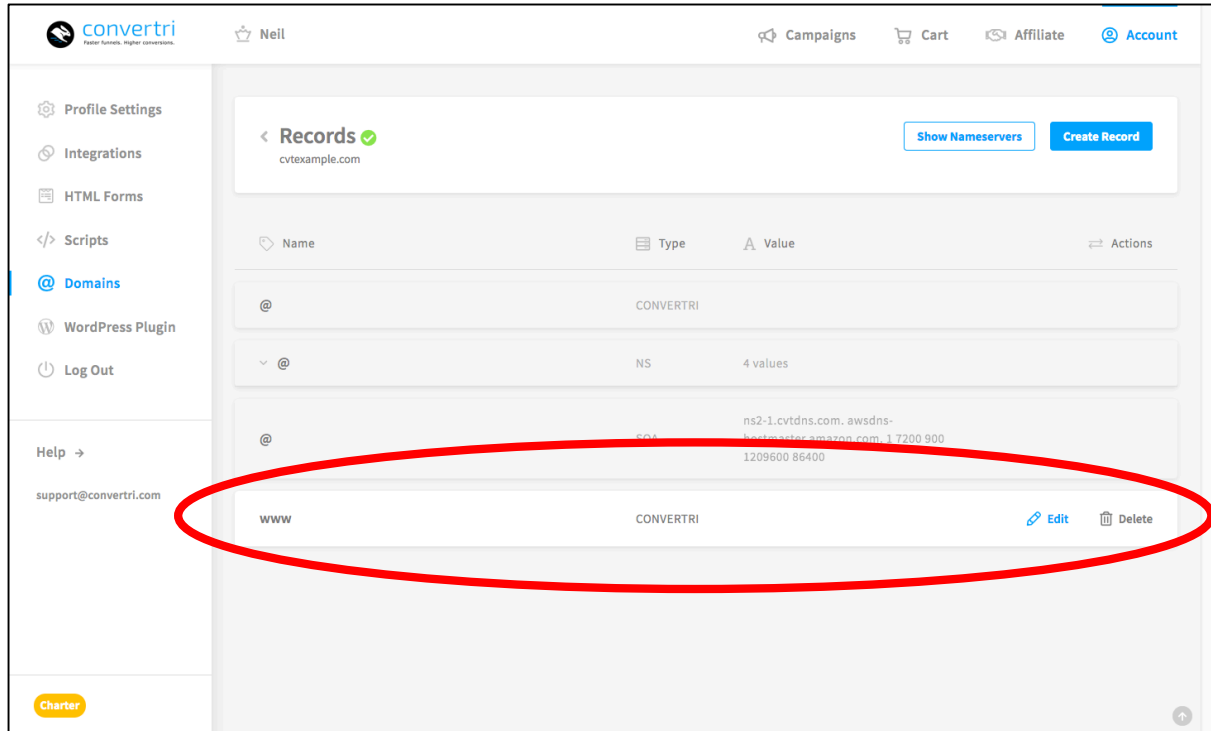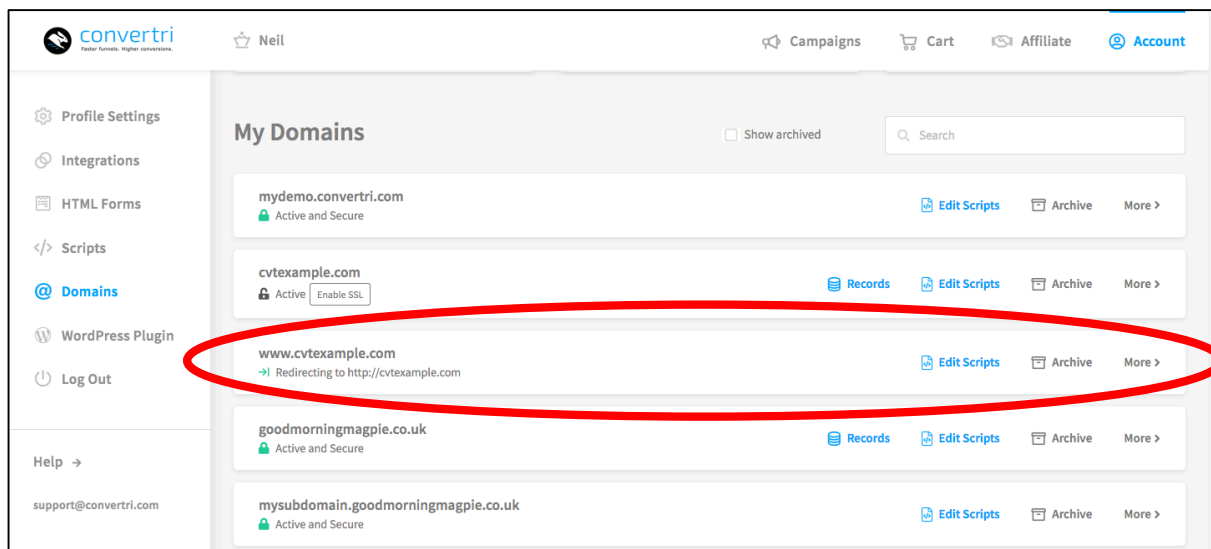
# Setting Up The WWW Redirect

This is done automatically for you when you create your site.

After you've set up your nameservers, you'll see a screen that looks like this:



You can see here that a 'www' record has already been added.

And in the Domains list, you can see the www.cvtexample.com site has already been created and is automatically redirecting to cvtexample.com.

This means that whether a visitor uses cvtexample.com or www.cvtexample.com, they'll go to the right place.

<div style="border:1px solid black">

**You're done!**

You can now publish any page on your custom domain, and your visitors will always go to the right place regardless of whether or not they used www in the address bar.

Go publish a page and try it out!

</div>