

How to Set Up Your Custom Domain on Polywork (Generic)

1. Check that your domain provider has verified your domain before you begin. The following steps will not work if your domain is not verified.
2. Generate a **Custom DNS Target/Heroku Value**:
Navigate to your Profile Settings by clicking on your profile icon in the top right corner, and selecting “**Profile Settings**”

From here, you will need to complete the steps listed under “Setting up a custom domain for your profile”.

Step 1 is to select your Domain Provider from the drop down menu.

Step 2 is to enter your Domain Name into the open field and hit save.

Your custom DNS target will generate under Step 3. Should look something like this:

Step 1 · Select your provider

Select your domain name provider that manages your DNS records or if your provider is not on this list you can send us an email.

Domain Provider

self

Your provider is not here? [Please email us](#)

Step 2 · Set up your custom domain for your profile or publication

In the field below, enter your domain name into the field.

Enter your domain name

https:// Save

Step 3 · We'll generate your custom DNS target

Generating this takes less than 10 seconds but if you have any issues, get in touch at support@polywork.com.

Your custom DNS target

Copy

3. Now that you've obtained the **Custom DNS Target**, sign in to your domain provider's account

4. Select your **Domain** and navigate to find where you can amend your **DNS** records
5. The first step is to remove any A or other CNAME records that could block the CNAME Record from working. *Note: If you are using a subdomain like timeline.yourdomain.com or update.yourdomain.com, for example, please check carefully which A and CNAME records you are removing. Deleting these records could alter your main domain's hosting (i.e., www.yourdomain.com).* Click the **X** on the right-hand side to delete.
6. To add a CNAME, **Add a Record** button. Select **CNAME** from the drop-down menu for Type
 - a. Enter **www** as the *Hostname*
 - b. Enter the **Custom DNS Target/Heroku Value** generated in step 2 above (e.g., powerful-plains-y3ns1ix6c9yekyp.herokuapp.com) into the *Target Name*.
 - c. Set *TTL* at the lowest it can be (typically **5 min**)
 - d. Click **Save**
7. If you are setting up a **www** subdomain, complete the following. First, check that you do not have any other URL Forwards linked to this domain. Select **Forward/URL Redirect**. Check that you do not have any different URL Forwards linked to this current domain.
8. Click the **Create a Forward/URL Redirect** button.
9. Select your naked URL (e.g., yourdomain.com) as the **Type**
 - a. Enter your URL (e.g., <https://www.yourdomain.com>)
 - b. Click **Save**
10. That's it! You are all set up. Please note it may take up to 24 hours to fully connect.

Troubleshooting:

If unsuccessful in setting up your Custom Domain using the steps above, here are a few known troubleshooting strategies:

- Our DNS Targets expire after 24 hours if not successfully configured. If you are attempting to troubleshoot after this time period, you will need to generate a new DNS Target.
- To generate a new DNS Target, you may notice the text field under Step 2 is read-only (greyed out). If this is the case, select any other domain provider in the drop-down list under Step 1, then reselect your domain provider. While the text field may appear uneditable, this should allow you to edit this text. Press save once you've entered your domain to generate a new DNS Target.
- If you've generated a new DNS Target, you will need to remove the Records you created in your prior attempt. Then follow the instructions above to add a new record.

- Fully setup but receiving an SSL certificate warning? No sweat. We temporarily serve another SSL until yours is generated, typically within an hour or 2.