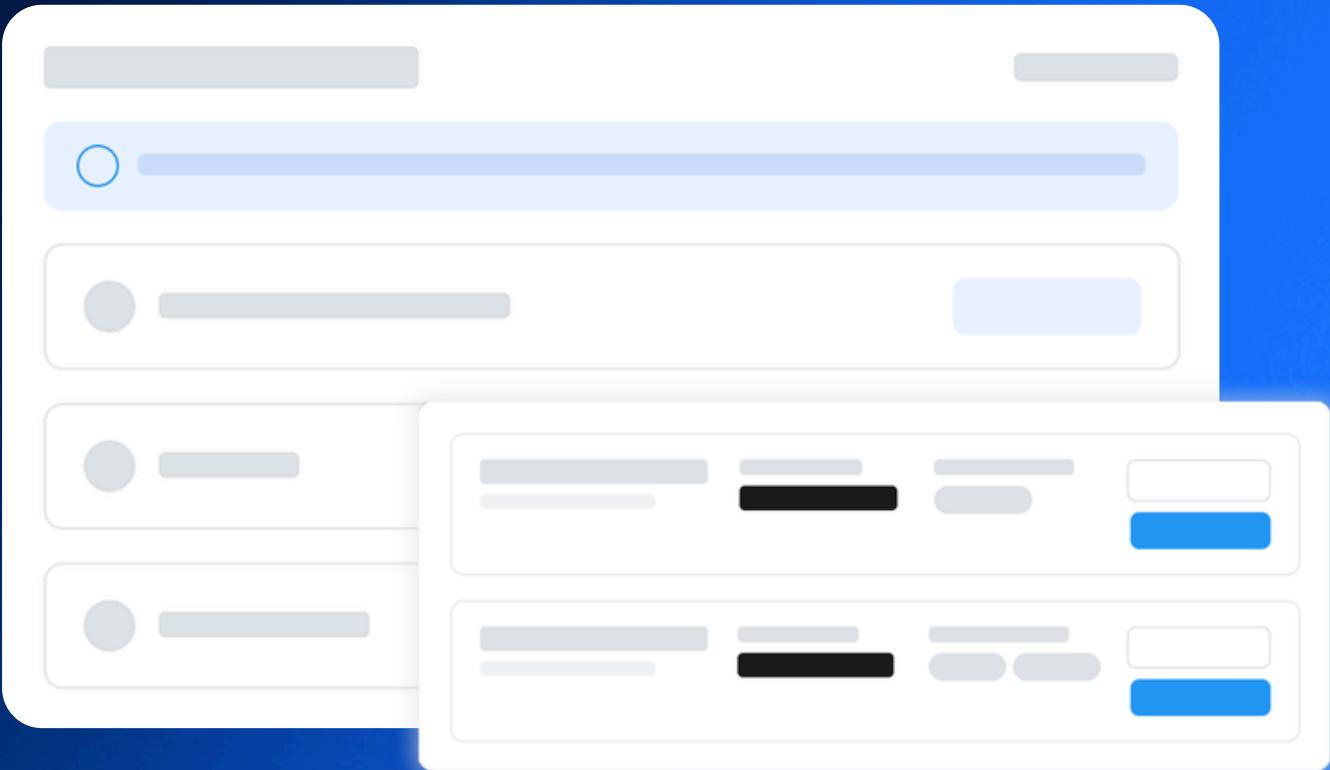


REFERENCE GUIDE

Domains

Connect, link, and manage your domains



The Domains Screen and Products

What It Is

Search for Domains to open the Domains screen. It lists every connected domain with its status, and holds the button that connects a new one to a product.

How It Works For Your Business

- Search for Domains. Internal Domains and External Domains list each domain or subdomain you have connected.
- Each row shows a status, such as Pending while your software checks, and a Manage button for later changes.
- Click Connect a domain to see the product types: funnel, website, store, blog, webinar, email, and client portal.
- URL Redirect is its own page (search for it) and manages redirects from one address to another.
- Some product types may depend on your plan, so look for the closest match in your account.

The Domains Screen and Products – Tips & Guidelines

Tips

- An empty list is normal if you have never connected a domain.
- Pick the product type that matches what you are building today.
- Menu names can shift over time, so look for the closest match.
- Opening the Connect window and closing it changes nothing.

DO

- Check the status on every row
- Pick the right product type
- Use Manage for later changes
- Learn both pages first

DON'T

- Start over while Pending
- Guess the product type
- Skip the status column
- Assume every plan has every type

Automatic Domain Connection

What It Is

The automatic route lets your software add DNS records for you through your domain company. You click Continue, then Authorize, and approve at your provider.

How It Works For Your Business

- Click Connect a domain, choose the product, then type your domain or subdomain and click Continue.
- Your software checks who hosts your domain settings. For a supported company you get an Authorize button.
- A window from your domain company opens. Sign in with the account that owns the domain and approve.
- The records are added for you. The status may show Pending, then change to connected.
- SSL, the secure padlock, is set up for you after the domain connects.

Automatic Domain Connection – Tips & Guidelines

Tips

- Allow pop-ups if the provider window does not open.
- Use a subdomain first if you want a safe practice run.
- Changes can take up to 24 hours to spread, though often much less.
- Authorize only works with supported companies, so no button means go manual.

DO

- Use a domain you own
- Sign in to the owning account
- Wait, then refresh
- Let the first try finish

DON'T

- Start a second connection
- Sign in to a different account
- Panic at Pending
- Block the provider pop-up

Adding DNS Records by Hand

What It Is

When Authorize is not offered, you add records yourself at your domain company. An A record serves a root domain, a CNAME serves a subdomain, and a TXT record is mostly for email proof.

How It Works For Your Business

- Enter your domain, then click Add record manually instead of Continue to see the records to add.
- For a root domain add an A record with the host @. For www or a subdomain add a CNAME with the word as the host.
- At your domain company, find the DNS section, add a record, choose the type, type the host, paste the value, and save.
- In Cloudflare, set the record to DNS Only so the orange cloud turns gray and the check can see it.
- Return to your software and run the verify step. Wait up to 24 hours if it cannot find the record yet.

Adding DNS Records by Hand – Tips & Guidelines

Tips

- Copy the values from your own screen, never from memory.
- Type only the subdomain word if your company adds the domain for you.
- Delete or edit any old record on the same host.
- Try a free DNS lookup tool to see whether your record is live.

DO

- Use A or CNAME for one host
- Paste the exact value
- Set Cloudflare to DNS Only
- Keep both tabs open

DON'T

- Add both A and CNAME to a host
- Type values from memory
- Leave an old record in place
- Type the full address as host

Root Domain vs Subdomain

What It Is

A root domain is your main address, like yourbusiness.com. A subdomain adds a word in front, like offers.yourbusiness.com. The one you pick decides which record you add.

How It Works For Your Business

- Three common choices are the root domain, the www version, and a subdomain with any word you choose.
- A root domain uses an A record with the host @. A subdomain or www usually uses a CNAME.
- Your software may let a subdomain use an A record instead, but use one type per host.
- If your main address already runs something important, use a subdomain so it keeps working.
- You can connect many subdomains on one domain, and each one can point to a different product.

Root Domain vs Subdomain – Tips & Guidelines

Tips

- Check what is on your main address first.
- Short words like offers, learn, shop, or blog are easy to read later.
- Each subdomain shows as its own line in your Domains list.
- The www version counts as a subdomain.

DO

- Use a subdomain for new pages
- Keep names short
- Check your main address first
- List each subdomain

DON'T

- Point a busy root domain at a new page
- Use spaces in names
- Mix A and CNAME on a host
- Forget what each one is for

Linking Domains to Products

What It Is

After records verify, you tell the domain which product to show. Choose the funnel, website, blog, store, or portal, pick the landing page, and click the link button.

How It Works For Your Business

- After verification, choose Funnel or Website, pick the exact one, choose its landing page, and click Link Domain.
- For a blog or store, start Connect a domain with that product type and follow the same steps.
- For a client portal, choose the Client Portal type. A Branded Domain option may also appear, depending on your account.
- Open Manage on the domain. If you see Action Required, set the Default Page and Default 404/Error Page.
- Visit your address in a new tab and on your phone to test it. Check that the padlock shows.

Linking Domains to Products – Tips & Guidelines

Tips

- The landing page is usually the first funnel step or the website home page.
- Use the 404 page to send visitors back to your main page.
- You can change the landing page later in Manage.
- Each domain row shows which product it is linked to.

DO

- Pick the product you built
- Set the default pages
- Test on your phone
- Check the padlock

DON'T

- Skip Link Domain
- Leave the 404 page as is
- Test only on one device
- Link the wrong page type

Creating URL Redirects

What It Is

A URL redirect sends visitors from one address to another. Use it when a page moves so old links keep working. The source domain must already be connected to your account.

How It Works For Your Business

- Search for URL Redirect and click + Add Redirect.
- In the Redirect From dropdown, pick a domain that is already added to your account.
- Choose Specific Path to redirect one page, like /contact, or Entire Domain to redirect all traffic from it.
- Pick a target: a Custom URL, a Funnel step, or a Website page. Only items linked to the domain appear.
- Click Add Redirect. Use URL Redirect later to search, edit, or delete redirects, and test in a browser.

Creating URL Redirects – Tips & Guidelines

Tips

- Use clean paths and avoid special characters like ? % & = and #.
- Nested paths like /resources/guides work for a specific path.
- Test every new redirect in a fresh browser tab.
- Redirect only what you need, so your list stays easy to read.

DO

- Connect the domain first
- Use clean paths
- Test in a browser
- Review the list sometimes

DON'T

- Add query strings to paths
- Redirect without testing
- Pick Entire Domain by accident
- Leave old redirects forgotten

Managing and Buying Domains

What It Is

The Manage button on a domain row is your home base for changes. You can also buy a domain inside your account, then connect it like any other.

How It Works For Your Business

- On Domains, click Manage to view records, change the linked funnel or website, or change the default page.
- To remove a domain from a blog, use the blog's own settings and look for the Remove Domain option.
- You can reconnect the same domain to a different product after you disconnect it from the first one.
- To buy a domain, click Purchase/Transfer domain on the Domains screen, search a name, pick extensions, and check out.
- A purchased domain appears in your Domains list, where you can configure DNS and connect it to a product.

Managing and Buying Domains – Tips & Guidelines

Tips

- Disconnect first, then reconnect to a new product.
- Use the same Manage button to fix default pages later.
- Look at suggested extra extensions before you check out.
- Keep a note of renewal dates for domains you own.

DO

- Use Manage for changes
- Disconnect before reconnecting
- Review options at checkout
- Track renewal dates

DON'T

- Delete records without a note
- Buy a name without searching
- Ignore the purchased list
- Forget to disconnect first

Conflicts, DNS and SSL Problems

What It Is

A domain can only be connected to one conflicting product at a time. When something blocks a connection, your software shows a message that tells you what to fix.

How It Works For Your Business

- A conflict message appears when a domain is already used by a funnel, website, store, blog, webinar, client portal, or branded domain.
- If the conflict is in the same account, use the link in the message to review the setup and disconnect the old product.
- Messages can also point to A, AAAA, or CAA records. Fix those at your DNS provider, then try again.
- Errors like DNS Records Do Not Match often mean a wrong host or value, or more than one A record.
- In Cloudflare, use DNS Only, not Proxied. Give changes up to 24 hours, then re-verify. SSL follows once it connects.

Conflicts, DNS and SSL Problems – Tips & Guidelines

Tips

- Read the whole message, since it names the problem.
- Conflicts cannot be overridden, so resolve the old setup first.
- Compare host and value with your screen, character by character.
- Email products do not count as a conflict, but test sending after changes.

DO

- Read the error message
- Disconnect the old product
- Fix records at the provider
- Re-verify after waiting

DON'T

- Ignore the conflict notice
- Keep two A records
- Leave Cloudflare on Proxied
- Retry again and again

Transferring a Domain In or Out

What It Is

A transfer moves a domain's registration between companies. You unlock the domain, get an authorization code, and the receiving company finishes the move.

How It Works For Your Business

- To transfer in, unlock the domain and request the authorization code from your current company.
- Turn off WHOIS privacy and DNSSEC at the current company, and make sure your contact email is one you can reach.
- Submit the transfer with the code, then approve the confirmation email. Moves often finish in 1 to 5 days.
- To transfer out, open Manage, then Advanced Settings, then Configuration, and choose Transfer to Another Registrar.
- Click Get Code. The code is sent by email, not shown on screen. The new company must finish the transfer.

Transferring a Domain In or Out – Tips & Guidelines

Tips

- A domain must usually be older than 60 days to transfer.
- Copy your existing DNS records first so nothing breaks.
- Cloudflare transfers have their own process.
- Wait at least five minutes before asking for a new code.

DO

- Unlock the domain first
- Save your DNS records
- Check the contact email
- Approve the email

DON'T

- Transfer with privacy still on
- Skip the records check
- Expect the code on screen
- Start during a busy launch

Key Terms Glossary

Domain

Your web address, like yourbusiness.com.

Subdomain

A word added before your domain, like offers.

Root domain

Your main address with nothing in front of it.

DNS

The system that tells the internet where an address goes.

DNS record

One line in a settings table that points an address somewhere.

A record

A record that points a root domain to a numbered address.

CNAME

A record that points a subdomain to another name.

TXT record

A record mostly used to prove email details.

SSL

The padlock showing a page is secure.

Propagation

The time a change takes to spread, up to 24 hours.

Redirect

A rule that sends visitors from one address to another.

Registrar

The company where you bought or manage your domain.

Getting Help

Your software changes over time, so button names and menu paths may look a little different from this guide. If something does not match, check the in-app help for Domains and look for the closest option on your screen.