How to Get a Custom Domain

By default, cPanel websites are available at yoursite.web.illinois.edu. You can also assign a custom domain, such as yoursite.dept.illinois.edu by following the steps below.

There are two steps involved in pointing a custom domain to your website. The first step requires an IT Professional in your unit to create or edit a DNS entry. The second step requires the cPanel administrator to associate the custom domain with your website.

At the University of Illinois there are two types of custom domains you can request: a domain off an existing subzone or a new subzone off of illinois.edu. For example, if you would like yoursite.cs.illinois.edu, that would be a custom domain off the existing subzone of cs.illinois.edu. If you would like newsite.illinois.edu, then that is a new subzone. New subzones are restricted to campus wide initiatives or centers and are not available for individual websites, single research group sites, local only RSOs etc.

Domain in Existing Subzone

For a custom domain in an existing subzone (ie: yoursite.dept.illinois.edu), ask your IT Pro to create the record for the domain in IPAM using the following steps:

1. From your subzone, add a new CNAME Record.
2. For the "Alias" enter the custom domain in your subzone for your cPanel site. For example, enter "yoursite" as your alias if you want your custom domain to be yoursite.yourzone.illinois.edu.
3. For the "Canonical Name" enter "web.illinois.edu".
4. Click “Save & Close”.

New Subzone of Illinois.edu

If your website qualifies for a new subzone off illinois.edu, one of your unit's IT Professionals will need to fill out the Technology Services Domain Request form. These domains are not free and a university account number will need to be provided. For the domain specific questions, enter the following:

- Do you want an A record? Answer "Yes" and enter the following IP Address: 18.220.149.166
- Do you want a CNAME? Answer "Yes". The host you associate with the CNAME is the subzone you are requesting. For example: "yourzone.illinois.edu".

CPanel Configuration Step

Send email to consult@illinois.edu asking for your custom domain to be associated with your cPanel account.

For production sites, this email should be sent at least a few days in advance to ensure that the service team is available to park your domain at the time when your DNS changes become live. The email should include both the custom domain name and the name of your cPanel domain (i.e. yoursite.web.illinois.edu), and the date and time you would prefer to schedule the change. If there is not a team member available at your requested time, we will work with you to find a time that works for everyone involved.

For test, development, and otherwise non-production sites, send your request after the DNS changes are complete. Make sure you include both the custom domain and the name of your cPanel domain (ie. yoursite.web.illinois.edu). We will park your domain as soon as we process your request, usually within 4 hours.

Additional Considerations

1. If your website uses a content management system, you may need to update your configuration to tell the CMS about your new domain name.
2. AutoSSL certificates normally take only a few minutes to update but may take up to 24 hours.
3. If you plan to use a certificate from the Campus Certificate Manager, you should request this certificate a few days ahead of your go-live date and have it in hand and ready to install once the domain is parked.