3 - Managing custom domains for your users

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What to know going in

Adding an additional domain for a website may disrupt the currently installed SSL certificate if that domain isn't included in the cert, leading to an Unsafe Site warning

- If the site will use AutoSSL, include Tech Services in the planning to ensure we are available to update the SSL certificate at the time of the change
- If the site will use a certificate provided by CertManager, have the certificate in hand and ready to install before updating the DNS record for the site

Information you'll need from the user who wants a custom domain

1. cPanel Account Name
2. Custom domain name

Creating the custom domain and applying it to the cPanel account

Adding a custom domain to an existing cPanel account is called “parking” the domain. A parked domain (or alias) is a secondary domain that points to the user's primary domain. When users access the parked domain's website, the primary website displays instead. For example, cpanel.net is a parked domain that points to http://www.cpanel.net/. When you access http://www.cpanel.com, the http://www.cpanel.net/ website displays. The domain must be registered before a visitor can access it.

1. Parking the domain
   1. Navigate to your WHM dashboard
   2. Navigate to DNS Functions Park a Domain
   3. Choose the Primary domain from the available domains in the list.
   4. Type the custom domain in the "Domain to Park" field and click Submit
2. Update the DNS for the custom domain. Point the CNAME to "web.illinois.edu".

Note: cPanel will not handle mail for custom domains

If you need email addresses that correspond to custom domains, follow standard processes for requesting custom email domains on campus.