Connecting your CNAME record

If you wish to use a custom domain name (i.e - mydomain.com) for your event, you will need to purchase it from a third party domain registrar (typically your website developer will be able to help you with this).

Once you have the domain registered, you will need to create what is known as a CNAME DNS record to map the chosen domain to your Bizzabo account. Before you do that, however, you will need to specify the domain you wish to use for your event.

There is no universal way to create a CNAME record as it varies depending on your domain registrar. To help you, however, please find below some instructions for the most common domain registrars.

[GoDaddy](#)

[Ionis/1&1](#)

[CloudFlare](#)

[SquareSpace](#)

[NameCheap](#)

[WiX](#)

Before adjusting your site settings in Bizzabo, you will need to create the CNAME record on your domain provider/registrar, the details you will require are as follows:

Record Type	Label/Host field	Time to Live (TTL)	Destination/Target field
CNAME	*Your domain or subdomain here (i.e - www.mydomain.com)*	3600	sslevents.bizzabo.com

Please note: The domain has to point a CNAME record at **sslevents.bizzabo.com**.

If you are repurposing a CNAME record, it's important to note your existing Time to Live (TTL) as it will typically take the time listed previously (in seconds), give or take 10 minutes to become functional.

If you are creating a CNAME record for the first time, provided you complete the next steps, it should be functional within a couple of minutes.

Once you have pointed your CNAME record to sslevents.bizzabo.com in your domain provider, follow the steps below in your Bizzabo dashboard.

1. In your event dashboard, using the navigation bar on the side. Select **Marketing & Web →
   Event Website → Settings**
2. At the top of the page, ensure the dropdown is set to "I'm using the Bizzabo website with my own domain"
3. Enter the domain you wish to use and press Save at the top
   Multiple events: If you wish to use this domain for multiple event websites, please make sure to select the respective option and enter a name for the event you are managing.
4. You can test the connection by selecting the 'Test' button in the Bizzabo Dashboard.
   A green pop up should appear at the bottom right hand side, saying that you are wired up correctly. If not, please double check that your CNAME record is correctly configured on your domain provider.

Does Bizzabo have the ability to complete website redirects?

No. Any 301 redirects must be done directly within the domain provider as Bizzabo simply displays the content of the event website and does not perform redirects.