



Custom Domain Mapping

Forms are essential for businesses, as they provide a structured way of collecting information and engaging with customers. Bigin Forms simplifies form creation and distribution for your various business needs.

With Bigin, you can share the forms that you create via customizable URLs. By default, the system generates URLs with a subdomain under ***bigin.online***. However, **Custom Domain Mapping** enables you to replace the default subdomain with your own custom domain.

For example, Zylker Homes, a real estate company, can map their ***zylkerhomes.com*** business domain to a ***sales.zylkerhomes.com*** subdomain. This enables Zylker Homes to provide customers with a seamless experience. When customers visit www.zylkerhomes.com and navigate to the inquiry form, they'll be directed to a page with a URL like ***sales.zylkerhomes.com/forms***, appearing as a natural extension of their website.

Now let's get a detailed explanation of custom domain mapping

Availability

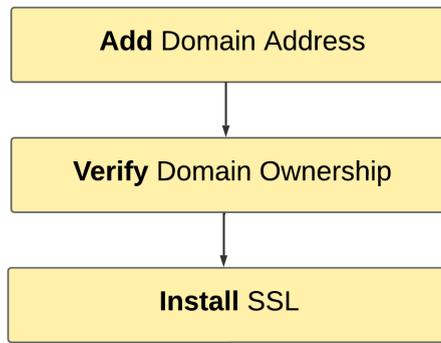
- Available in all paid versions.
- Super admin can configure custom domain mapping.

Prerequisites

Add a subdomain, such as ***sales.zylkerhomes.com***, to your main domain. This subdomain will be used as your website address for forms. You can refer to your hosting provider's website for instructions on how to add a subdomain.

Configure Custom Domain Mapping

Now that you have completed the prerequisites, you must move to your Bigin account for the next stage of the configuration. This can be done in three steps:



Step 1: Add Domain Address

1. Go to **Set Up > Organization**.
2. In the Domain tab, go to Custom Domain Section.
3. Click **Connect your Domain**.
4. Enter your registered website address that you want to connect with Bigin.
5. Click **Next**.
6. Create a CNAME entry that points to Bigin. This will create an alias of your default Bigin address. To create a CNAME follow the below mentioned steps :
 - Sign in to your domain registrar's control panel.
 - Access the DNS Management settings to change the DNS records.
 - Create or edit a CNAME (Canonical Name) record and point it to <hash>.bigin.cs.zoho.com. Copy 'bigin.cs.zoho.com'.

Note:

It may take some time for a newly created CNAME record to reflect on the DNS server, as this depends on your domain name provider's TTL (Time to Live) settings.

7. Click **Submit & Verify**.

Step 2: Verify Domain Ownership

You can proceed only after your CNAME record is reflected on the DNS server. However, a newly created CNAME record could take a while to reflect on the DNS server. This depends on your domain name provider's TTL (Time to Live) settings. You can contact your domain name provider's support if you need further assistance with adding a CNAME record.

Later, you can verify your domain ownership by going to the **Domain Tab** and click **Verify Domain Now**.

Step 3: Install the SSL certificate

Once your domain is verified, you need an SSL certificate to establish a secure, encrypted connection between your browser and our servers.

1. SSL certificate is an automated and mandatory process from our side. As soon as the domain name is verified, we'll start installing SSL certificate. This usually takes around 3-5 business days.

2. The installation may take up to 3-5 business days and Bigin team will install it and take care of the process. You do not have to pay any fee for the SSL certificate.

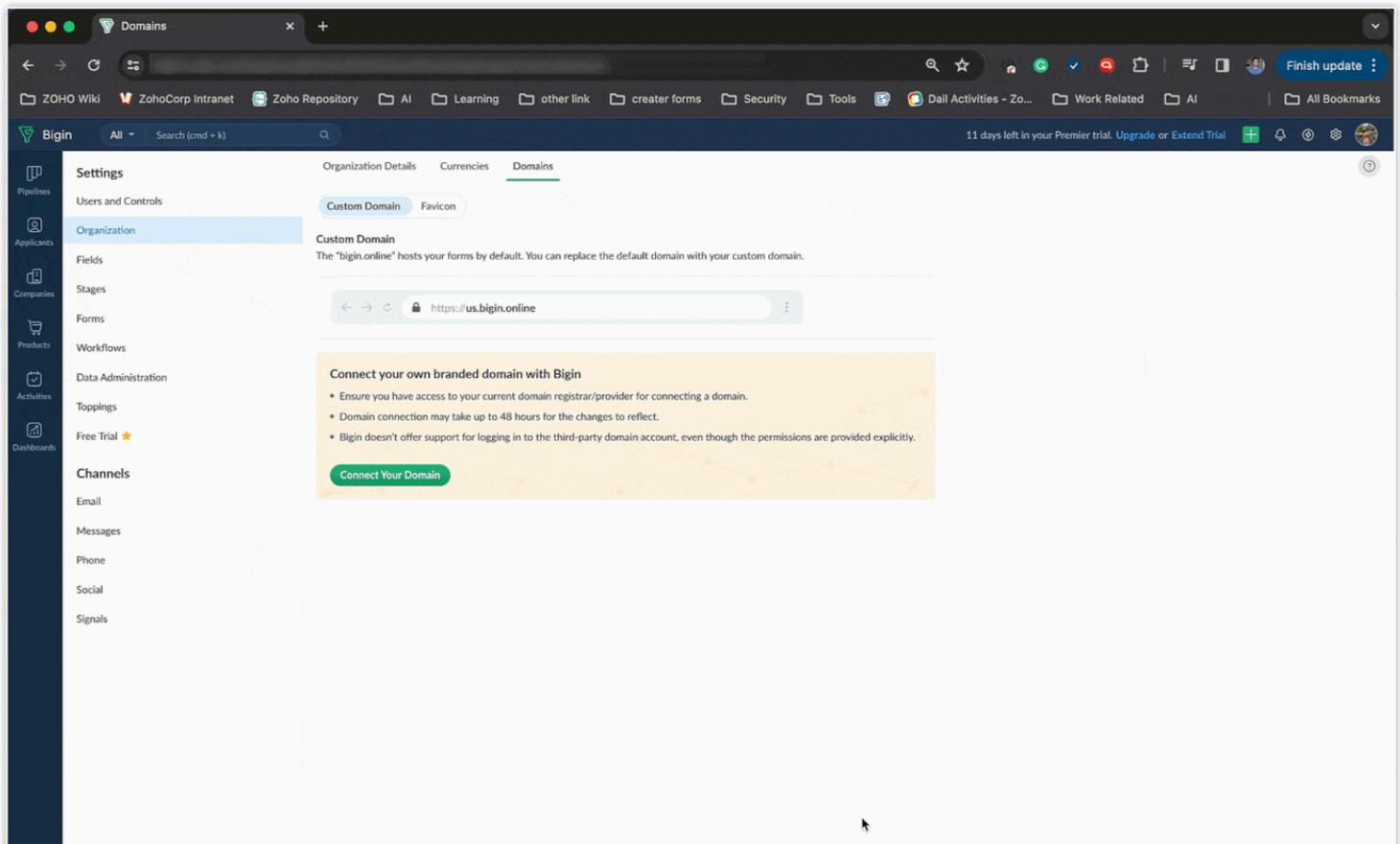
ONE Click Domain Verification

We Support One-click verification for selected domain providers such as:

1. GoDaddy
2. Google Domain
3. 31&1

Note:

After successfully mapping your domain, the URLs for all forms will be updated to reflect the new domain. To learn more about this, [click here](#).

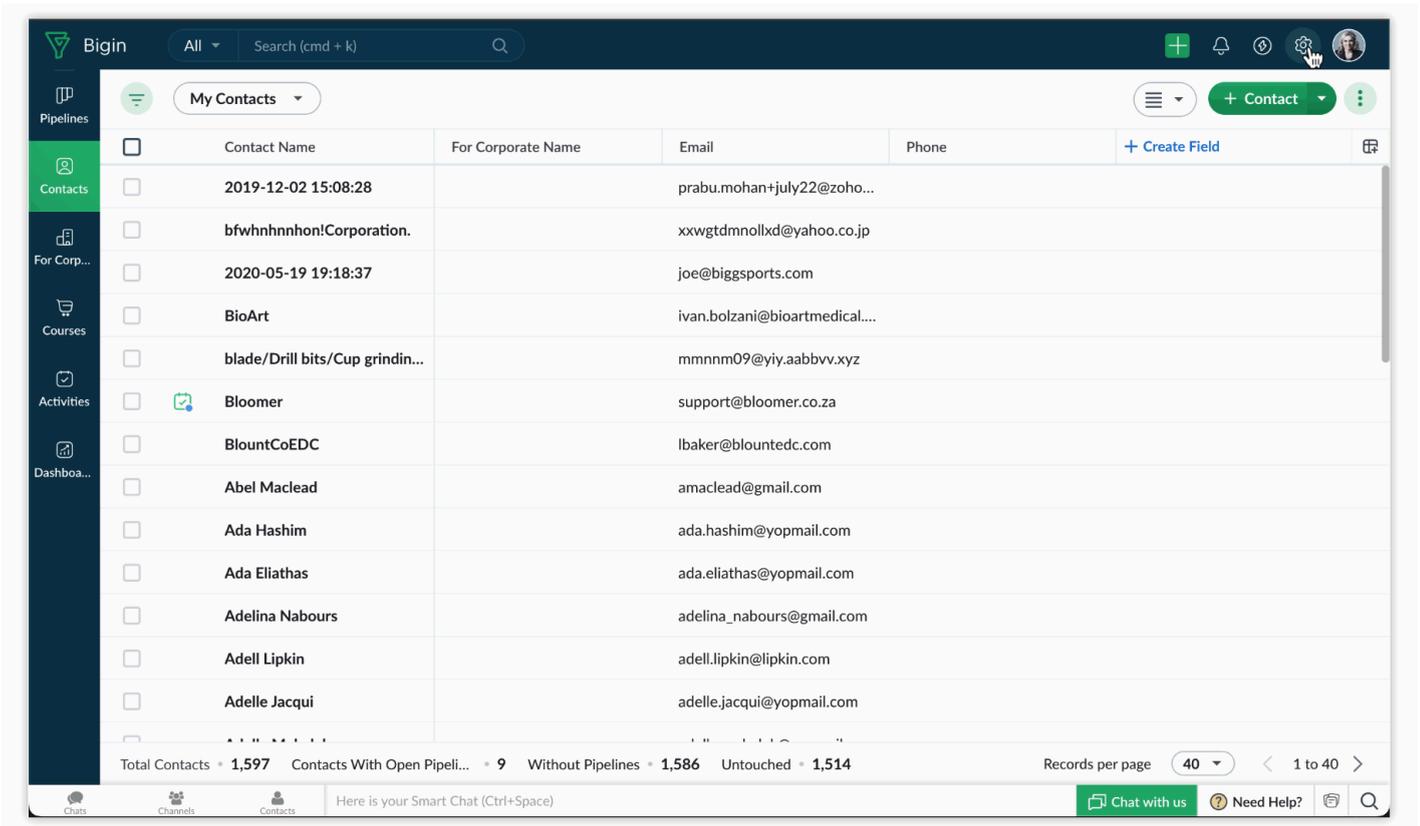


Favicon

A favicon is a small image that appears next to your site title in browser tabs, bookmarks, and other interface elements. Adding a custom favicon helps visitors identify your brand and makes your site stand out.

To set up a favicon, follow these steps:

1. Go to **Setup > Organization > Domains > Favicon.**
2. Click on **"Upload Favicon"** and upload your desired image.



Once uploaded, the favicon will be displayed across your forms, enhancing brand recognition and visibility.

