



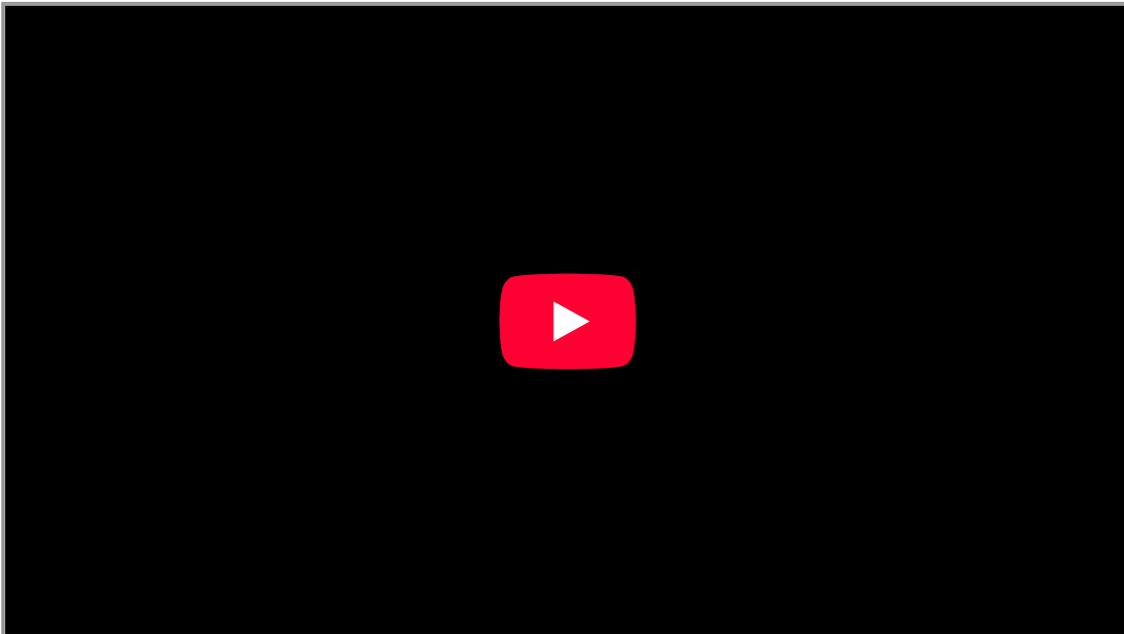
Zoho Corporation

Z O H O

## Custom Domain

The Custom Domain feature in Zoho Assist lets you to access Zoho Assist from the domain of your choice. It enables the organization to customize the URL that their technicians and customers visit to start and join remote sessions respectively.

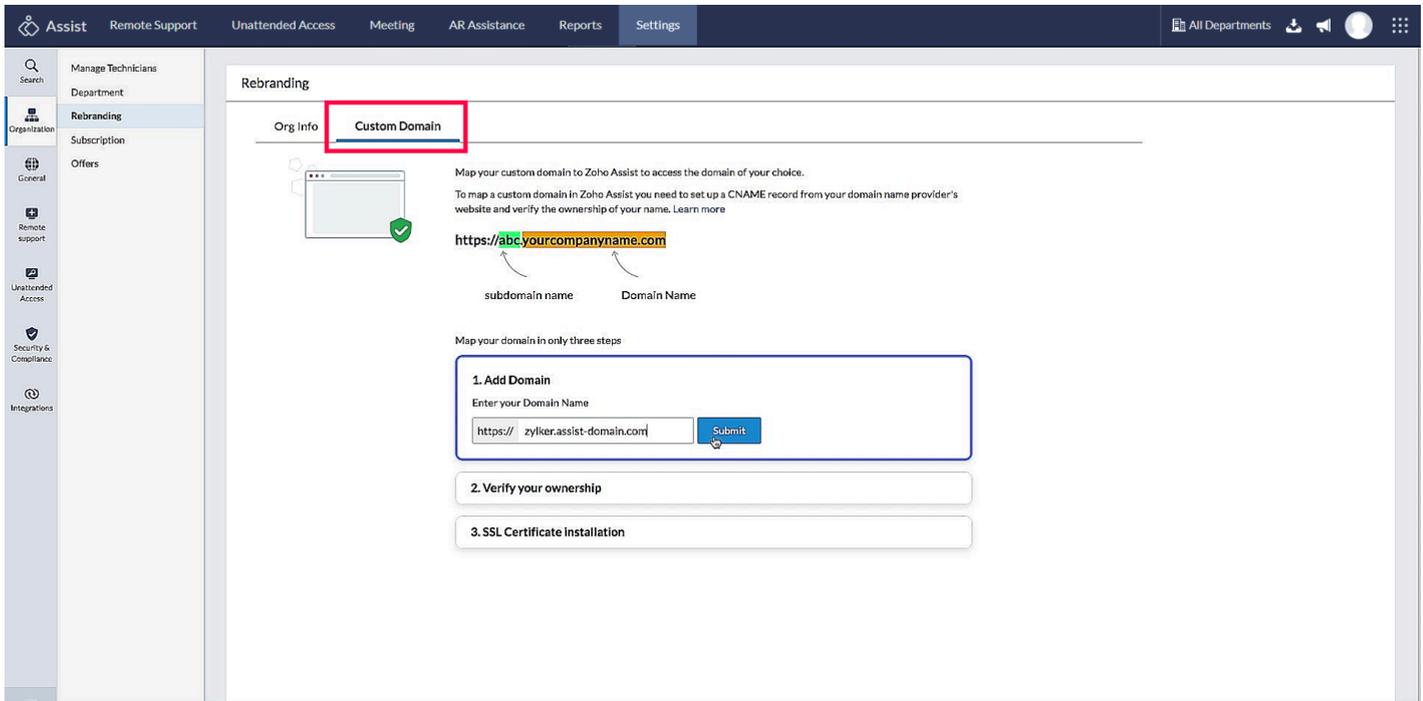
For instance, if your organization's name is **Zylker** and your website is "**zylker.com**", you can access Zoho Assist using "**assist.zylker.com**" instead of "**assist.zoho.com**". The Zoho Assist URL can be modified to match your Organization URL in a few following steps.



Steps to Setup Custom domain

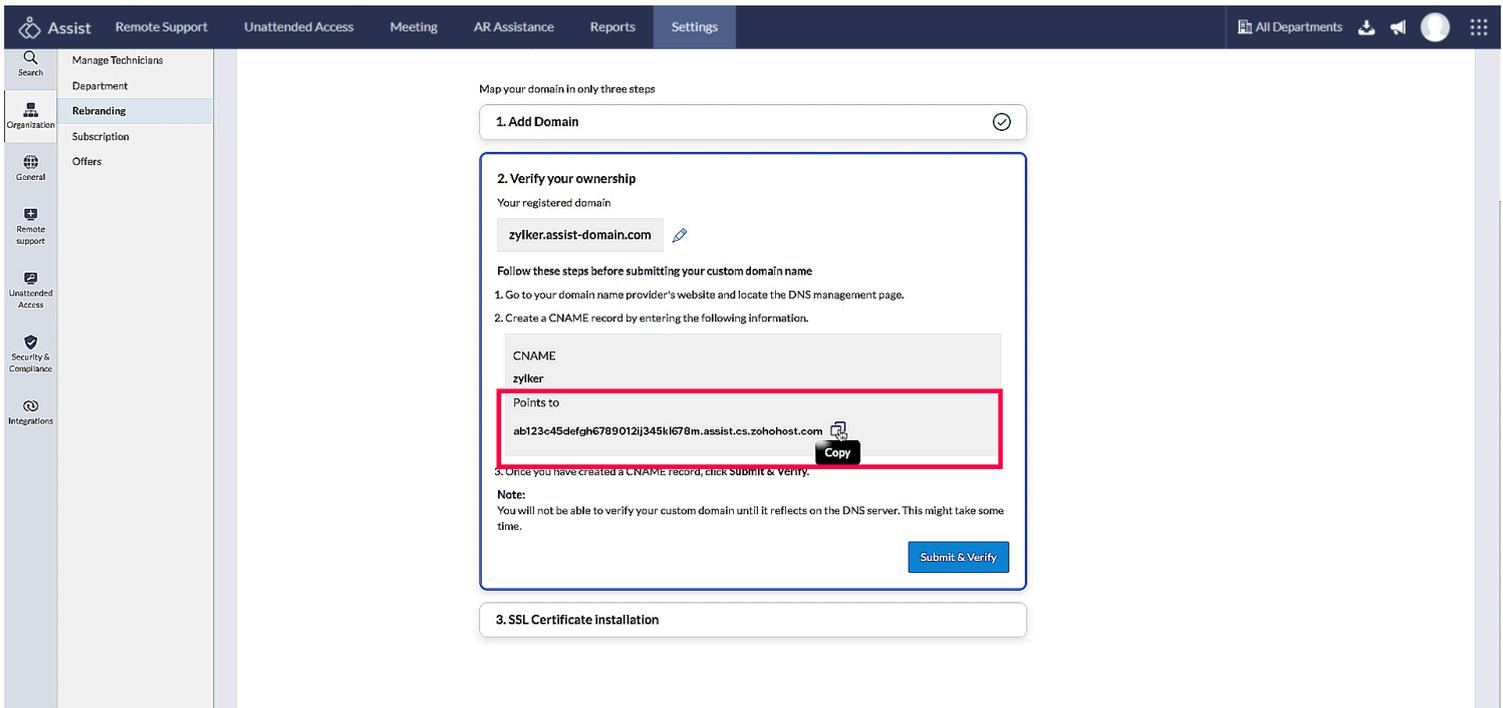
### Map Your Domain to Zoho Assist:

1. Go to <https://assist.zoho.com> and login using your Zoho Assist Credentials.
2. Navigate to **Settings** -> **Rebranding** -> **Custom Domain**.
3. Under the **Add domain** section, enter the new URL which contains the Domain name of your organization and click submit.



4. **CNAME** mapping and **key value parameter** are automatically generated in the Verify your ownership section.

5. **Copy** the **key value parameter** under the section **Points to**.



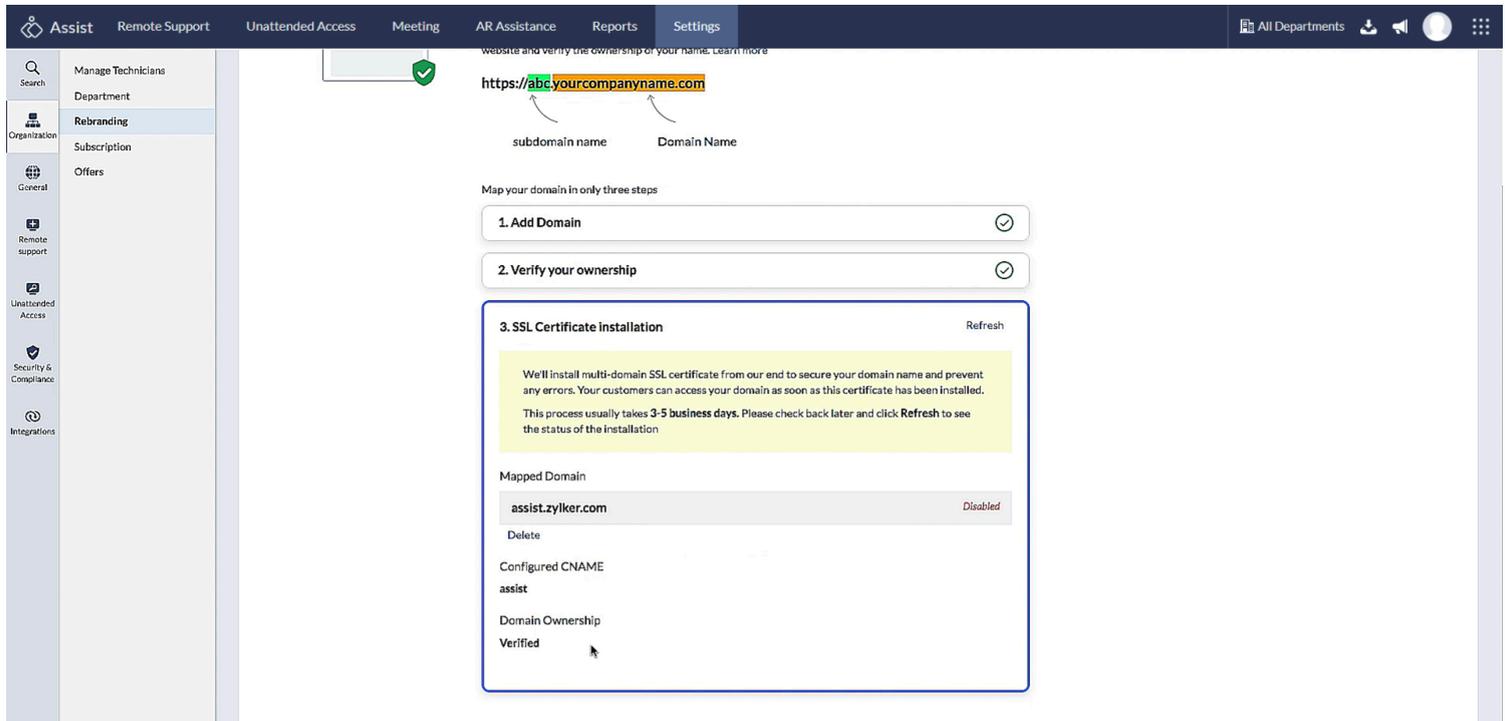
## Setup the CNAME in your domain registrar's website:

6. Open a new tab in your browser and login to your Domain provider account.
7. Navigate to **Domains** and then click on the **DNS records** section.
8. Click **Add** to add a new CNAME record.
9. Choose type as CNAME and enter a name for your further reference.
10. Under **Value** section , **paste** the copied key value generated under Zoho Assist.

11. Set the TTL as the lowest value or choose 600 seconds from **Custom drop box**.
12. Click **Add record** to update the DNS Record.

### Verify your Custom Domain in Zoho Assist Console :

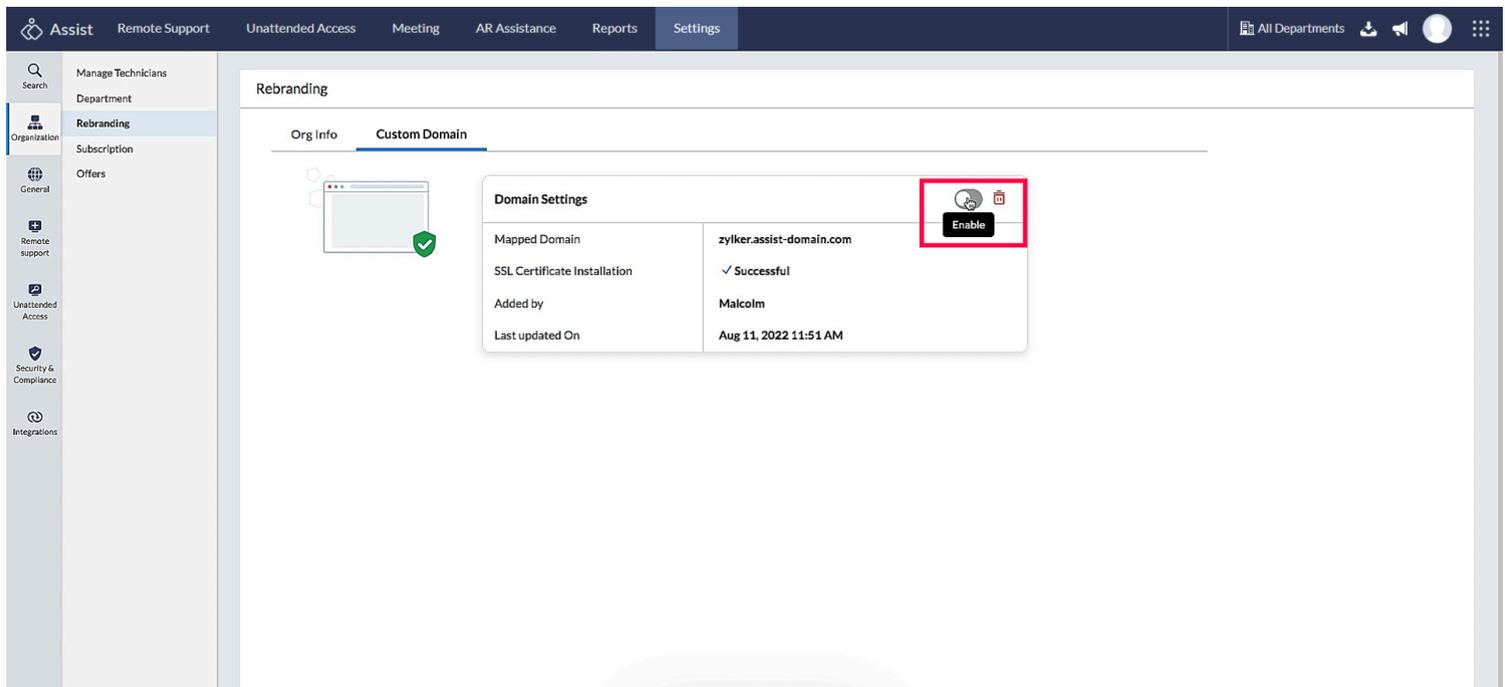
13. Navigate back to Custom Domain Settings under Zoho Assist Console.
14. Click **Submit** and **Verify** to begin SSL Certificate installation.
15. New SSL Certificate will automatically be installed usually in 3-5 business days.



16. Once installed, Custom Domain will be active and the settings page will be updated with the custom domain details.

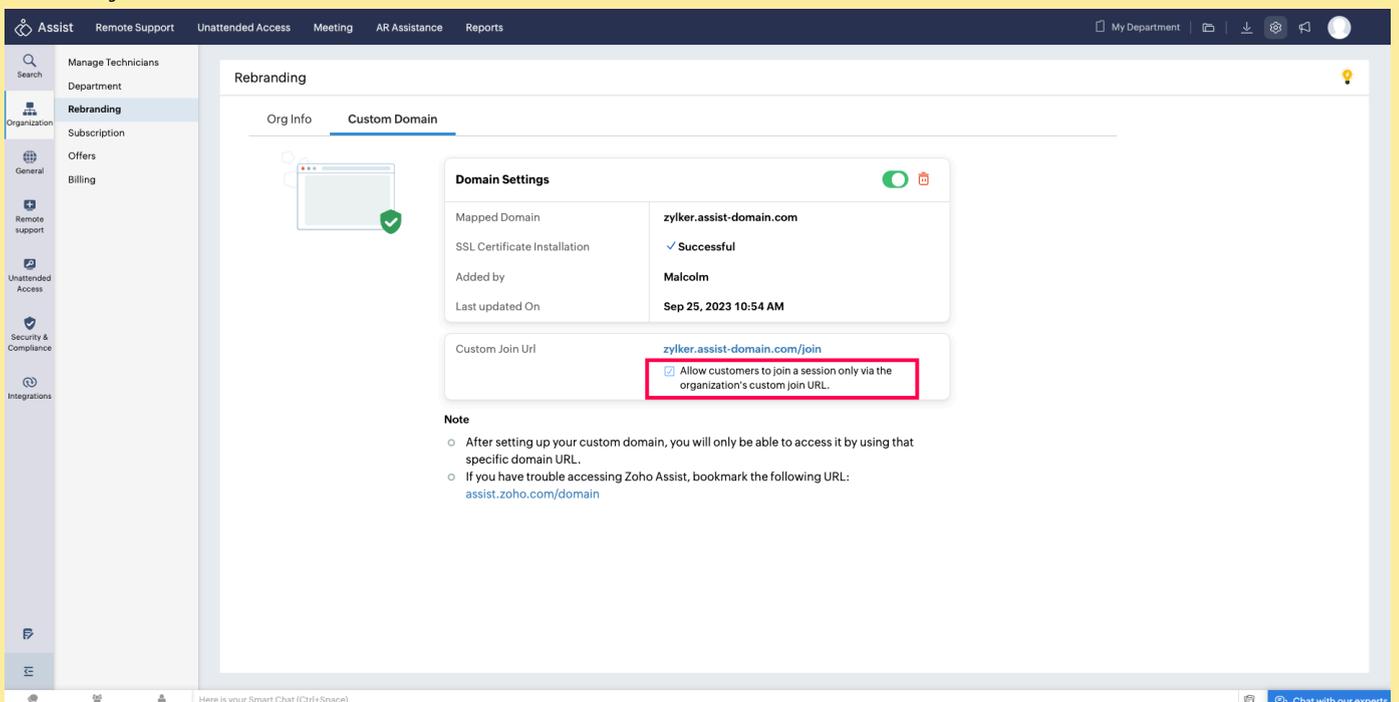
### To enable / disable the existing Custom Domain

1. Sign in to [Zoho Assist](#).
2. Go to Settings > Rebranding > Custom Domain.
3. In Custom Domain, click on toggle icon to enable or disable the mapped domain.



**Note :** Once custom domain is enabled, customers can join the session either through your organization's unique custom join URL or by visiting [join.zoho.com](https://join.zoho.com).

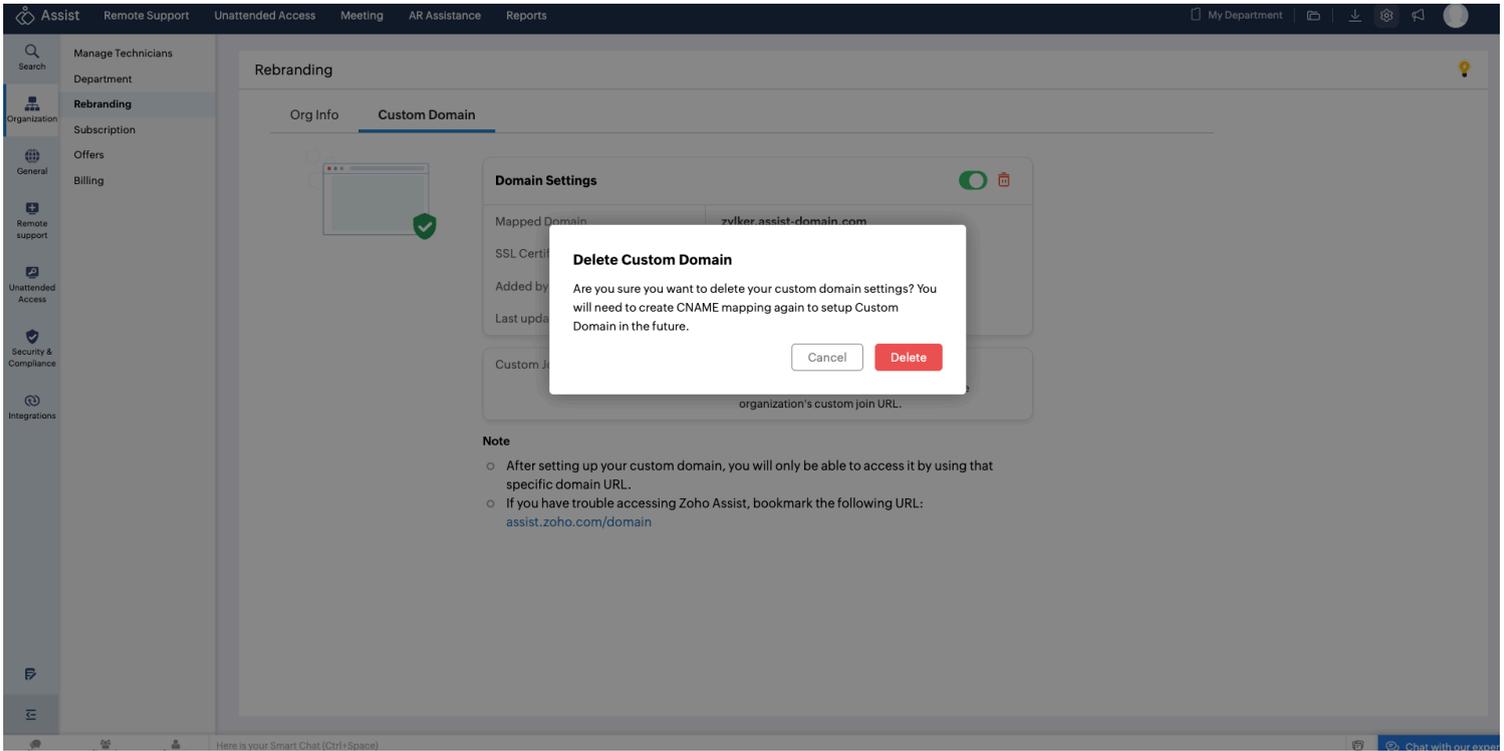
To ensure customers can only join through your organization's custom join URL or via customer plugin, enable the "Allow customers to join a session only via the organization's custom join URL" checkbox under Domain settings as shown below. Once enabled, customers can only join the session using the unique session key provided by your organization. Session key from other organizations will not allow customer to join the session. Customers cannot join from [join.zoho.com](https://join.zoho.com) or from any other generic domain join URL.



## To delete the existing Custom Domain

1. In Custom Domain, click on  to delete the mapped domain.

2. Click **Delete** in the confirmation prompt as shown below.



**Note:**

If you have trouble accessing Zoho Assist, bookmark the following URL: [assist.zoho.com/domain](https://assist.zoho.com/domain)  
If the existing custom domain is deleted or disabled, you will now be able to access Zoho Assist only using the URL <https://assist.zoho.com>.

For queries related to Custom Domain, write to us at <https://www.zoho.com/assist/contact-us.html>