

# Can you connect a custom URL (domain) to my event(s)?

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You may want your event(s) to have a custom website address. There are two options:

- **System-level domains** (give all your events the same base domain)
- An **event-level domain** (connect one domain to a single event)

More information on each option is given below.



Please note a custom domain can't be shared — it can only be used for your EventsAir event(s).

## System-level domains

*If you have a Premium or Professional license, your contract includes one free system-level custom domain which can be applied to all events in your build. So, for example, you may have three different events with three different websites:*

*<https://www.mycompany.com/event1>*

*<https://www.mycompany.com/event2>*

*<https://www.mycompany.com/event3>*

*You could also use a subdomain like “registrations.mycompany.com” as the base if you prefer, but this base has to be the same for all events. If you don't already own the domain name you want to use, you'll need to purchase this separately from a domain registrant/reseller.*

The base domain on its own will point to a landing page just showing the EventsAir logo. If you need it to point directly to an event-level Event Website (e.g. <https://www.mycompany.com/event3>),

this can be configured, however, reverting back later to the logo page or pointing to a new event will incur the same charge as an event-level domain (see separate information below).

For more information or to request set up of your system-level domains, please email [domains@eventsair.com](mailto:domains@eventsair.com)

## Event-level domain

*A specific domain will be used for just one event, pointing directly to the EventsAir Event Website in that event. (For example, <https://www.mycooleventname.com/>)*

*The custom domain will also apply to any Event Website feature, for any Interactive Sites in the event, and also any portals/apps from within the EventsAir app module (for example, the Exhibition Portal App).*



*A single event means a single event database, so even if you have an event name that is re-used, cloning it will create another event and hence another domain set up will be needed. First, you'll need to purchase [register] your custom domain from your preferred domain registrar (also known as a domain re-seller). Then you'll need to check and authorize the charges in EventsAir (which is also where you request the set-up). The EventsAir fee for this service covers server costs, configuration, certificate installation, traffic routing, and the underlying coding that makes it all possible.*

#### HOW-TO:

1. In the **Online** panel, within the **Event Website builder**, choose the **Custom Domain** tab.
2. Tick "**Enable Custom Domain**". Be careful to enter the exact domain name you have purchased correctly on this screen, plus all required details.



Before you go ahead and enable your custom domain, **please carefully review your event alias** and make sure you're happy with it. Because an event-level custom domain will be matched to your current event link, changing the alias would break the link (and the connection to the new domain). Therefore, once your event-level custom domain is enabled, the event alias field will be locked (can't be changed — if you need this changed later, there'll be an additional cost).

3. Select **Authorize** and confirm the charge (for the additional EventsAir services to connect it).
  4. Press **Save**.
  5. You'll be sent an auto-email with DNS setup instructions. Check your junk/spam folders if you don't receive it.
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