

Custom Domain Setup Guide

Growth Package Feature

Use your own branded domain for your Direct Selling Hub store

Recommended setup: shop.yourcompany.com

Create a CNAME record pointing your chosen subdomain to directsellinghub.top. After DNS updates, submit the domain in your Tenant Admin Dashboard for verification and activation.

1. What is a Custom Domain?

A custom domain lets customers visit your store using your company domain instead of the default Direct Selling Hub subdomain.

Default free subdomain	yourstore.directsellinghub.top
Growth package custom domain	shop.yourcompany.com

2. Choose Your Store Address

Recommended: use a subdomain such as shop.yourcompany.com or store.yourcompany.com. This is safer and easier than changing your root domain.

Examples: shop.smartwinph.com | store.smartwinph.com | shop.abcbusiness.com

3. Configure DNS at Your Domain Provider

Login to your domain provider, then open DNS Management, DNS Zone Editor, or Advanced DNS. Create this record:

Type	CNAME
Host / Name	shop
Points To / Value	directsellinghub.top
TTL	Automatic or Default

If you choose store.yourcompany.com instead, use store as the Host / Name value. The Host must match your chosen subdomain.

4. Submit Your Domain in Direct Selling Hub

1. Login to your Tenant Admin Dashboard.
2. Open Domain Settings.
3. Enter your custom domain, for example shop.yourcompany.com.
4. Click Save Custom Domain.
5. Wait for Direct Selling Hub support to verify and activate it.

5. Verification and Activation

After submission, the DSH team will check your DNS record. Your domain may move through these statuses:

Status	Meaning
DNS Pending	Waiting for your DNS record to propagate.
Verified	DNS record is correct and confirmed.
Active	Your custom domain is linked to your store.
SSL Active	HTTPS security is active for your domain.

6. Timing

DNS changes usually work within 5 minutes to a few hours. Some providers may take up to 24 hours. SSL may require additional time after DNS verification.

7. Troubleshooting

Issue	Possible Cause	Recommended Action
Domain not loading	DNS has not propagated yet	Wait and try again later.
SSL warning appears	SSL is not yet active	Contact DSH support or wait for SSL activation.
Wrong page appears	Domain not linked to your tenant yet	Ask DSH support to verify and activate the domain.
DNS provider asks for full host	Provider format may differ	Use shop or shop.yourcompany.com depending on provider instructions.

8. What to Send to Support

To speed up activation, send these details to Direct Selling Hub support:

- Company name
- Tenant/store name
- Custom domain requested
- Screenshot of DNS record
- Domain provider name

Reminder: Do not delete existing website records unless you know what they do. For most tenants, using shop.yourcompany.com is safer than changing your main domain.