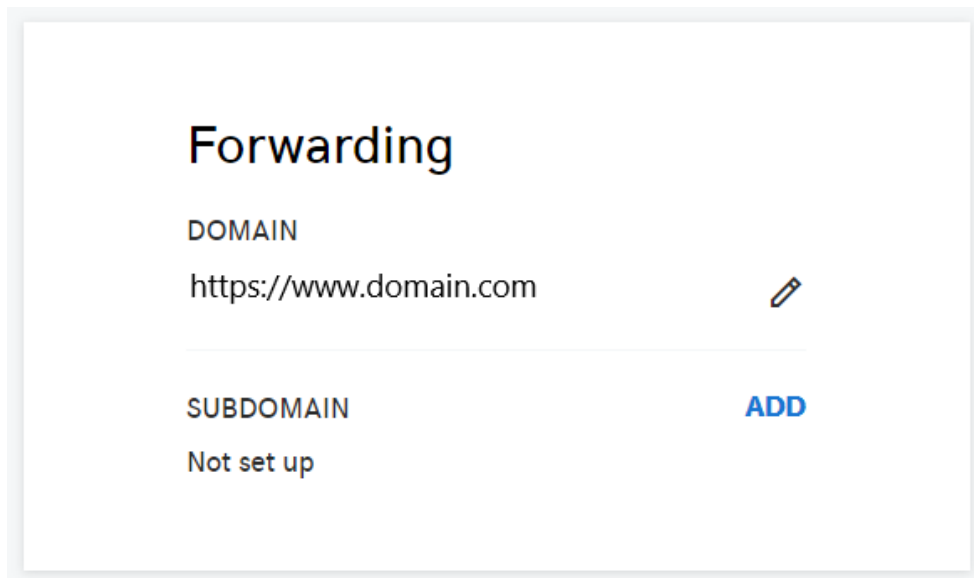


STEP 1 (IF NECESSARY) – REMOVE THE DOMAIN FORWARD

1. If there is a domain shown in the forwarding section as shown below please follow these steps, otherwise please ignore these steps if there is no forwarding domain present.



2. Click on the pencil icon next to the domain and click on the delete icon to remove the domain forward.

Forwarding

DOMAIN

FORWARD TO

http:// ▾

www.domain.com




[Preview](#)

FORWARD TYPE

- Permanent (301)
 Temporary (302)

SETTINGS

- Forward only
 Forward with masking

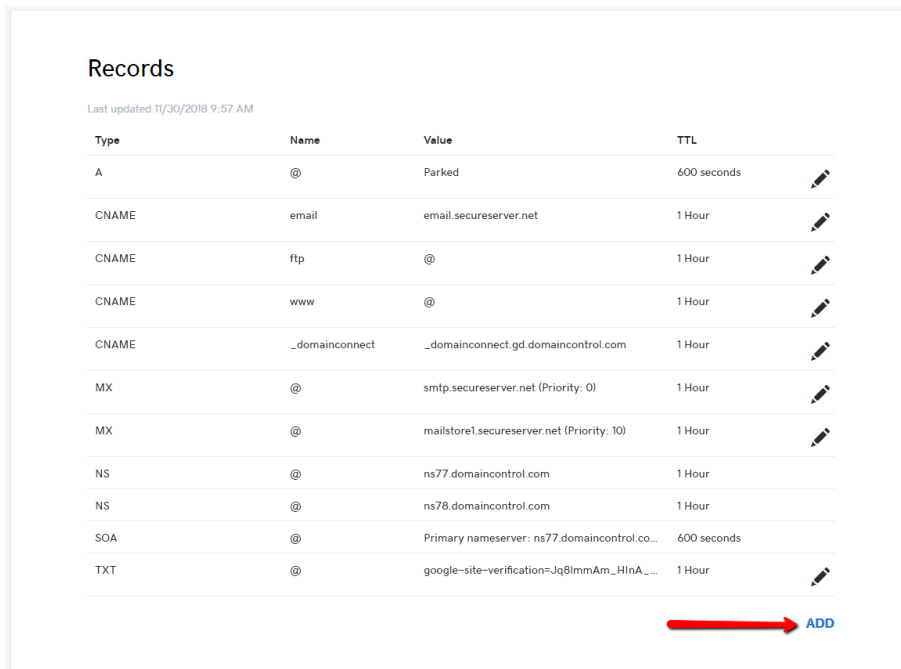
 **We will update name servers if you aren't currently with us.**

Save

Cancel









STEP 2 – CREATE CNAME


1. Log into your domain hosting provider domain administration console. The exact steps will vary depending on which domain provider you use, but the steps will all be very similar for each domain provider. (GoDaddy is used in the examples below.)
 - a. Click **“Add”**
 - i. If you already have a CNAME entry for “WWW” you will need to select the pencil icon to edit the existing entry



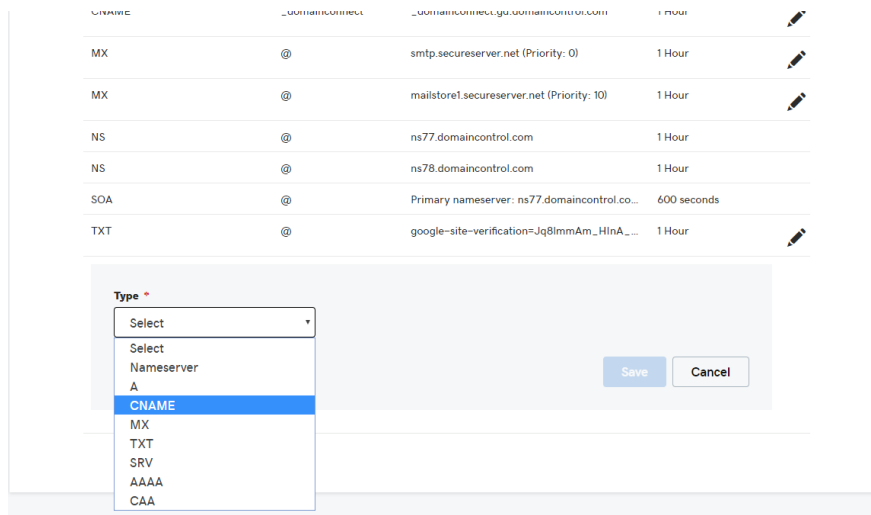
Records

Last updated 11/30/2018 9:57 AM

Type	Name	Value	TTL	
A	@	Parked	600 seconds	
CNAME	email	email.secureserver.net	1 Hour	
CNAME	ftp	@	1 Hour	
CNAME	www	@	1 Hour	
CNAME	_domainconnect	_domainconnect.gd.domaincontrol.com	1 Hour	
MX	@	smtp.secureserver.net (Priority: 0)	1 Hour	
MX	@	mailstore1.secureserver.net (Priority: 10)	1 Hour	
NS	@	ns77.domaincontrol.com	1 Hour	
NS	@	ns78.domaincontrol.com	1 Hour	
SOA	@	Primary nameserver: ns77.domaincontrol.co...	600 seconds	
TXT	@	google-site-verification=Jq8lmmAm_HlnA_...	1 Hour	

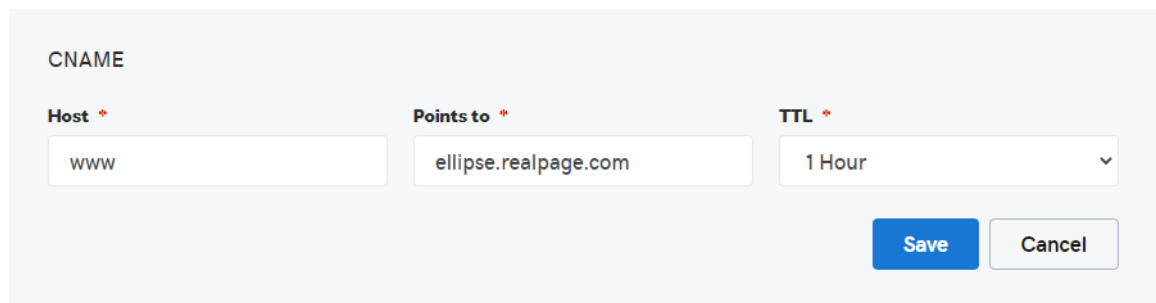
 [ADD](#)

- b. Select Type of **“CNAME”**



1. Complete the following fields:

- **HOST:** — enter exactly **www**
- **POINTS TO:** enter exactly **ellipse.realpage.com**
- **TTL** — 1 hour



The screenshot shows the configuration form for a CNAME record. It has three input fields: 'Host' with the value 'www', 'Points to' with the value 'ellipse.realpage.com', and 'TTL' with a dropdown menu set to '1 Hour'. There are 'Save' and 'Cancel' buttons at the bottom right.

CNAME

Host *

Points to *

TTL *

2. Click **Save**.

3. Depending on your hosting provider, these steps may be slightly different. With GoDaddy, you have to also click “**Save**” after creating the individual zone file to fully save the changes for your domain.

STEP 2 – POINT THE ROOT DOMAIN

1. Click the pencil icon next to your A record to edit the record.
2. Complete the following fields:
 - **HOST:** — enter exactly @
 - **POINTS TO:** enter exactly **45.154.183.183**
 - **TTL** — 1 hour

Type	Name	Value	TTL
A			
Host *	Points to *	TTL *	
<input type="text" value="@"/>	<input type="text" value="45.154.183.183"/>	<input type="text" value="1 Hour"/>	
			<input type="button" value="Save"/> <input type="button" value="Cancel"/>

3. Click **Save**.

Note: Changes made to the DNS settings should be reflected within 1 hour, however DNS settings can take up to 24 hours to fully process.

Should you have any questions, please reach out to the RealPage Help Desk at support@realpage.com.

Thank you