

What is a Custom Domain?

Gold-Vision Connect supports custom domains. A custom domain allows you to send emails via a non @organisation.gv-c.com address. For example, you could email from

fred@myorganisationmail.com

All email to and from this domain will be handled by the Gold-Vision Connect server, however, it will appear from the domain name as your organisation's direct correspondence.

Next Steps

If you are interested in adding a custom domain to your Connect account please contact your **account manager** or email support@gold-vision.com. Custom domains can be added to your Gold-Vision Connect account as an additional feature of your Connect package. We will discuss with you the steps and suitability of the domain or sub domain you are wishing to use. Please take a moment to read through the setup steps below to familiarise yourself with the process.

Custom Domain Setup

Please Note: Please do not progress through the steps below before contacting Gold-Vision support or your account manager.

1. Acquire a Domain The first step is to purchase a domain for use with Gold-Vision Connect mail. You may already have a domain or you may wish to create a sub-domain under one of your existing domains. You must be able to edit the DNS name server records in order to use the domain or sub-domain.

Recommended: We recommend that you purchase a separate domain from the domain you use for your day-to-day email. There are two main reasons for this 1) is listed below and 2) if your bulk direct marketing domain becomes negatively flagged by a spam filter it will not affect your day-to-day business email.

Important (MX Records): The domain or sub domain you select must hand over complete DNS control to the Gold-Vision Connect server. It is not possible to only point the domain's A-name or MX records to Connect. If you cannot change the name servers of a sub-domain we recommend purchasing a separate domain for your bulk direct marketing for ease of setup and separation from your main domain(s).

2. Change Name Servers to Point to Gold-Vision Connect The next step is to change the name server DNS records (NS records) for the domain to point to the Gold-Vision Connect name servers. The Gold-Vision Connect name servers are listed below. Please note that it is not possible to only point the domain's A-name or MX records to Connect.

Code: Select all
ns.gv-c.com ns1.gv-c.com

Please note that changing the name servers will transfer all DNS control to the Gold-Vision Connect servers and can take between 24 and 28 hours to complete. If you use the domain for other purposes (websites, ftp, non-Connect email) then we strongly advise against using it for Gold-Vision Connect.

3. Notify Gold-Vision Support of Domain Notify Gold-Vision support of your chosen domain. We will confirm suitability and then proceed by adding the domain to your Gold-Vision Connect account. It may take up to 24 hours before the DNS setup on the Gold-Vision Connect servers has fully propagated across the internet. This is a standard wait time for DNS setup and not something we can control or shorten. For this reason, we recommend that you wait at least 24 hours before sending out any emails from your new custom domain.