

PUBLIC OPERATIONAL GUIDE

Custom Domain, DNS and Publishing Guide

Audience	Builder customer and sales team
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Purpose

Use this guide when a builder wants to connect a customer-owned hostname through the supported domain lifecycle. It explains the boundary between a private domain request and an externally reachable website.

1. Confirm domain ownership and DNS access

- Enter only the customer-owned hostname that the builder is authorised to manage.
- Confirm access to the hostname's DNS provider before saving the request.
- Do not use a URL, path, port, localhost address, internal host, IP address, preview hostname or blocked platform hostname.
- If a root/www alternate is offered, use only the matching root/www pair. Do not add arbitrary extra hostnames.

2. Follow exact platform guidance

After a valid request, the server-side platform lifecycle can attach the hostname to the configured web project and show safe DNS record guidance. Copy only the record type, host/name and value shown for that domain.

Do not guess record values, reuse a value from another website, or publish a DNS change from this guide. DNS changes must follow the exact platform guidance currently displayed for the requested hostname.

3. Recheck after DNS changes

When the registrar records are in place, acknowledge the change or use Recheck domain. That action asks the server-side provider lifecycle to inspect the recorded attachment and DNS state again. An acknowledgement is not verification by itself.

DNS propagation timing varies by registrar and resolver. IND EstatePilot does not promise instant propagation, attachment, verification, certificate issuance or public availability.

4. Understand the activation gates

A domain becomes active only when the scoped platform attachment, DNS verification and TLS/certificate readiness are recorded, the Website Project is eligible under the existing publication rules, the builder has eligible commercial access, and no hostname conflict exists.

An internal website lifecycle update is not DNS, hosting or public-delivery proof. Likewise, a DNS record alone does not make a website active.

5. Removal and support

When an Administrator requests removal, public host resolution is blocked before provider cleanup is attempted. If cleanup needs a retry, the domain stays safely blocked. Do not ask support to detach a hostname belonging to a different builder or web project.

Support and escalation

Use the configured public Support contact for explanation of the recorded status or a protected operational hand-off. Support cannot change registrar DNS, manually mark DNS or TLS verified, issue a certificate, override a hostname conflict or promise a live website. Do not send provider credentials, passwords, API tokens, secure links or buyer data.

Before a commercial launch

Terms, Privacy and Support placeholder or configuration content needs external approval and ownership before commercial launch. Real production DNS, Vercel, TLS and public URL checks also remain responsible operator actions.

Use only the current visible IND EstatePilot workflow and the responsible support process. This guide does not replace legal, compliance, security or external platform decisions.