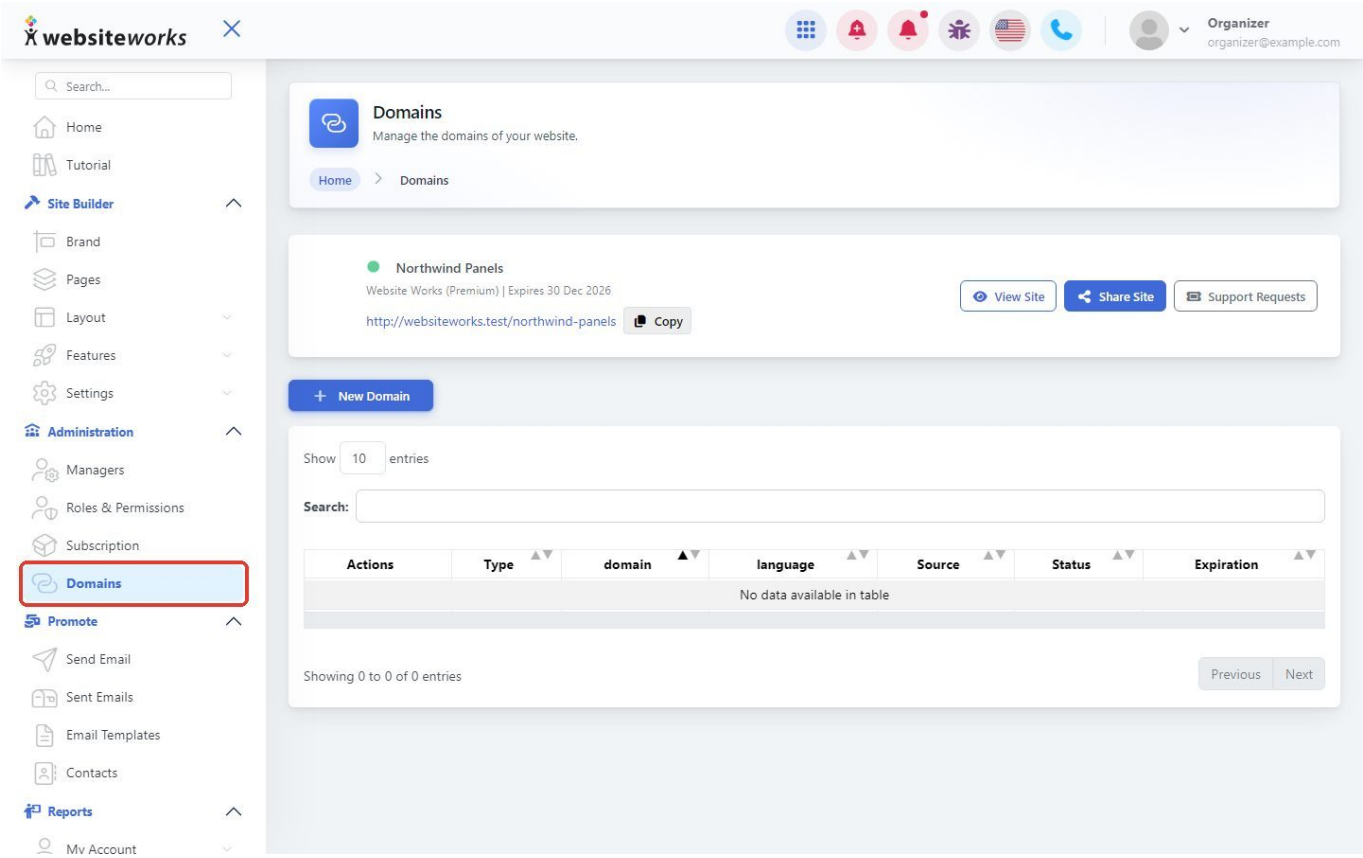
My custom domain isn't working yet

Category: Website Display Issues
Published: Oct 27, 2026
Reading Time: 2 min

Connected your own domain, like www.yourbusiness.com, but it doesn't open your website yet? This is usually because the domain's settings are still updating. Here's how to check.

Step 1: Open Domains

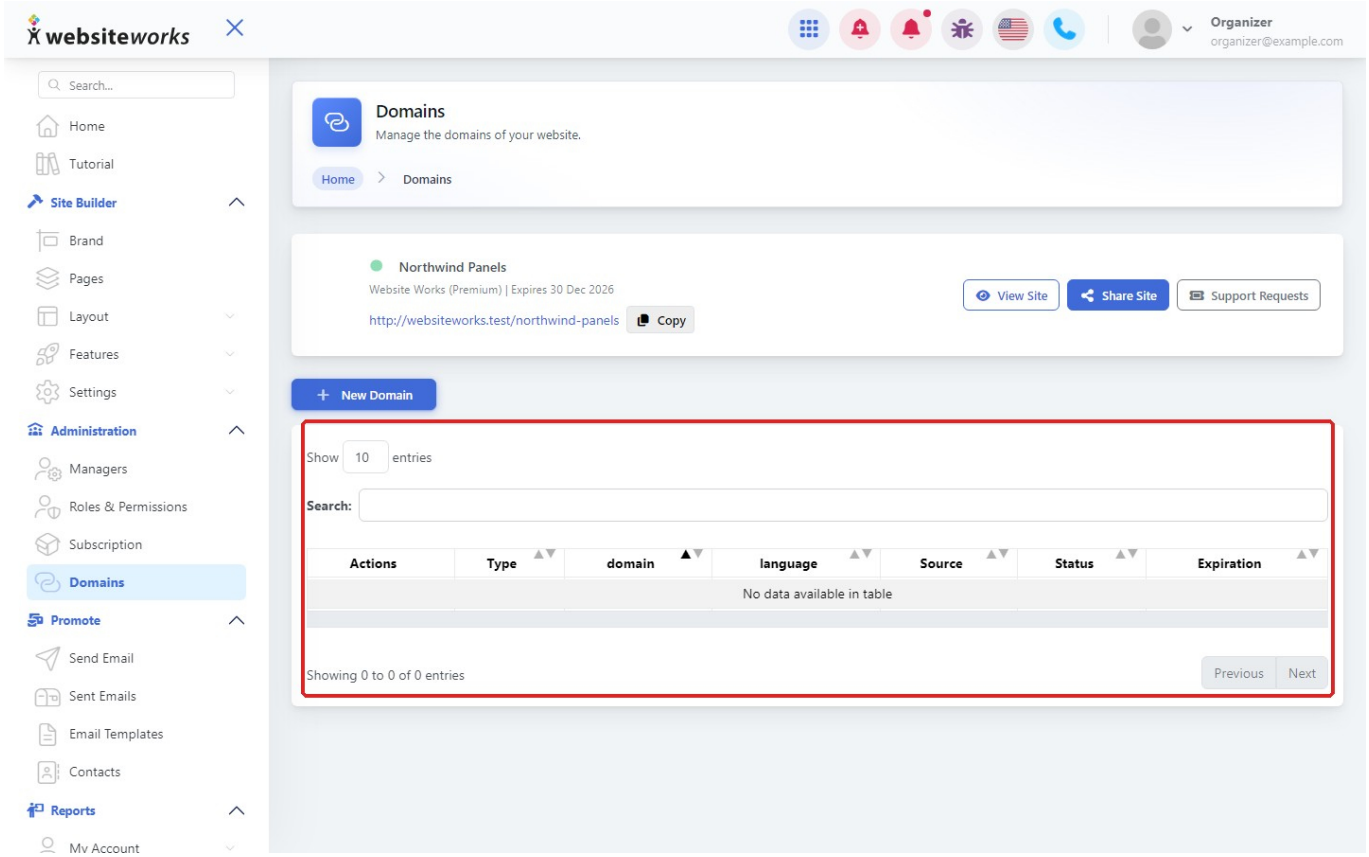
In the menu, under **Administration**, click **Domains**.



Open Administration > Domains.

Step 2: Check your domain in the list

Find your domain in the list. Check that its **Status** is **Enabled** and its **Expiration** date hasn't passed. The **Type** column shows **Default** for your main domain, **Redirect** for a domain that sends visitors to your main domain, and **Inactive** for a domain that isn't in use.



Check the Status and Expiration of your domain.
If your domain has expired, click **Renew** next to it.

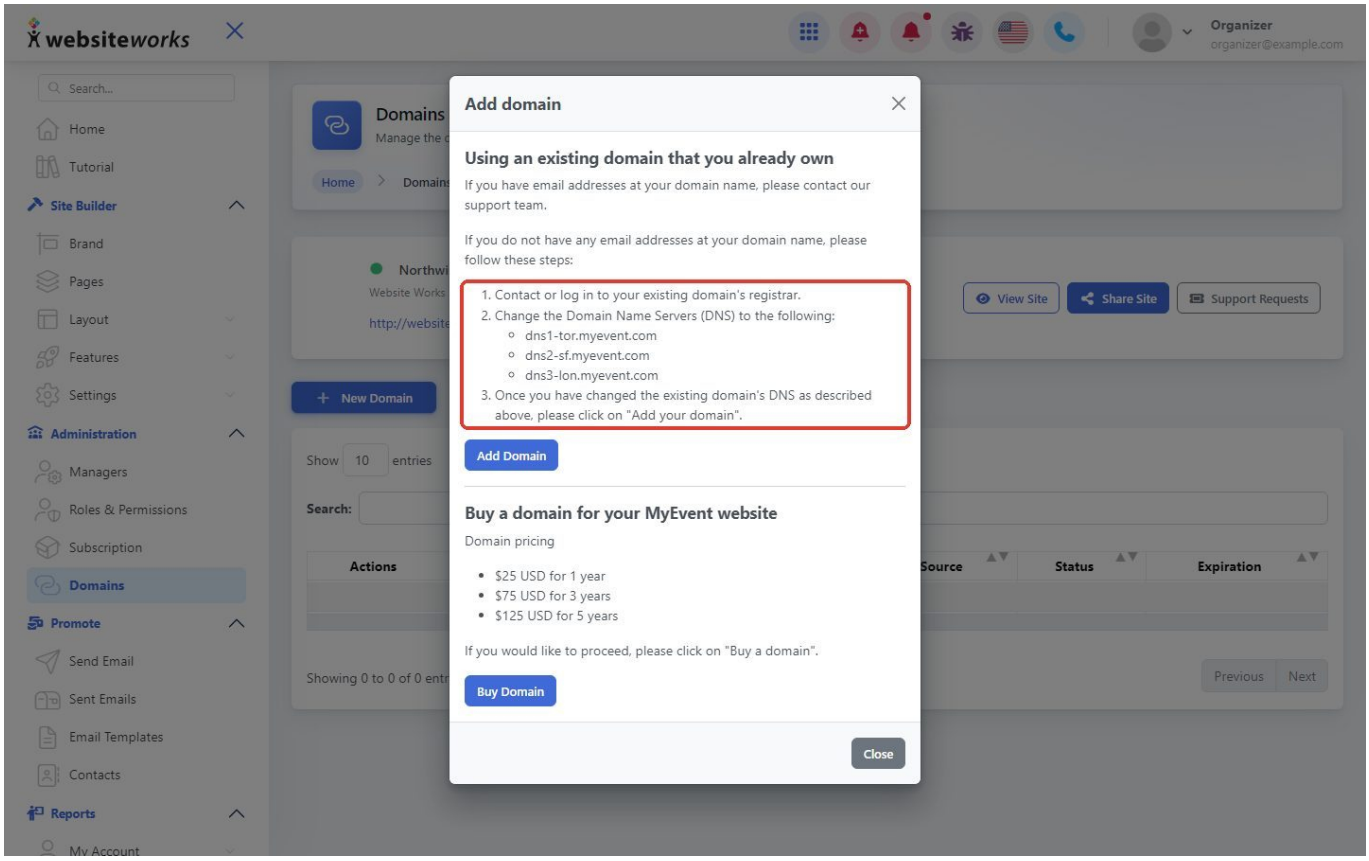
Step 3: Look at the domain status

Click the **Status** button (the signal icon) next to your domain. The **Status of** window shows each check with a green or red result:

- **Registrar Name Servers**: whether the name servers at your domain registrar point to us.
- **Added to DNS**: whether your domain was added on our side.
- **Name Server Verified**: whether we can see your name server change yet.
- **SSL Generated** and **SSL Certificate Active**: whether the security certificate (the padlock in the browser) is ready.
- **Domain Reachable**: whether your domain opens your website.
- **Last Status Check**: when the checks last ran.

Step 4: Point your domain to us

If you see **The name servers at the registrar are not correct**, log in to the company where you bought your domain (your registrar) and change the name servers to the ones shown when you add a domain:



Use these name servers at your registrar.

- dns1-tor.myevent.com
- dns2-sf.myevent.com
- dns3-lon.myevent.com

Important: If you have email addresses at your domain, contact our support team before you change your name servers, so your email keeps working.

Step 5: Give it time

After you change your name servers, it can take up to 48 hours for the change to reach everyone on the internet. The security certificate is created after that, so your website may show a security warning for a short while. Check the status again later.
Still not working after 48 hours? Contact our support team with your domain name and we'll take a look.