Email & DNS settings

Setup a custom domain on Forma Cloud

Forma Cloud platforms come with a default domain name like "myproject.forma.cloud", but you may want to use:

- one or more **custom domains** of your own. like myacademy.com, and point it to your platform
- one or more **custom email addresses** based on your domain, like "training@myacademy.com"

How to set a custom DOMAIN

To allow this you will need to configure some "DNS Records" with your domain registrar.

1. Register the domain or subdomain with your service provider
2. Open a ticket writing to helpdesk@formafarm.com, indicate the domain name you wish to use
3. We will add the certificate, and send you the records to be configured on your domain provider service within 24 hours
4. Insert the records and check with a tool like GoogleDig
5. Let us know for a final check

> Always backup your existing DNS settings before making any changes.

How to set a custom SUB-DOMAIN

Once your main domain is configured, it will be possible to add more subdomains like client1.myacademy.com, client2.myacademy.com

Since the main domain is already configured on both your DNS and our services, it will be way easier:

1. Create the subdomain on your provider control panel
2. Open a ticket writing to helpdesk@formafarm.com, indicate the subdomain domain name you wish to add

About DNS for Forma Cloud

What are DNS Records?

DNS records are like the internet's "phone book" that tells browsers and email services where to find your website and how to manage your email. Each record has a name, type, and value that indicates where to point.

Why Are These Records Needed?

Your web infrastructure is hosted on Amazon Web Services (AWS), one of the most secure and reliable clouds in the world. These DNS records are used to:

- Authorize AWS to manage your domain
- Verify that you actually own the domain
- Allow Amazon to activate security and email services

In essence, you're "telling" AWS, "Yes, I own this domain and I authorize you to manage it." Without this authorization, Amazon cannot activate the SSL certificate or email services for security reasons.

Required DNS Records

In order to have everything working fine with your custom domain and email addresses, you will need to configure the following DNS records on your domain service provider

1. SSL Certificate - For website security

What it does: Allows your site to have "the green padlock" (HTTPS protocol) in the browser address bar for security

Examples:

Record Name	Type	Value
_bbb9ea10b0856de6ba586e6207dc19a2.yourproject.forma.cloud	CNAME	_5b1f9e0e8346d90ac6b87db19db7c2dc.xlfgrmvvlj.acm-validations.aws

2. WEBSITE POINTING - Where Your Website Is Located

What it does: Tells browsers where to find your website when someone types in your domain.

Examples:

Record Name	Tipo	Valore
yourdomain.com	A	75.2.77.19
yourdomain.com	A	99.83.139.159

Note: we are providing 2 different IP addresses to grant maximum service reliability through our balancer

3. EMAIL VALIDATION - To Send Authenticated Emails from your platform

What it does: Allows your system to send emails that don't end up in spam.

Examples:

Nome Record	Tipo	Valore
kkctvw3mrh2v7h3gzaoqf34t3dl4xybh._domainkey.yourdomain.com	CNAME	kkctvw3mrh2v7h3gzaoqf34t3dl4xybh.dkim.amazonses.com
j4qlk6qmjatfrrx2s2dvljosxleqs7wf._domainkey.yourdomain.com	CNAME	j4qlk6qmjatfrrx2s2dvljosxleqs7wf.dkim.amazonses.com
sabrml264bh5b4map5crcjq327z7ifgk._domainkey.yourdomain.com	CNAME	sabrml264bh5b4map5crcjq327z7ifgk.dkim.amazonses.com

Further (important) Information

Propagation and verification time

DNS changes can take 4 to 48 hours to take effect worldwide.

After 24 hours, verify that the site is reachable and displays the SSL padlock in the browser.

Recommended Configuration Order

This is the recommended order to follow when setting up Forma Cloud DNS records on your provider service:

1. First A records (site points)
2. Then CNAME records for SSL
3. Finally DKIM records for email

Unavailability of the custom domain

In any case your custom domain should not work for some reason (issues with your provider, misconfigurations, expired domain) the default *.forma.cloud domain will always be available

Still having trouble with DNS records?

Most DNS providers (Aruba, Register, GoDaddy, OVH, etc.) offer free support for configuring DNS records. Open a support ticket from your control panel and attach this guide—they'll usually do it in minutes!

Migrating a domain to another provider

In case you are changing your domain registrant or hosting provider for an alias domain associated to Forma Cloud, nothing has to be changed on our side: just regongfigure the same DNS recods on the new provider.

You can always download your DNS records from your client control panel. We cannot provide direct assistance on your providers control panel.

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