## Appian Cloud Domain Name Change

# Overview

To request an Appian Cloud domain name change, please:

1. Review article  [KB-1536](https://community.appian.com/support/w/kb/896/kb-1536-how-to-configure-a-custom-domain-in-appian-cloud-sites) and complete this worksheet
   1. Sections highlighted in green are required
   2. Sections highlighted in yellow are optional.
   3. Sections highlighted in orange are optional if your site will be accessed over the internet and are NOT using VPN tunnel to access site (i.e. any of the HTTPS customizations mentioned in See [KB-1541](https://community.appian.com/support/w/kb/902/kb-1541-support-for-inbound-https-traffic-over-vpn) and [KB-1537](https://community.appian.com/support/w/kb/892/kb-1537-support-for-inbound-dual-https-access-vpn-and-internet)). If your site will be accessed over the Internet only, Appian Cloud can automatically setup the Static FQDN and Dynamic FQDN as mentioned in [KB-1536](https://community.appian.com/support/w/kb/896/kb-1536-how-to-configure-a-custom-domain-in-appian-cloud-sites).
2. Submit the worksheet to Appian through a [Technical Support Case](https://forum.appian.com/suite/sites/support/page/new-case)

# Requirements

## Domain Change Information

Please provide the current FQDN (Fully Qualified Domain Name) of your site(s) and the new FQDNs you wish to rename to. If this request is for more than one site, please make sure to include all sites in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site #** | **Current FQDN** | **New FQDN Visible to End User** | **New FQDN Static** | **New FQDN Dynamic** |
| **E.g.** | production-acme.appiancloud.com | production-acme.mycorp.org | production-acme.mycorp-static.org | production-acme.mycorp-dynamic.org |
| **1** |  |  |  |  |
| **2** |  |  |  |  |
| **3** |  |  |  |  |
| **4** |  |  |  |  |
| **5** |  |  |  |  |

*Notes:*

* *Subdomains must be representative of your organization.*
* *Subdomains should be unique (i.e. duplicates subdomains are not allowed)*
* *Subdomains cannot be generic or include the word “appian”in their name.*

## Environment Access Type

Please answer YES or NO to the following question:

|  |  |
| --- | --- |
| **Question** | **Answer** |
| Will your site be accessed over the VPN tunnel between Appian Cloud and your network? (The answer is typically ‘no’. Most Appian Cloud sites are accessed over the Internet) |  |

***Notes:***

* *Wildcard certificates are not supported.*
* *For VPN access, one certificate per site is required.*
* *The use of SAN (Subject Alternative Name) certificates covering multiple FQDNs is allowed for these cases:*
  + *Your site is accessed over the Internet only. The Common Name field should match the production environment and the Subject Alternate Name fields should match the lower environments.*
  + *Your site is accessed over VPN as mentioned above. Static FQDN and Dynamic FQDN will be added as Subject Alternate Names and customer visible FQDN will be the Common Name/CN.*

## Certificate Field Information

Please provide the following information related to your organization if they are required by your Certificate Authority (CA) and/or your security policies. These fields will be used by Appian to generate one Certificate Signing Request (CSR) for each site that needs to have its URL changed.

|  |  |
| --- | --- |
| **Property** | **Value** |
| Country Name (2 letter ISO code) |  |
| State or Province Name (full state name) |  |
| City or Locality |  |
| Organization Name (legal name of your organization) |  |
| Organizational Unit Name (department or division of your organization) |  |
| Email address |  |