



TRIPS

My custom domain won't connect

Your portal won't serve from your custom hostname yet? Walk through the four common causes — wrong CNAME, SSL still being issued, Apple Pay not re-registered, conflicting DNS records — and how to fix each one.

Prepared by System Generated · June 10, 2026

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If your custom portal domain (e.g. `mytrip.youragency.com`) isn't connecting, it's almost always one of four things — three just need a few minutes to settle. Here's how to figure out which.

ADVISOR TIP

First try: wait 15 minutes, then click Refresh status. Most issues are DNS propagation or the SSL certificate still being issued. Open **Settings** → **Client portal** and click **Refresh status**.

The CNAME isn't pointing at the right target

What you'll see. Status pill says **Waiting for DNS**. The page shows no progress.

Why. Trips gives each agency a *unique* target ending in `.cname.urtravelpro-cdn.com`.

Right

`youragencyid.cname.urtravelpro-cdn.com`

Often wrong

- `trips.urtravelpro.com` (shared host)
- `cname.compass.urtravelpro.com` (wrong app)
- An IP address

How to fix. Copy the target from **Settings** → **Client portal**. In your DNS provider, find the CNAME for your subdomain and paste it into the **Target** field. Save, wait 5-10 minutes, click **Refresh status**.

ADVISOR TIP

Copy the target — don't retype it. Every agency's is different and one typo means it never connects.

The SSL certificate is still being issued

What you'll see. Status says **Submitted to Cloudflare** or **Issuing SSL certificate**. The pill pulses amber.

Why. Once your CNAME is right, our custom-domain system requests a fresh SSL certificate. Usually under a minute; sometimes up to 15.

How to fix. Wait. Click **Refresh status** every few minutes. When the pill turns green and says **Live**, open the hostname in a new incognito tab.

ADVISOR TIP

Don't test the hostname before it's Live. Browsers cache failed HTTPS responses. Wait for the green pill, then test in a fresh incognito window.

The portal loads, but Apple Pay payments fail

What you'll see. Domain status is **Live** and the portal loads, but Apple Pay / Google Pay buttons don't render on invoice checkouts.

Why. Apple Pay and Google Pay require us to register your hostname with Stripe. We do this automatically when the hostname goes Live — but only if Stripe Connect is already ready to charge. If you connected the custom domain *before* finishing Stripe Connect, registration was skipped.

How to fix. Confirm **Settings** → **Stripe Connect** is fully enabled, then open a support ticket asking us to re-register Apple Pay for your hostname. Regular card payments work regardless.

A conflicting DNS record at your registrar

What you'll see. Status stays on **Waiting for DNS** even though you're sure the CNAME is right. Or your DNS provider warned you when you saved the CNAME.

Why. DNS only allows one record per subdomain. If your registrar already had an **A**, **AAAA**, or different **CNAME** record for that same subdomain, the new CNAME silently won't take effect.

How to fix. In your DNS provider, look at every record where the Name matches your subdomain (e.g. mytrip). Delete any **A**, **AAAA**, or stray **CNAME** record on that same name — the CNAME pointing at your .cname.urtravelpro-cdn.com target should be the only record there. Save, wait 5-10 minutes, click **Refresh status**.

ADVISOR TIP

Don't delete records on your root domain. Those run your website and email. Only touch records where the Name matches your Trips subdomain. If unsure, screenshot the list and send it to support first.

Frequently asked questions

I use Cloudflare as my own DNS provider — does that change anything?

A little. Cloudflare lets you toggle a record between "DNS only" (gray cloud) and "Proxied" (orange cloud). Either works; Proxied is what we recommend. A "CNAME flattening" warning is normal.

Can I use my root domain (youragency.com itself)?

Technically yes; practically don't. Pointing your root at us breaks your main website and email. Use a dedicated subdomain like mytrip or portal.

I changed my CNAME 30 minutes ago and it still says Waiting for DNS.

Open dnschecker.org, enter your hostname, choose **CNAME**. If multiple regions show the right target, click Refresh status again. If not, the change hasn't propagated or wasn't saved correctly.

It was Live and now says Error. What broke?

Almost always: someone edited the DNS record, or a transient SSL renewal hiccup. Read the red banner, click Refresh status, re-check your CNAME. If the error mentions SSL, open a ticket and we'll re-issue.

When to open a support ticket

Open a ticket when status has been **Issuing SSL certificate** for over 30 minutes, status says **Error** and the text doesn't match the sections above, Apple Pay buttons aren't showing up on a Live portal, or DNS looks right on dnschecker.org but Trips still says Waiting for DNS after an hour.

Include so we can help fast: the hostname, your DNS provider, the current status pill text, the full error banner text, and a screenshot of the CNAME record at your DNS provider showing Name, Type, and Target.

ADVISOR TIP

We can see things you can't. Support has an internal inspector showing the live state of your hostname and what Cloudflare reports. Most tickets get a one-line diagnosis quickly.

Related

- [Set up a custom portal domain](#)
- [The branded client portal](#)
- [Trips — Getting Started](#)

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