Generated on 15/11/2026 00:37

KNOWLEDGE BASE · PUBLIC DOCUMENT

Putting a domain on Cloudflare

Cloudflare

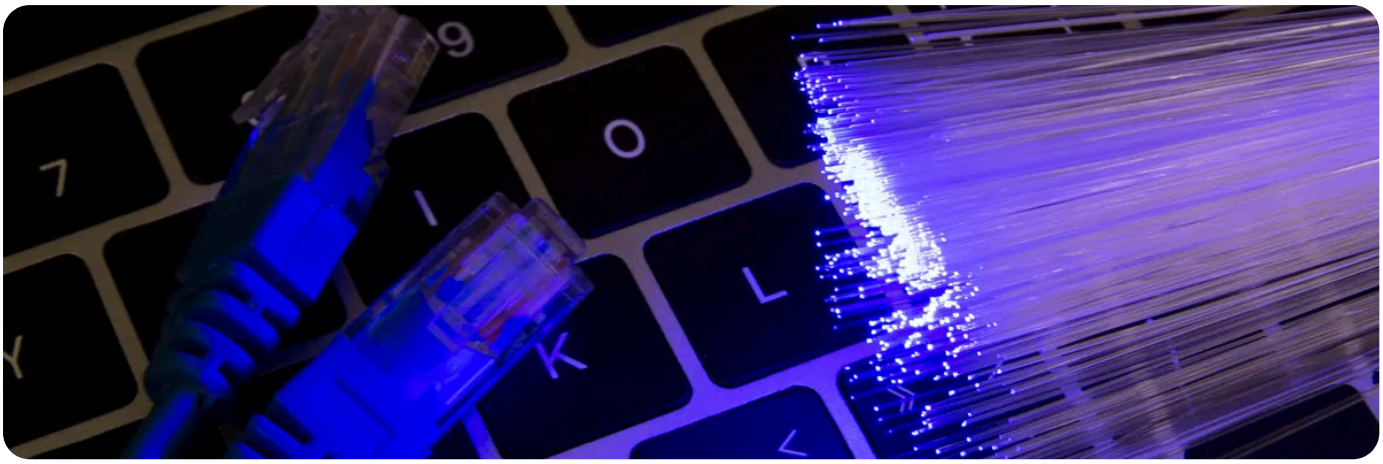
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-1640	v2026.09.27	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/1640

Putting a domain on Cloudflare

Cloudflare Created on **September 27, 2026** 4 min read



This is the route from start to finish on the **Cloudflare** side: create the account, add the domain, check what it imported, and get it answering. The preparation that happens *before* this is in **putting a CDN in front of your site, step by step**, and it is not worth starting without it.

> **The account is yours, not ours.**
> We do not sell a CDN, we do not resell Cloudflare, and there is no button in your panel that does this. You open it on their site, with your e-mail, and the free plan is enough for most sites.

The steps, in the right order

1. **Create the account** and confirm the e-mail address. Use an e-mail you can genuinely reach and that is not on the domain you are about to touch: if mail stops halfway through, you still need to get in.
2. **Add the domain**, typed without `www` and without `https`. Write the name exactly as it is registered.
3. **Choose the free plan** when it asks. Paid options can be switched on later, if they ever turn out to be needed.
4. **Let it read the current records.** It queries your public DNS and brings across whatever it can see.
5. **Check the list line by line** against what you have in the cPanel Zone Editor. This is where records get lost, and the subject has an article of its own: **taking the whole zone across without losing records**.
6. **Decide the proxy setting record by record.** The site goes through it; mail, webmail, cPanel and FTP never do. The table is in **Cloudflare: when it helps and how to switch it on**.

7 **Settle the SSL mode** before anything else: **switching on SSL without breaking the site**.

8 **Only now swap the nameservers**, in the panel of whoever registered the domain.

The two nameservers it gives you

At the end of the process Cloudflare shows you **two names**, something like `somename.ns.cloudflare.com`. Those are the ones that replace ours at the registrar.

! **The pair of names differs from account to account.**
It is not one universal pair. We checked this on domains hosted on our own servers: some answer with one pair of names and others answer with a completely different pair, because they sit in different Cloudflare accounts. **Use the two it shows to you**, never the ones you saw in a tutorial, a video or this article. Copying the wrong ones makes the domain go quiet.

You can test before you risk anything.
Their nameservers already answer for your domain as soon as the zone exists, before they are ever entered at the registrar. Query them directly and compare the answers with your list. If they match, the swap is safe; if something is missing, you fix it without anyone noticing.

From pending to active

After the swap, the domain sits pending in their dashboard until they confirm the change reached the registry. They e-mail you when it goes active. Meanwhile the site does not stop: the old nameservers keep answering until they stop being asked. See **how long propagation takes**.

If this happens	What to check
It stays pending far longer than expected	Were the nameservers actually saved? Look the domain up and see what answers: **how to check a domain DNS**.
It says the domain is already in another account	Somebody added it there before: a partner, a developer, an agency. It has to leave the old account first.
The registrar will not save the nameservers	Some extensions go through local registries and are fussier about the format. If the domain is with us, open a ticket and we will handle it.
The site opens but with no padlock	Wrong SSL mode, or the certificate is not issued yet. See **no padlock on your site**.

And after this

The road continues differently depending on your case. If the domain is registered with us, see **what changes in the nameservers**. If it is with another provider, see **when the domain is registered somewhere else**. To add subdomains after the move, see **creating a subdomain on Cloudflare**.

NEED A HAND?

Want us to check the zone before you swap the nameservers? Send us the domain.

Open a support ticket →

SEE ALSO

- **Domain registration** →
- **Domain transfer** →
- **Support Policy** →

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-1640 · v2026.09.27 · Generated on 15/11/2026 00:37