

Command Centre Web

Custom URL FAQ

Command Centre Web now supports Custom URLs, giving your operators a more personalised and professional sign-in experience.

What is a Custom URL?

A Custom URL replaces your default Command Centre Web link with a simple, branded address that's easier to recognise and trust. Example: <https://ccweb.yourcompany.com>

Your sign-in process (username, password, MFA) doesn't change.

Who can get a Custom URL?

Organisations running Command Centre v9.10 or higher with an active Command Centre Web subscription.

What options are available?

- **Your own domain**
<https://ccweb.yourcompany.com>
(requires a small DNS change by your IT team)
- **Gallagher subdomain**
<https://<yourcompany>.ccweb-au.gallagher.com> or
<https://<yourcompany>.ccweb-us.gallagher.com>

How do we find our current Command Centre Web URL?

In the Configuration Client:

1. Go to **Configure** → **Services & Workstations** → **Command Centre Cloud** → **Configuration**
2. Look for the **Command Centre Web URL** field

Is there an extra cost for setting up a Custom URL?

No – Custom URL support is included with the base Command Centre Web subscription.

How do we request a Custom URL?

Contact your Channel Partner to initiate the process by completing a Custom URL Request Form and submitting it to Gallagher.

What should we prepare before requesting a Custom URL?

- Your preferred Custom URL option
- Your preferred alias
- Your API Gateway region (AU or US)
- Your current CC Web URL
- Contact details for your IT admin (if using your own domain)

Which API Gateway region should we choose?

Match your API Gateway region (AU or US). If this changes later, contact Gallagher to update your Custom URL.

If we use our own domain, what does our IT team need to do?

- Create a CNAME record pointing your chosen hostname to the Gallagher-provided endpoint
- Complete DNS validation for the certificate (instructions provided by Gallagher)

How secure is this?

- All traffic is HTTPS
- MFA and session controls remain unchanged
- Certificates are issued and renewed automatically once your domain is validated (for your own domain) and are fully managed by Gallagher

Are there naming rules?

Yes – aliases must be short, relevant to your organisation, and compliant with standard DNS rules. Offensive, misleading, or unrelated names won't be approved.

Will our existing Command Centre Web URL still work?

Yes, your original URL will remain active. We recommend updating internal links (such as bookmarks) to the new Custom URL.

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Troubleshooting

- Check you're running Command Centre v9.10+ with an active CC Web subscription
- If you opt to use your own domain, check CNAME is published and DNS validation records are present (and CAA if requested)
- Check the Operator sign-in follows the standard Command Centre Web requirements (license allocated, MFA via Mobile Connect)
- If your network restricts internet access, ensure HTTPS (443) to Command Centre Web endpoints is allowed. See the [Command Centre Web Technical Information Paper](#) for more information on network configuration

Get started

1. Confirm v9.10+ and an active CC Web subscription.
2. Decide on Gallagher subdomain or your own domain.
3. Ask your Channel Partner to submit the Custom URL Request Form.

Need help?

Please contact your Gallagher Channel Partner for assistance.



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