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Generated on 21/10/2026 15:59

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Proving the domain is yours: TXT verification records

Domains & DNS

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-230	v2026.09.28	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/230

Proving the domain is yours: TXT verification records

Domains & DNS Created on **September 10, 2026** Updated on **September 28, 2026** 3 min read



Google Workspace, Microsoft 365, Meta Business and dozens of other services all ask for the same thing before letting you use your domain: **prove that it is yours**. And the proof always works the same way - you publish a code they give you as a DNS record.

It is one of the requests we get most, and almost always with the same question behind it: *where do I put this?* The answer depends on one thing only, and that is where this article starts.

First: where do your nameservers live?

The record has to be created **where the domain points**, not where it was bought. Those are different things, and this is where most people get lost.

If your nameservers are…	Create the record…
Ours	in cPanel, under **Zone Editor** - or ask us and we will do it
Cloudflare's	in the Cloudflare dashboard, under **DNS › Records**. We cannot reach it from here
Another provider's	in that provider's panel

Not sure where they point?
See **nameservers: what they are and which ones to use with us** for how to check in seconds. If they point elsewhere, the record must be created there - even when the domain is registered with us.

Creating the record in cPanel

1. Sign in to cPanel. If you are not sure how, see **how to access the cPanel Control Panel**.

2. Find **Zone Editor** and click **Manage** next to the domain.

3. Click **Add Record** and choose type **TXT**.

4. In **Name**, enter just *yourcompany.ao* (or keep the default if it is already the domain). In **Record**, paste the **entire** code the service gave you.

5. Save, go back to whichever service asked for the verification - Google, Microsoft, whichever - and press its verify button.

> **Paste the whole code, uncut.**
> A value like `google-site-verification=X6Bw...N14M` must go in exactly as it came, with no spaces before or after and not split across lines. One character short and verification fails without saying why.

Not all of them are TXT

TXT is the most common, but some services ask for a different type. The procedure is the same - only your choice in step 3 changes:

Type	When it comes up
TXT	Ownership verification, SPF, DKIM and DMARC. The most frequent
CNAME	Some services ask for a subdomain pointing at them
MX	When you move e-mail to Google or Microsoft - it replaces ours

> **Be careful changing MX records.**
> Changing MX sends the domain's e-mail to another service. If you have mailboxes with us, they stop receiving the moment you save.

I created the record and it still says not found

It is nearly always one of three things, in this order of likelihood:

1. **It has not propagated yet.** Give it a few minutes and try again - see **how long DNS propagation takes**.

2 **It was created in the wrong place.** If your nameservers are Cloudflare's and you created the record in cPanel, the world will never see it. Go back to the table at the top.

3 **The value has a stray space or quote.** Delete the record and paste it again from the original.

Want to check without waiting?

You can see what the world reads from your domain with our **WHOIS lookup** and the checks described in **how to check a domain's DNS**.

NEED A HAND?

Would you rather we created the record? Send us the domain and the value.

Ask for help →

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