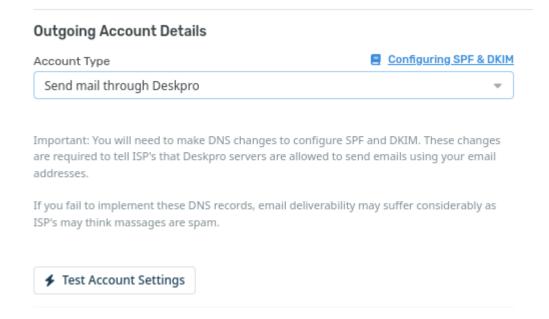


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How do I configure SPF and DKIM for sending ?mail through Deskpro servers

<u>Channels</u> - (•) تعلیقات - Christopher Nadeau - 2025-01-20

This guide is intended for Deskpro Cloud users who want to use custom email addresses at their own domain .(such as example@yourdomain.com), but still want Deskpro to handle all outgoing email



To improve deliverability of your messages, you need to modify your DNS so ISPs know that we are authorised to send mail on your behalf. If you don't carry out these steps, outgoing emails may be marked as spam by email providers

. Consult your server administrator if you don't know how to change your DNS settings

Set up DNS records

 $: To \ set \ up \ SPF \ and \ DKIM \ on \ your \ custom \ email \ address \ domain, \ you'll \ need \ to \ add \ the \ following \ records$

Value	Host	Type
email.deskpro.com	dpmail.yourdomain.com	CNAME
$dpc._domain key. desk pro. com$	${\tt dpc._domainkey}. \textit{yourdomain.com}$	CNAME
$dpc 2._domain key. desk pro. com\\$	${\tt dpc2._domain} key. \textit{your domain.} com$	CNAME

While not strictly necessary, we also strongly recommend setting up a DMARC record on your domain to .improve deliverability

After adding these records, get in touch with us to finish the process of setting up your domain for DKIM and .SPF

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