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

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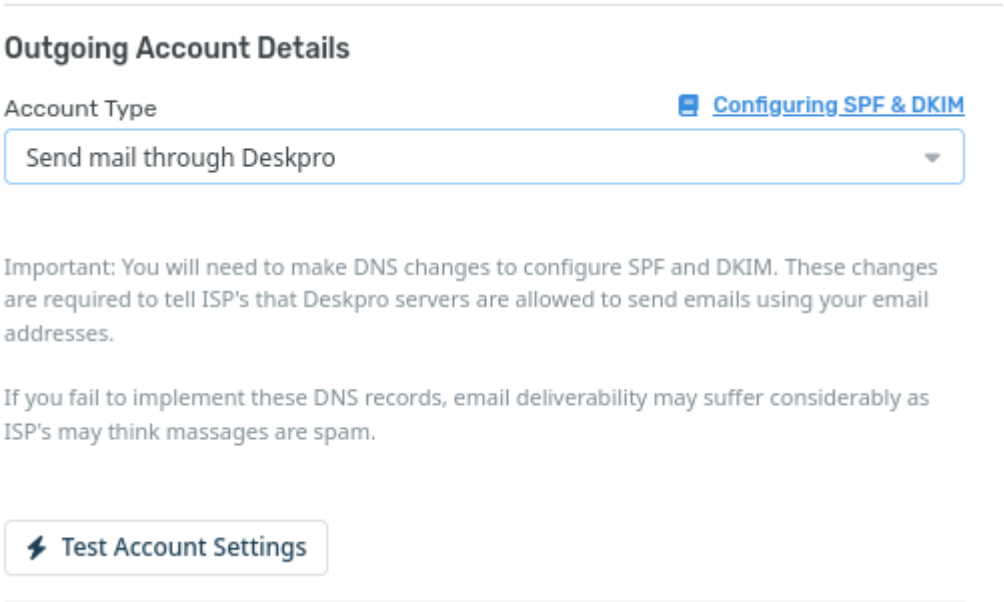
This guide is intended for Deskpro Cloud users who want to use custom email addresses at their own domain (such as example@yourdomain.com), but still want Deskpro to handle all outgoing email.



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:

Type	Host	Value
CNAME	dpmail.*yourdomain.com*	email.deskpro.com
CNAME	dpc._domainkey.*yourdomain.com*	dpc._domainkey.deskpro.com
CNAME	dpc2._domainkey.*yourdomain.com*	dpc2._domainkey.deskpro.com

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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