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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	dpcdomainkey. <i>yourdomain.com</i>	dpcdomainkey.deskpro.com	
CNAME	dpc2domainkey.yourdomain.com	dpc2domainkey.deskpro.com	

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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