

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 | <code>dpmail.yourdomain.com</code> | <code>email.deskpro.com</code> |
| CNAME | <code>dpc._domainkey.yourdomain.com</code> | <code>dpc._domainkey.deskpro.com</code> |
| CNAME | <code>dpc2._domainkey.yourdomain.com</code> | <code>dpc2._domainkey.deskpro.com</code> |

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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