



# Email Sending Configuration Options for DMARC Domains

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# Email Sending Configuration Options for DMARC Domains

Your domain has a DMARC policy. DMARC is a technology that is used to prevent email spoofing. A DMARC policy is published through DNS and helps email systems detect which emails, claiming to be From: an email address on your domain, are legitimate and which ones are not. A DMARC policy also provides guidance to email systems for helping them decide what action they should take (e.g. report, quarantine or reject) when they encounter an email that is not legitimately coming From: your domain.

Since your domain has a DMARC policy this means that we'll need to send your emails out a bit differently than our default method. Below is a description of the two configuration options that we can use when sending emails for your domain, along with the pros and cons for both options. Note that in the case of Option 2 we describe the DNS changes that must be made by your email system administrator. Please take time to go over these two options and then let us know which option you would like to use.

 **Note:** Please let SchoolMessenger solutions support know once these DNS changes have been made.

## Option 1

### Sending Configuration

- **Return-Path:** bounces@spe.schoolmessenger.com
- **Header From Name:** Name the user types in when creating the email
- **Header From Address:** broadcasts@schoolmessengermail.com
- **Reply-To:** Address (on your domain) the user types in when creating the email
- **DKIM Signing Domain:** spe.schoolmessenger.com
- **DKIM Selector:** spe1
- **DKIM Private Key:** We use our default private key to sign the emails with
- **DKIM Public Key:** We use our default public key

### Option 1 Pros

No DNS changes need to be made on your end.

### Option 1 Cons

Your emails won't appear to come From: an email address on your domain. Instead, they will come From: broadcasts@schoolmessenger.com. However, note that users can type in a more descriptive name (e.g. "Springfield ISD Broadcasts") into "From Name" field of the email broadcast.

## Option 2

### Sending Configuration

- **Return-Path:** bounces@example.com (where example.com is your domain)
- **Header From Name:** Name the user types in when creating the email
- **Header From Address:** Address (on your domain) the user types in when creating the email
- **Reply-To:** Our system copies the “Header From:” email address
- **DKIM Signing Domain:** Your domain
- **DKIM Selector:** spe1
- **DKIM Private Key:** We use our default private key to sign the emails with
- **DKIM Public Key:** We use our default public key

### DNS Changes Required for Option 2

1. **Add the following text your existing SPF record:**  
include:customerspf.schoolmessenger.com
2. **Add the following CNAME record (where example.com is your domain):**  
spe1.\_domainkey.example.com CNAME spe1.\_domainkey.spe.schoolmessenger.com

 **Note:** Please let SchoolMessenger solutions support know once these DNS changes have been made.

### Option 2 Pros

Your emails will appear to come From: an email address on your domain.

### Option 2 Cons

- DNS changes will need to be made on your end.
- Out-of-band bounces, which are bounces that occur after we’ve handed off the email to the recipient’s email system, will not be processed by our system.

## Questions?

If you have any questions regarding the above, please contact support.

### SchoolMessenger Solutions Support

800-920-3897

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