DOMAIN DNS CHANGES FOR SENDING EMAILS FROM GEVME

Objective:

The objective of this document is to update your domain DNS setting so that Gevme can send emails on behalf of your domain name.

Gevme uses [Amazon SES](#) as a Simple Mail Transfer Protocol (SMTP) system to send emails.

When using a custom email address as an email sender in Gevme the following steps are required:

1. [DKIM](#) configuration
   DKIM (DomainKeys Identified Mail) is required for use with Amazon SES to help verify the authenticity of the sender, establish a positive sender reputation, and improve email deliverability.

2. [SPF](#) configuration
   SPF (Sender Policy Framework) is required for use with Amazon SES to allow domain owners to specify authorized email servers, improve email deliverability, and support DMARC policies for preventing email fraud and spoofing.

3. [Custom MAIL FROM domain](#) configuration **(in the case of the domain having a DMARC policy)**
   Custom MAIL FROM domain is required for use with Amazon SES for DMARC compliance because it helps ensure that the "MAIL FROM" address is aligned with the sender's domain, which is required for DMARC authentication to be effective in preventing fraudulent or spoofed emails from being sent from the domain.

DKIM Set Up Instruction

To be able to whitelist an email sending domain on Gevme, the domain owner will have to add 3 records provided by the Gevme team to their DNS.

- 3 CNAME records for DKIM verification

To create a CNAME record the domain owner must access their Domain Name System (DNS) service (eg. Route 53, GoDaddy) and enter the hosted zone they wish to get whitelisted and from there create the new records.

For instance, to create a new record for verification:

(Provided by Gevme team)
DKIM record set:

Record name	Record type	Record Value
cdc7fwnkwp5bzkpvuqmte2zhg._domainkey.mydomain.com	CNAME	cdc7fwodkl2y3nkwp5bzkpvuqmte2zhg.dkim.amazonses.com

While creating a new record, regardless of the type of record, most (not all) DNS services append the domain to the record name. So from the above details; the type of the record would be CNAME, copy the value from the csv file and the name to add would be **cdc7fwnkwp5bzkpvuqmte2zhg._domainkey**, the domain gets appended by the service and is displayed as **cdc7fwnkwp5bzkpvuqmte2zhg._domainkey.mydomain.com** after creating it.

Note: If your DNS provider does not append the domain automatically then add the whole record name provided.

Setting the TTL of the record to 300 seconds is enough (some DNS providers do not allow TTL to be configured and that's not a problem). If the records are created properly, it would take a couple of hours for the records to get detected, else the verification process fails after 72hrs.

To verify if you added the record correctly, check if the records created using this tool: https://mxtoolbox.com/SuperTool.aspx

You should be able to find the record you added and its proper value, if not the record was not created properly. Hence verification will fail if not rectified in **72 hours**.

The above must be repeated for all 3 CNAME records provided. The CNAME records are in the CSV.

If you are a Singapore government agency, please request for Gevme IP Address to whitelist at your end.

SPF Set Up Instruction

SPF record:

Record name	Record type	Record Value
mydomain.com	TXT	v=spf1 include:amazonses.com -all

To create an SPF record, a TXT record needs to be created with the above record value in quotes "v=spf1 include:amazonses.com -all". Depending on the DNS provider when the record name is the root of the domain, you may not have to provide the name of the record or simply use '@'. You may also not need to add quotes to the value of the TXT record as some DNS Providers automatically add it. Refer to the documentation of your DNS provider.

If you have an existing SPF configuration, you simply need to update the record to include amazonses.com.

For example:

Existing record:

Record name	Record type	Record Value
mydomain.com	TXT	v=spf1 include:example.com -all

Updated record:

Record name	Record type	Record Value
mydomain.com	TXT	v=spf1 include:example.com include:amazonses.com -all

Custom MAIL FROM domain configuration (Required for DMARC compliance)

To configure a custom mail from domain:

1. Pick a new subdomain to be used as sender (e.g smtp.mydomain.com) and request the Gevme team to provide the DNS records for the subdomain.

2. The Gevme team will provide 2 DNS records to be created.

Example:

Record name	Record type	Record Value
smtp.mydomain.com	MX	10 smtp.amazonses.com
smtp.mydomain.com	TXT	v=spf1 include:amazonses.com -all

The MX record provided is for using the subdomain as the mail from domain and the TXT record is for the SPF configuration of the subdomain. The creation of these records is similar to the steps followed in the set ups described above.

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