

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.

DKIM Set Up Instruction

To be able to whitelist an email sending domain on GEVME, the client will have to add 4 records provided by the GEVME team to their DNS.

- 1 TXT record for domain verification
- 3 CNAME records for DKIM verification

To create a TXT or CNAME record the network engineer of the client must access their Domain Name System (DNS) service (eg. Route 53) and enter the hosted zone they wish to get whitelisted and from there create the new record.

For instance, to create a new record for verification:

(Provided by GEVME team)

Name	Type	Value
	TXT	

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 TXT, copy the value from the csv file and the name to add would be **_amazonses** the domain gets appended by the service and is displayed as **_amazonsesxxxxxxxxxx** after creating it.

Note: If your DNS service does not append the domain automatically then manually add it to the name of the record.

Setting the TTL of the record to 300 seconds is enough (some do not allow TTL to be configured and that's not a problem). If added properly, it would take a couple of hours for the records to get detected.

To verify if you added the record correctly use this tool:

<https://mxtoolbox.com/SuperTool.aspx>

You should be able to find the record you added and it's 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 DKIM. The CNAME records are in the CSV.

(Provided by GEVME team)

DKIM record set:				
Record name	Record type	Record Value		
	CNAME			
	CNAME			
	CNAME			

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

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