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Adding a sender domain to Email Center: the DKIM, SPF and DMARC records to publish

E-mail

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Adding a sender domain to Email Center: the DKIM, SPF and DMARC records to publish

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The short answer: add the domain on the Transactional e-mail page in Meu Interweb (or with `POST /v1/email/domains`) and publish the records it shows in your DNS: **three DKIM CNAME records**, which are required, plus an **SPF TXT record** and a **DMARC TXT record**, which are recommended. Then click Verify. Only a verified domain can send, from any address on it or on a subdomain.

Why verification is needed

Receiving servers distrust e-mails that claim to come from your domain without proof. Verification is that proof: it is what separates an e-mail that reaches the inbox from one that lands in spam, and it stops anyone else sending in your name through our platform. The general explanation is in **SPF, DKIM and DMARC**.

The records you will publish

Record	What it does	Needed?
DKIM (three `CNAME`)	Signs every e-mail, to prove it was not changed on the way	Yes. Without them the domain is not verified
SPF (`TXT`)	Says our servers may send for your domain	Recommended
DMARC (`TXT` at `_dmarc`)	Tells the receiver what to do if a message fails both SPF and DKIM	Recommended
MAIL FROM (`MX` and `TXT`)	A subdomain of yours for bounces. See **the MAIL FROM subdomain**	Optional

The exact values appear in Email Center when you add the domain, and through the API they come in `dns_records`. Copy them exactly: one character too many or too few and the record will not be found.

Step by step

1. **Add the domain** on the Transactional e-mail page in Meu Interweb, for example asuaempresa.ao.
2. **Open the DNS zone of the domain**, wherever it lives: in our panel or with another DNS provider.
3. **Create the three DKIM CNAME records**, with the name and value Email Center shows.
4. **Sort out SPF.** If the domain has no SPF yet, create the TXT record we give you. If it already has one (for your hosting e-mail, for example), **do not create a second**: add our `include:` to the one you have. A domain can only have one SPF record. See **creating your SPF record**.
5. **Sort out DMARC.** If you have none, start with the `p=none` policy, as in the value we give you. See **creating your DMARC record**.
6. **Click Verify.** If the records are not found yet, wait: DNS can take a few hours to spread.

A domain can only be verified on one account.
If the page says it is already verified on another account, **get in touch with us** and tell us which domain it is.

Sending from several systems?
Use one address per purpose, such as invoices@ and passwords@. Any of them works, as long as it is on the verified domain or a subdomain of it.

NEED A HAND?

Unsure about the DNS records for your domain? Our team can help.

Open a support ticket →

SEE ALSO

- **Sender domain not verified in Email Center: propagation, the found field and usual mistakes** →
- **The MAIL FROM subdomain in Email Center: your own return path and SPF aligned for DMARC** →

- **SPF, DKIM and DMARC: why your e-mail lands in spam**
- **Creating your SPF record, step by step**
- **Creating your DMARC record, and reading what it sends back**
- **Someone is sending e-mail in the name of your domain: what SPF, DKIM and DMARC do about it**

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