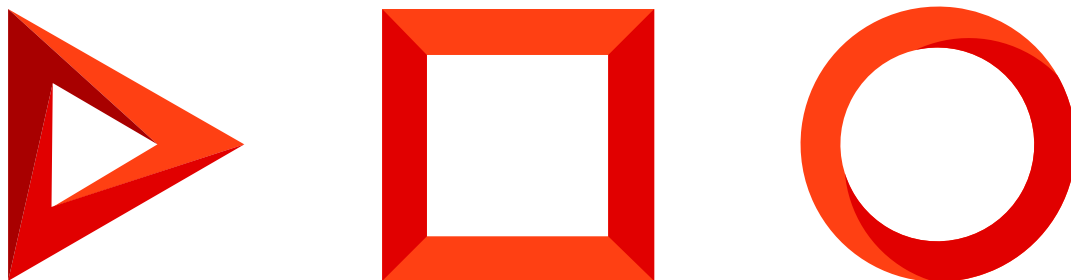


# SendGrid

## Domain verification for the SendGrid provider

Version 8.0



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# Domain verification for the SendGrid provider

PRODUCTS: **MARKETING**

If you use SendGrid for sending marketing emails, you will need to verify your email address and your corporate domain to allow the provider to send emails on your behalf.

If your recipients use MS Outlook, Hotmail, Gmail, and other common mailing services, they can see that an email was sent from your provider's server on your behalf (this information is available in the "From" field).

**Note.** For example, if you are sending emails via SendGrid, the "From" field of the emails may contain the following text: "Your Manager <info@creatio.com> via sendgrid.net".

The procedure for domain verification for SendGrid consists of several stages:

1. Add your corporate domain on the [ *Bulk email settings* ] page. [Read more >>>](#)
2. Obtain MX-, SPF-, and DKIM records. [Read more >>>](#)
3. Specify MX-, SPF-, and DKIM records in the DNS area of your domain [Read more >>>](#)

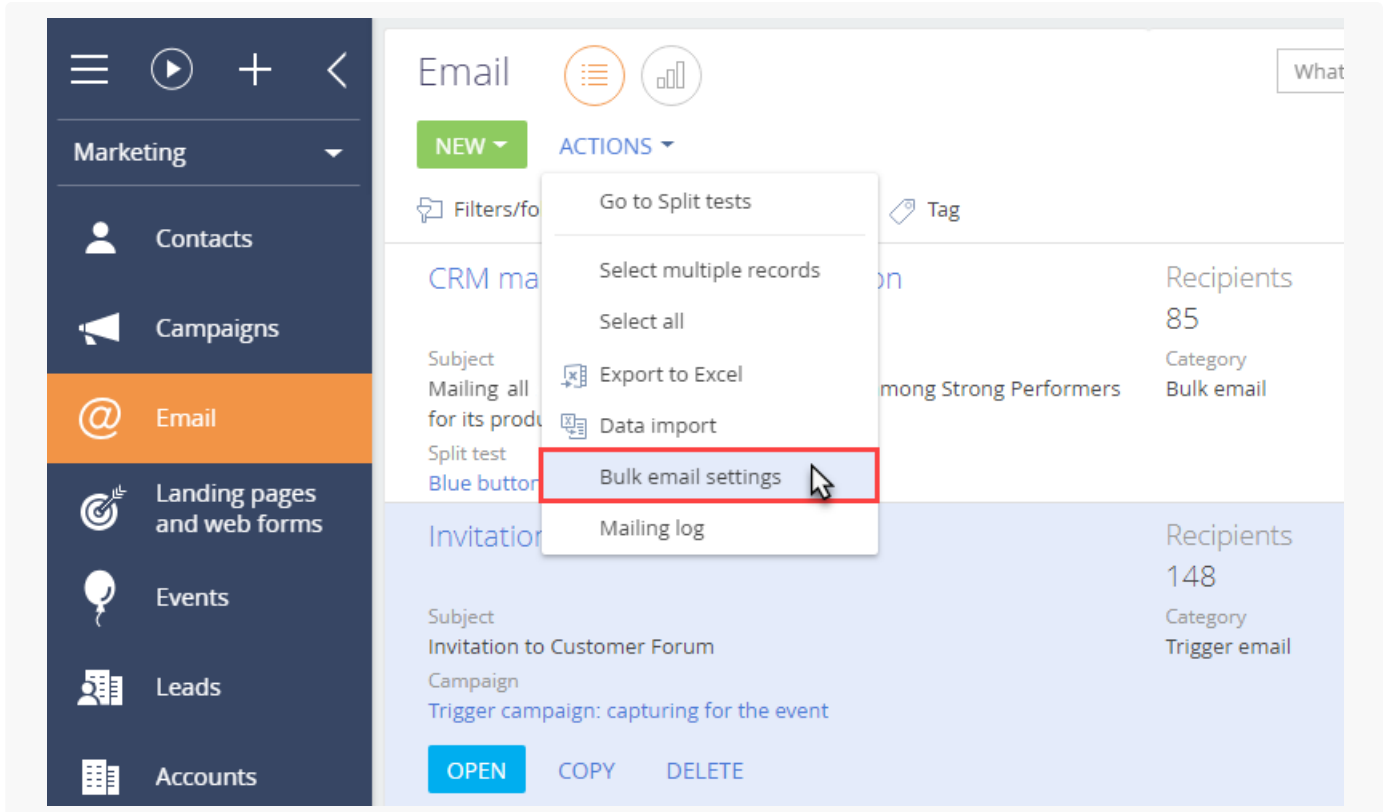
**Note.** Only custom email domains can be verified. Public domains (for example, gmail.com, yahoo.com, etc.) cannot be verified. We do not recommend using public domains for bulk emails. Such emails have a high risk of being marked as spam and ruining the reputation of the sender IP address.

## Add your corporate domain on the [ *Bulk email settings* ] page

SendGrid users need to add their corporate domain to Creatio before starting their emails. To do so:

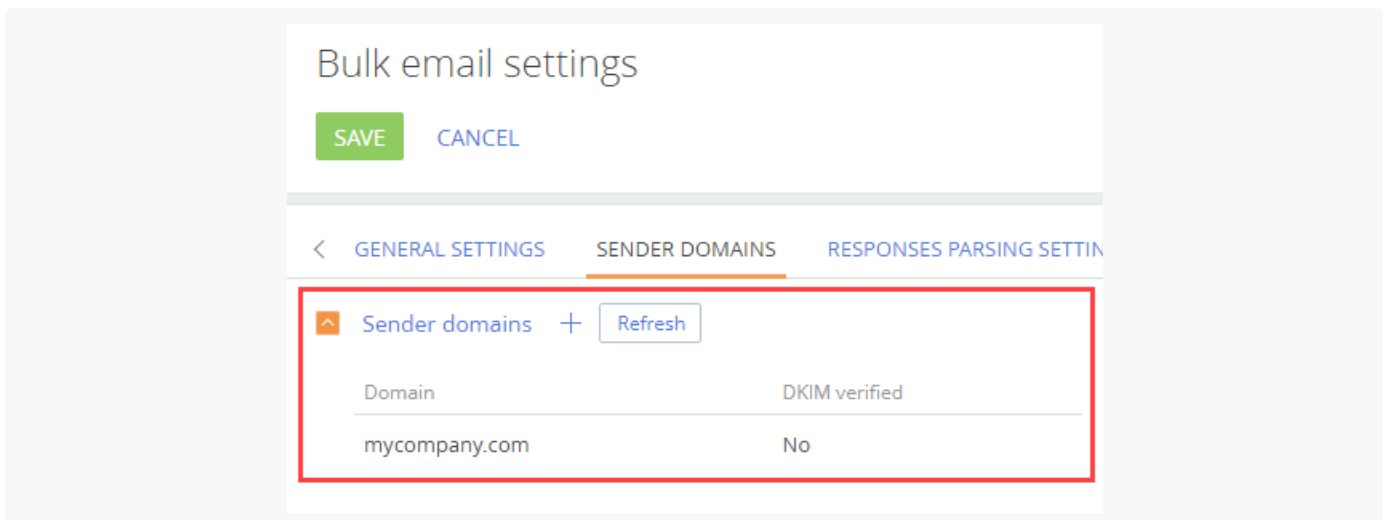
1. In the **Emails** section, select **Bulk email settings** in the **Actions** menu (Fig. 1)

Fig. 1 Opening the bulk email settings page



2. On the **Bulk email settings** page, specify the domain of the necessary email address in the **Sender domain** area, i.e., "mycompany.com" (Fig. 2).

Fig. 2 The [ *Sender domains* ] tab



## Get setup keys for your domain

MX-, SPF- and DKIM records are generated automatically in the **Email** section once the domain is added to the email settings page. To obtain these records, in the **Email** section, select **Email settings** in the [ *Actions* ] menu.

The SPF and DKIM records will be generated automatically in the **DKIM/SPF setup instructions** area on the **Bulk email settings** page (Fig. 3) for your specified domain once your email is verified.

Fig. 3 MX/DKIM/SPF keys for the specified domain

Email settings What can I do for you? **Creatio**  
7.16.4.1731

**CLOSE**

< GENERAL SETTINGS **SENDER DOMAINS** RESPONSES PARSING SETTINGS >

Sender domains + Refresh

| Domain        | Domain verified |
|---------------|-----------------|
| creatioes.com | No              |

**Domain «creatioes.com»: DKIM/SPF setup instructions**

In order to send emails from your domain, you should ask your domain admins to modify the DNS record in your domain hosting. Use the following instructions for setup. For setup guides for the most popular hosting providers please visit our [Academy](#).

Instructions for different domains are different. You have to add and select each domain to get different instructions.

1. Add and select the domain from the list on this page.

**MX settings.** In your domain's DNS settings create first MX record for your subdomain. Copy and paste there the following text:

```
em867.creatioes.com mx mx.sendgrid.net.
```

\*There is only SendGrid ESP requires to add MX record. For the rest ESPs this block will be blank.

**SPF settings.** In your domain's DNS settings create first TXT record for your SPF key. Copy and paste there the following text:

```
em867.creatioes.com txt v=spf1 include:sendgrid.net ~all
```

\*DNS settings should only have 1 SPF record. If there is an existing SPF record, just add the domain from "include:" parameter above to the existing record. Make sure it is added before any IPs.

**DKIM settings.** In your domain's DNS settings create second TXT record with DKIM key. Copy and paste there the following text:

```
m1._domainkey.creatioes.com txt k=rsa; t=s;
p=MIGfMA0GCsgGSIb3DQEBAQUAA4GNADCBiQKBgQCe4aX0tRN6raL75IDvNFQPF2aU+wcu9B
j1uWj1XNMeFXQWnUg5gNH+CELvtcgrQ2i2Io5QO3vCB3g+GWEHEeB1SYvcXJdiPfftm/1aqa
1N73P/6CGKIJHzyM0T0rPT01FREyL+0LpWTbj1V/vYyE9UjE3NXGEG7apoN9pd+cxYRQIDAQ
AB
```

\*DNS settings can have as many DKIM records as needed.

**Attention.** MX-, SPF- and DKIM records of the SendGrid provider are different for different domains.

## Add records to the DNS area of your domain

To verify the mail domain using the SendGrid provider, you need to add the MX, SPF to the DNS area of the mail domain settings, otherwise, the domain reputation and the mail delivery quality are not guaranteed.

**Note.** We recommend looking into the examples provided in the [Recommendations on setting up the popular DNS providers article](#).

Specify MX record in the DNS area of your domain

**MX record** is the primary record in the domain zone; it specifies mailing host names of the domain. The email server checks if MX records are available in the DNS zone and whether they match the sender's IP address. If the data is unavailable or the IP addresses do not match, the remote server is very likely to deny sending and receiving emails.

Unlike SPF and DKIM records, the syntax of MS records includes priorities. **Priority** is specified as an integer; it indicates the order in which the availability of email servers is checked. The highest possible priority is "0." You can add several MS records with equal priority.

An MX record looks like this:

| Name                     | Priority | Type | Value            |
|--------------------------|----------|------|------------------|
| subdomain.yourdomain.com | 0        | mx   | mx.sendgrid.net. |

The subdomain name is unique and is generated by the provider.

## Specify SPF record in the DNS area of your domain

Copy the generated SPF record from the **DKIM/SPF setup instructions** area on the **Bulk email settings** page, which will look as follows: The record will look as follows:

| Name                     | Type | Value                                      |
|--------------------------|------|--|
| subdomain.yourdomain.com | TXT  | v=spf1 a mx include:_spf.sendgrid.com ~all |

The subdomain name is unique and is generated by the provider. Add a separate record for each subdomain.

## Specify DKIM record in the DNS area of your domain

After the configuration of the SPF record, you need to add DKIM records. For the SendGrid provider, the record should look like this:

| Name          | Type | Value                          |
|---------------|------|--------------------------------|
| m1._domainkey | TXT  | k=rsa; t=s; p=XXXXXXXXXXXXXXXX |

In the record above, “XXXXXXXXXXXXXXXX” is an **individual key** for each domain. The key is generated automatically and is available on the **Sender domains** tab.

Certain DNS settings may require entering the provided subdomain in the “Host / Name” field in the following format: “m1.\_domainkey.yourdomain.com”

**Note.** Detailed information about MX, SPF, and DKIM record setup is available in the [SendGrid online guide](#).