JangoMail Tutorial

Using Custom Sub-domains in JangoMail

Overview:

JangoMail has a few options for your From Email Address so you can control what your recipients see as they read your messages. While each option has benefits, some limit the automated reporting capabilities of JangoMail. The custom sub-domain allows you to retain your own branding and still take full advantage of JangoMail's robust message handling.

When you set up a custom sub-domain to be used with your account, you make sure your recipient sees the sub-domain in the From Email Address instead of jangomail.com. For example, if my username is "cookie" and I'm using a custom sub-domain, "yum.bakersdozen.com," my From Email Address would be cookie@yum.bakersdozen.com.

When you use the custom sub-domain, JangoMail can handle your bounced messages and all replies automatically. This lets us capture much of the data to your reports automatically and send only the replies that cannot be automatically handled on to you for individual response.

How To Get Started:

1. Pick the sub-domain you want to use. Something like: news.mywebsite.com. You can be as creative as you want here. Remember, this becomes part of your From Email Address: username@news.mywebsite.com.
2. Have your domain administrator create this sub-domain for you in your DNS settings. Your domain administrator should set the MX record for only the sub-domain to point to mail.jangomail.com. **Do not change the MX record for your main domain.** We do not want to interfere with your main email. We only want to receive all email for the sub-domain itself.
3. **Optionally**, your domain administrator can create an **SPF / SenderID** record for your sub-domain. This will help improve the deliverability of your mass emails. SPF, also known as SenderID, is an open standard that fights email address forgery and makes it easier to identify spam, worms, and viruses. We encourage all of our customers using branded sub-domains or non-jangomail.com From Addresses to publish an SPF record for their domain. To do so, create a TXT record for the domain equal to:

   ```
   "v=spf1 include:jangomail.com –all"
   ```

   Note: *Previously this document instructed you to also include the "ptr" designation in the TXT record. The "ptr" has been deemed invalid by MSN/Hotmail and Return Path, so it is no longer considered a valid mechanism for an SPF/SenderID record.*

   For more information on SPF, please see http://spf.pobox.com.

4. **Optionally,** your domain administrator can set your domain up for **DomainKeys/DKIM** implementation. This will help improve the deliverability of your email campaigns to receivers that authenticate email messages based on these technologies, like Yahoo! Mail and Gmail. To set your domain up for DomainKeys/DKIM signing, you must first create a key pair within JangoMail under **SETTINGS --> Sending and Receiving --> DomainKeys/DKIM**, and then add a record to your DNS server. For more information, see the document: [DomainKeys and DKIM signing with JangoMail](#)

5. Next, contact JangoMail at https://www.jangomail.com/Support or 614-343-3864 to tell us what sub-domain you have created. We take it from here.
6. JangoMail will test the sub-domain to make sure the DNS entry is functioning properly.
7. We will then configure your account to use your sub-domain instead of jangomail.com and test it to confirm proper function.