

Custom Email Domains

One of the problems your customers may face is receiving emails from Clientshare's domain due to whitelisting or email configuration settings. Users could have Clientshare emails sent to their junk folders, or in some cases, blocked altogether from getting to their inbox.

Custom Email Domains allow you to send emails from Clientshare on behalf of your organisation. All emails generated from Clientshare Pulse (except verification-based emails) will be sent from your domain.

To enable this, you will need to update your DNS settings with permissions that will allow us to send emails on behalf of your domain. The permissions will look something like this →

```

Domain: [domain name]
DKIM Type: TXT
Return Type: CNAME
Return Path: pm-
bounces.[domain name]
Return Path CNAME:
pm.mtasv.net
Hostname:
20240704090809pm._domain
key.[domain name]
Host value: [unique value]
    
```

This will be generated by one of the Clientshare team, who will assist during this process. Once this has been approved, the Clientshare team will be able to send a test email clarifying what the emails will look like with your domain. When all is confirmed, Custom Email Domains will be enabled for your organisation, and all users with your domain will be able to send notifications from Pulse through your domain.

Please note: If a user does not have your domain but tries to send notifications out from Clientshare on your organisation's behalf, it will be sent without your domain.