Devcity Mail | Quick guide

DNS records, in plain words.

Four small records tell the internet where your mail lives and that it really came from you.

DNS is the address book of the internet. Adding mail records is like filling in a few lines in it. This guide explains what each line does, shows exactly how it looks in your dashboard, and lists the mistakes we see most.

IN THIS GUIDE

1. **MX** — Where your mail is delivered
2. **SPF** — Which servers may send as you
3. **DKIM** — A signature on every message
4. **DMARC** — What to do with fakes

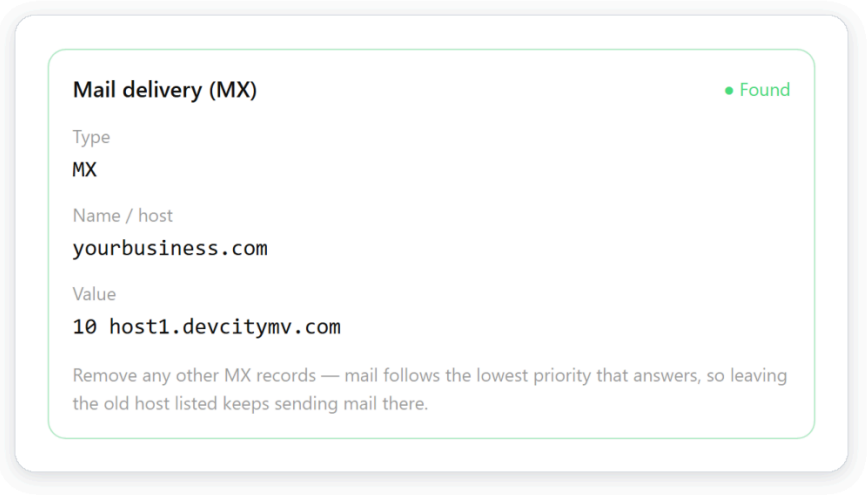
WHERE
At your domain's DNS provider

TIME
Minutes to add, up to a day to spread

CHECK
The Check DNS button

1 MX: where your mail is delivered

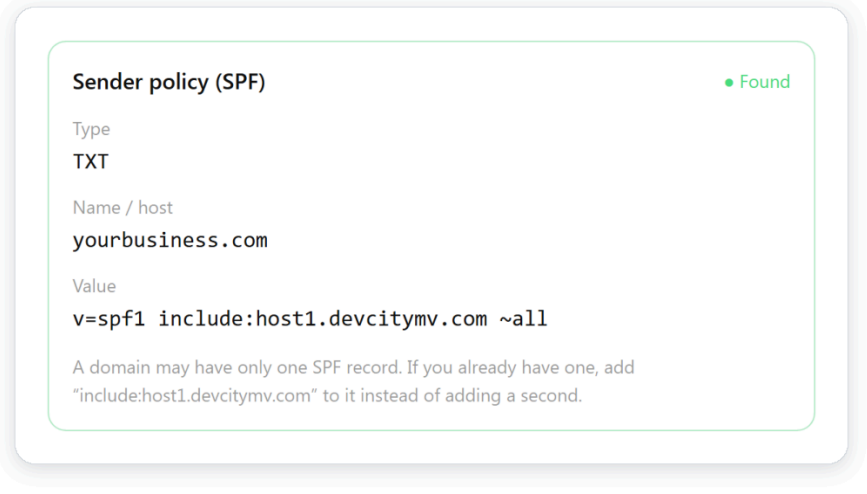
Like the address on a letterbox. It tells the world to deliver mail for your domain to us. **Without it, nothing arrives.** Add it when your mailboxes are ready, because it is the record that moves your mail to us.



How the MX record appears in your dashboard

2 SPF: who may send as you

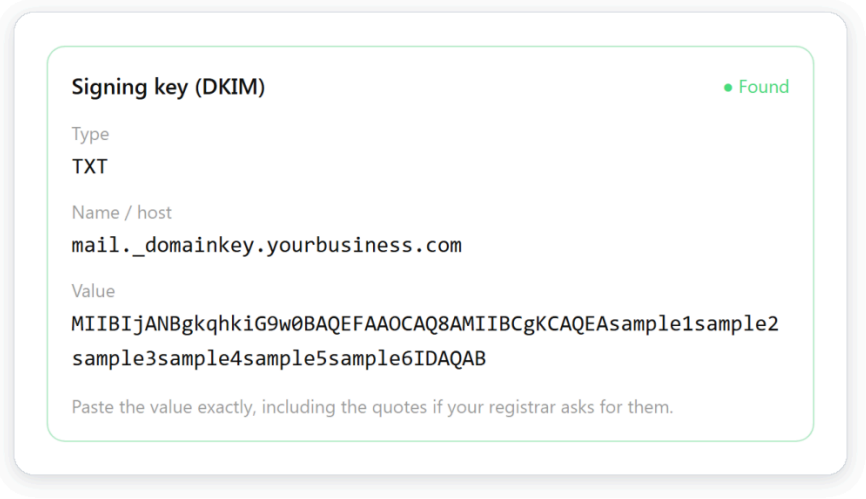
A list of servers allowed to send mail from your domain. It stops other people sending as you, and keeps your own messages out of their spam folders. A domain can only have **one** SPF record.



The SPF record

3 DKIM: a signature on every message

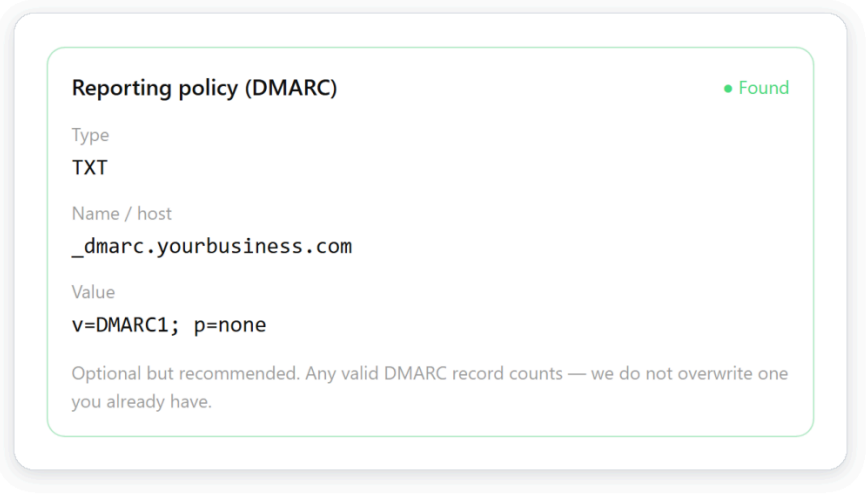
Our server signs each message you send. The receiving side checks the signature against this record, which proves the message really came from your domain and was not changed on the way.



The DKIM record: a long value, so always copy and paste

4 DMARC: what to do with fakes

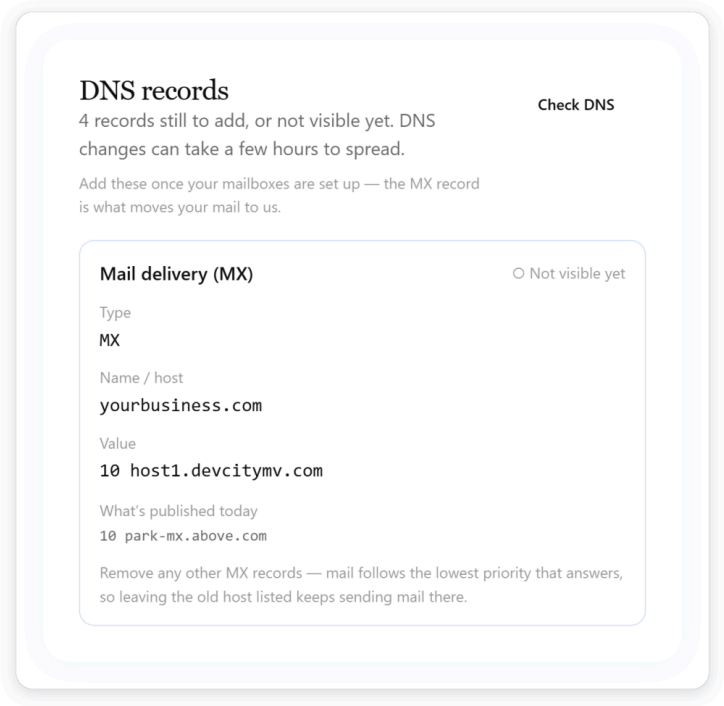
Tells other mail systems how to treat messages that pretend to be you. The starting policy only watches, so it never blocks anything by mistake.



The DMARC record

5 How to add them

Open the place where your domain's DNS is managed. That is your registrar, or Devcity if your nameservers point to us. Add each record **exactly** as your dashboard shows it, then press **Check DNS**.



Not visible yet. Records can take minutes, sometimes up to a day.

6 Mistakes we see most

Two SPF records

A domain can only have one. If you already have one, add our part into it instead of making a second.

An old MX left behind

Remove the MX records of your previous provider, or some mail will still go there.

The domain typed twice

Some panels add your domain for you. If a name shows yourbusiness.com.yourbusiness.com, remove the extra part.

Checking too soon

A red line a few minutes after adding a record is normal. Give it time before you worry.