

Email Delivery Solution Domains

Synertec's Email Delivery Solution (EDS) provides you with a reliable and secure method of sending emails through Prism.

Synertec can configure EDS to send emails using either your domain, or a domain that we provide.

Using the customer's domain

Synertec can configure EDS to send emails using your own domain, for example sender@customername.co.uk.

This configuration will make it easier for the email recipient to recognise your organisation as the source of the email.

Considerations

The following should be considered if opting to use your own domain:

- You will need to make changes to the DNS record for your domain:
 - To enable Domain Keys Identified Mail (DKIM), your Customer Service Advisor will provide DNS records that must be added to your domain.
 - CNAME xxx: These records are required for use to validate domain ownership as well as to allow DKIM to operate on emails sent through the service.
 - To allow optimum delivery of email and to provide bounce back information for emails, the following records are required that allow SPF to work for this service: MX xxx, TXT xxx.
- Some filtering products may detect emails sent to email addresses within your organisation as being spoofed. As a result, these emails may not get delivered due to anti-spoofing policies. For this reason, Synertec recommend that you check your filtering providers anti-spoofing setting and adjust accordingly to allow emails from Synertec's email service. If your filtering solution relies on an SPF record, you will need to add the following domain: amazonses.com.
 - The SPF record we request is specifically for a MAIL from domain that we apply.
 - The subdomain you use for your MAIL FROM domain must meet the following requirements:
 - The MAIL FROM domain must be a subdomain of the verified identity (email address or domain) that you send email from. For example, mail.example.com is a valid MAIL FROM domain for the domain example.com.
 - The MAIL FROM domain shouldn't be a domain that you send email from. If you have to use the MAIL FROM domain in a From address, either disable email feedback forwarding and receive your bounces through Amazon SNS notifications, or ensure that your MAIL FROM domain is not the destination for feedback forwarding.
 - The MAIL FROM domain shouldn't be a domain that you use to receive email. You therefore will need to update the SPF record at the top level with amazonses.com.
 - For more information, please see <https://docs.aws.amazon.com/ses/latest/dg/mail-from.html>
- For NHS organisations, Synertec EDS is not able to use the nhs.net domain. However, the nhs.uk domain can be used.
 - Please note that EDS is not DCB1596 accredited.

Using a domain that Synertec provide

Synertec can configure EDS to send emails using sender@customersname.synertec-eds.co.uk.

Considerations

- Should you opt for this configuration then there are no DNS changes required for you to make, as we will manage this for you.
- The domain provided by Synertec will be @customersname.synertec-eds.co.uk; recipients of your emails will see this domain and may not associate the email with your organisation. Synertec recommend ensuring recipients are aware that emails from this domain are from your organisation.

Intended Audience: Synertec Limited customers, employees, and any interested 3rd parties.