



# Configuring DKIM for your Email Domain

DKIM or DomainKeys Identified Mail is an email authentication method that verifies if an email is authentic by confirming the authenticity of the domain it was sent from. If your domain is DKIM verified, you can ensure that your emails don't end up being identified as spam and are only sent from a legit source.

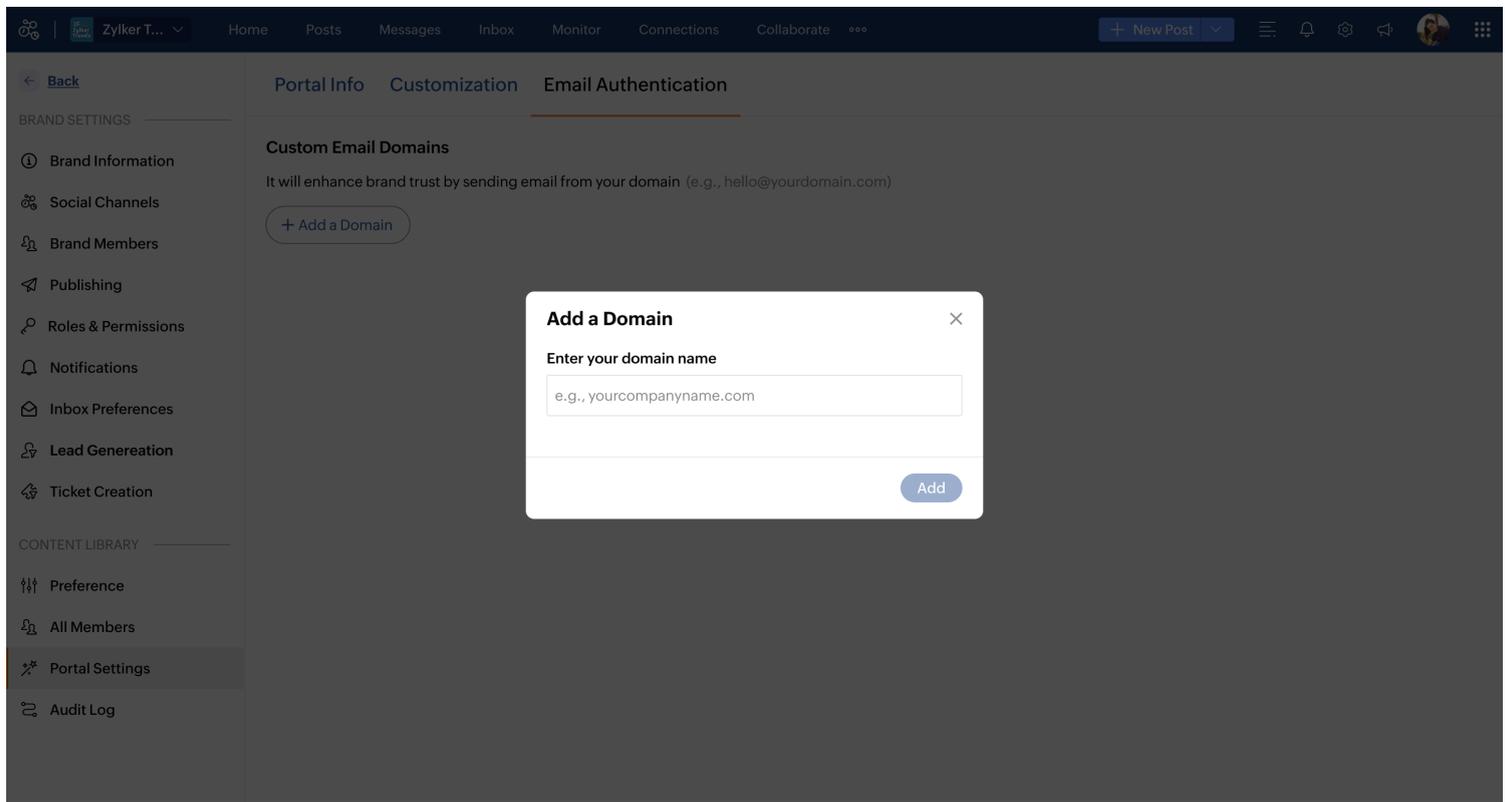
From February 1st, 2025, it is mandatory for your custom domains in Social to be DKIM verified if you want to send emails to anyone outside your Social portal. If not verified, the default email address ([notifications@zohosocial.com](mailto:notifications@zohosocial.com)) will be used for sending all emails from Social.

If your custom domain is already verified in any other Zoho product, you can just add it in Zoho Social and start using it.

## To add custom email domain

This setting is accessible and can be done only by the Zoho Social portal admin.

1. Go to **Settings**.
2. Under **General Settings**, click **Portal Settings** and navigate to the *Email Authentication tab*.
3. Click **Add a domain**.
4. Enter your custom domain name and click **Add**.

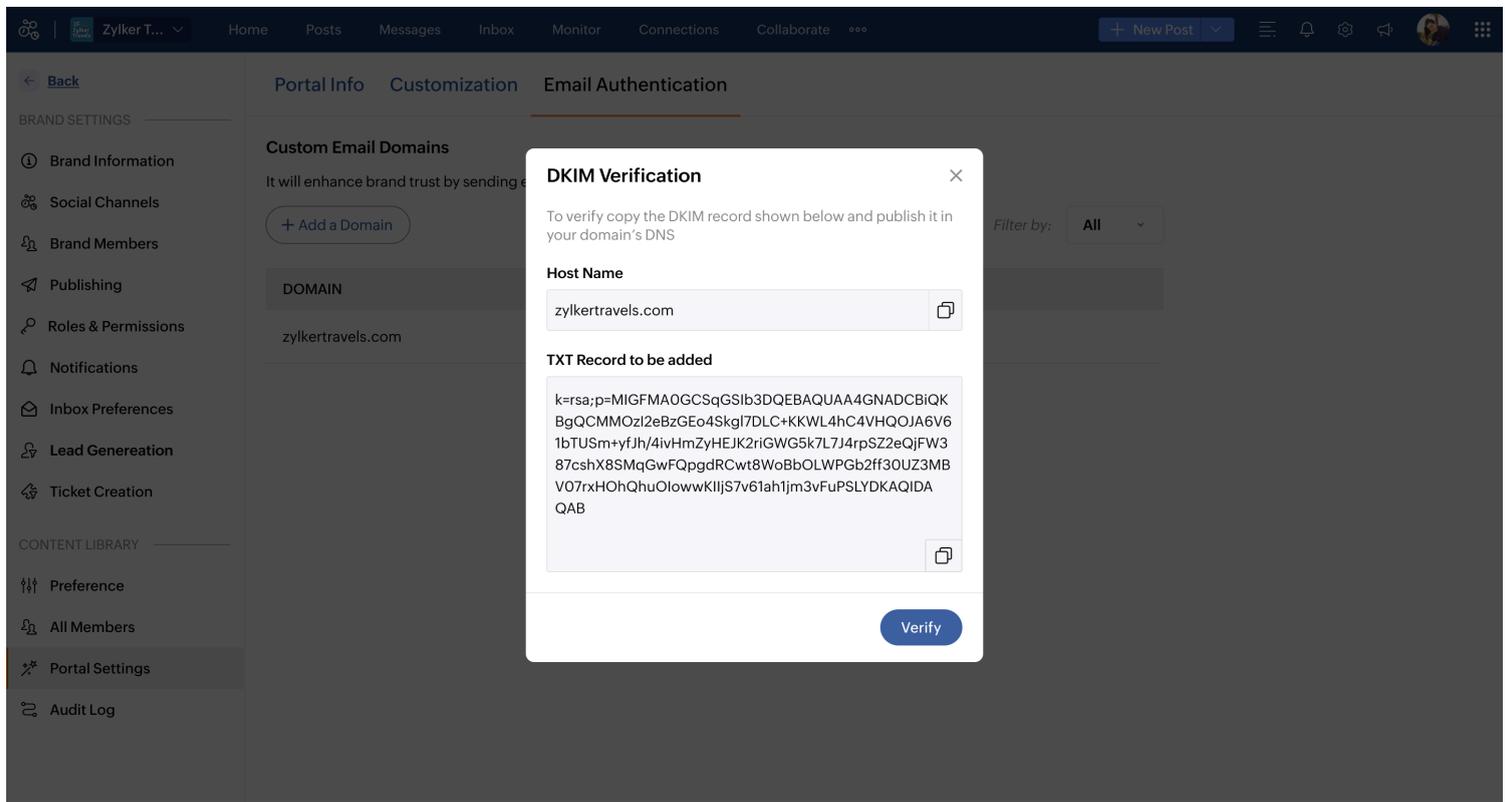


The domain name you're trying to add should be the same as the domain name in which the email addresses of any of your portal admins are hosted.

## Verify DKIM

Once you've added your custom email domain, a pop-up will appear containing the details of your domain host name and TXT record to be added to your domain.

1. Click the **Copy** button next to the Host name and TXT Record fields.
2. Paste these values in your domain hosting website and save them.
3. Click **Verify** in the *verification pop-up* in your Zoho Social dashboard.



Once verified, the domain name will be listed in the list of domains along with their DKIM verification status.

**i** You can add multiple custom domains and use them for the different brands you manage from Social.

Let's see how you can add the DKIM record to some popular domain hosting websites:

## Hostinger

To add the DKIM record to Hostinger:

1. Click on the profile icon at the *top-right corner of your dashboard* and navigate to **Account Sharing**.
2. On the *left-side menu*, under **Domains**, go to **Domain portfolio**.
3. Click **Manage** next to the domain you want to copy the values to.
4. On the domain management page, select **DNS/Nameservers** from the *left-side menu*.
5. Under DNS records, fill out the following field values:
  - a. Type: TXT
  - b. Name: DKIM host name
  - c. TXT Value: DKIM record value from Zoho Social
  - d. TTL: Default value of 14400s (4 hours)
6. Click **Add Record**.

## GoDaddy

To add the DKIM record to GoDaddy:

1. On your GoDaddy dashboard, click the domain whose DNS records you want to manage.

2. Scroll down and select **Manage DNS**.
3. Click **Add**.
4. Add the following field values:
  - a. Type: TXT
  - b. Name: DKIM host name
  - c. TXT Value: DKIM record value from Zoho Social
  - d. TTL: Default value of 1 hour
5. Click **Save**.

## **Bluehost**

To add the DKIM record to Bluehost:

1. On the dashboard, choose **Domains** from the *left-side menu*.
2. Navigate down to *Advanced Tools* and click **Manage** next to the domain whose records you want to manage.
3. Click **Add Record**.
4. Fill out the following values:
  - a. Type: TXT
  - b. Host name: DKIM host name
  - c. TXT Value: DKIM record value from Zoho Social
  - d. TTL: The time the server should take to cache the information
5. Click **Add**.