



Sender Email

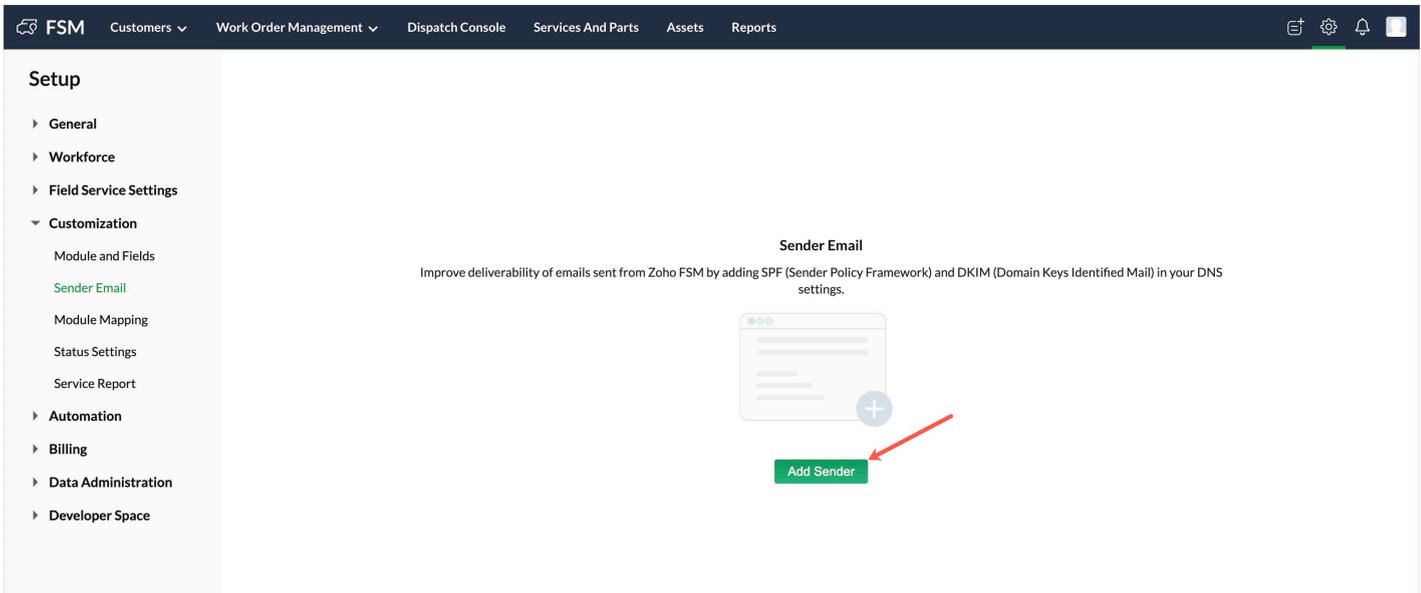
In FSM, you can add email addresses from which you want to send emails. For example, you can add different email addresses from which you want to send your Estimates. However, these emails can be considered to be from unknown or unauthorized sources emails and can end up in the spam folder of your recipient. To avoid this, you need to authenticate the email domain. The following sections will describe the steps to authenticate your domain and verify the email addresses you wish to use as the sender email.

Permission Required: [Sender Email](#)

Domain Authentication

To authenticate the email domain:

1. Navigate to **Setup > Customization > Sender Email** and click **Add Sender**.



2. In the *Add Sender* popup, provide the following details and click **Add Sender**:
 - a. **Name:** The sender's name
 - b. **Email Address:** The email address you want to configure as the sender email

3. Click **Authenticate Now**.

Sender Email

Add the email addresses you want to use as the sender email address. It will be used in the From field of the emails you send from FSM.

[Add Sender](#)

Unauthenticated domains

If emails are sent with the following email addresses in the From field, emails will be sent from noreply@sender.zohofsm.com to prevent them from landing in the Spam folder.

Authenticate domains in this section to send emails from your email address under this domain.

zylker.com [Authenticate Now](#)

Name	Email	Status	Created By
Lucy Robins	lucy.robins@zylker.com	Unverified Verify	Adam Smith - Aug 04, 2022 05:46 AM (GMT -07:00)

4. Use the DKIM (**Host Name** and **Value**) and SPF record values mentioned here and add it in the DNS settings of your domain provider (e.g. GoDaddy). Click **Validate Records**.



Authenticate zylker.com

Add SPF (Sender Policy Framework) and DKIM (Domain Keys Identified Mail) in the DNS settings of your domain provider to prevent your emails from landing in the spam folder.

DKIM Mandatory*

Add the Host Name and the Value provided below in the DNS settings of your domain provider as a TXT record.

HOST NAME

1522905413783._domainkey.zylker.com



VALUE

k=rsa; p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQ...



SPF Recommended

Add the record below in the DNS settings of your domain provider as a TXT record. If the SPF record exists already only add `include:transmail.net` to it.

v=spf1 include:transmail.net ~all



Note: After you've added SPF and DKIM in the DNS settings of your domain provider, click **Validate Records** to authenticate the domain in

Cancel

Validate Records

A **SPF** (Sender Policy Framework) record in a domain's DNS is used to identify the email server that is allowed to send email using the domain name. When you add the above mentioned SPF record in your domain's DNS, the recipient email server will be able to verify that Zoho FSM is sending the emails using your email address with your permission. **DKIM** (Domain Keys Identified Mail) is used by the recipient email server to verify the source of the email. The SPF and DKIM standards, combined together can help prevent your emails from being spoofed and they will not end up as spam.

Domains with both the DKIM and SPF records will be listed under **Authenticated domains**. These email addresses of these domains will be used in the From field of the emails sent from FSM.

FSM Customers Work Order Management Dispatch Console Service and Parts Assets Reports

Setup

- General
- Workforce
- Field Service Settings
- Customization
 - Module and Fields
 - Sender Email
 - Module Mapping
 - Status Settings
 - Service Report
- Automation
- Billing
- Data Administration
- Developer Space

Sender Email Help

Add the email addresses you want to use as the sender email address. It will be used in the From field of the emails you send from FSM.

[Add Sender](#)

Authenticated domains ⓘ

If any of the following email addresses are selected in an email's From field, emails will be sent from the same email address, as the following domain has been authenticated.

zylker.com Authenticated

Name	Email	Status	Created By
Lucy Robins	lucy.robins@zylker.com	Verified	Adam Smith - Aug 04, 2022 06:24 AM (GMT -07:00)

Domains that do not have the DKIM and SPF records will be listed under **Unauthenticated domains**. Emails sent using this domain will be replaced with `noreply@notifications.zohofsm.com`. This change will come into effect for the existing users.

FSM Customers Work Order Management Dispatch Console Service and Parts Assets Reports

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Sender Email Help

Add the email addresses you want to use as the sender email address. It will be used in the From field of the emails you send from FSM.

[Add Sender](#)

Unauthenticated domains ⓘ

If emails are sent with the following email addresses in the From field, emails will be sent from `noreply@sender.zohofsm.com` to prevent them from landing in the Spam folder.

Authenticate domains in this section to send emails from your email address under this domain.

zylkercorp.com Authenticate Now

Name	Email	Status	Created By
Harry Burns	harry.b@zylkercorp.com	Unverified Verify	Adam Smith - Aug 04, 2022 07:17 AM (GMT -07:00)

Authenticated domains ⓘ

If any of the following email addresses are selected in an email's From field, emails will be sent from the same email address, as the following domain has been authenticated.

zylker.com Authenticated

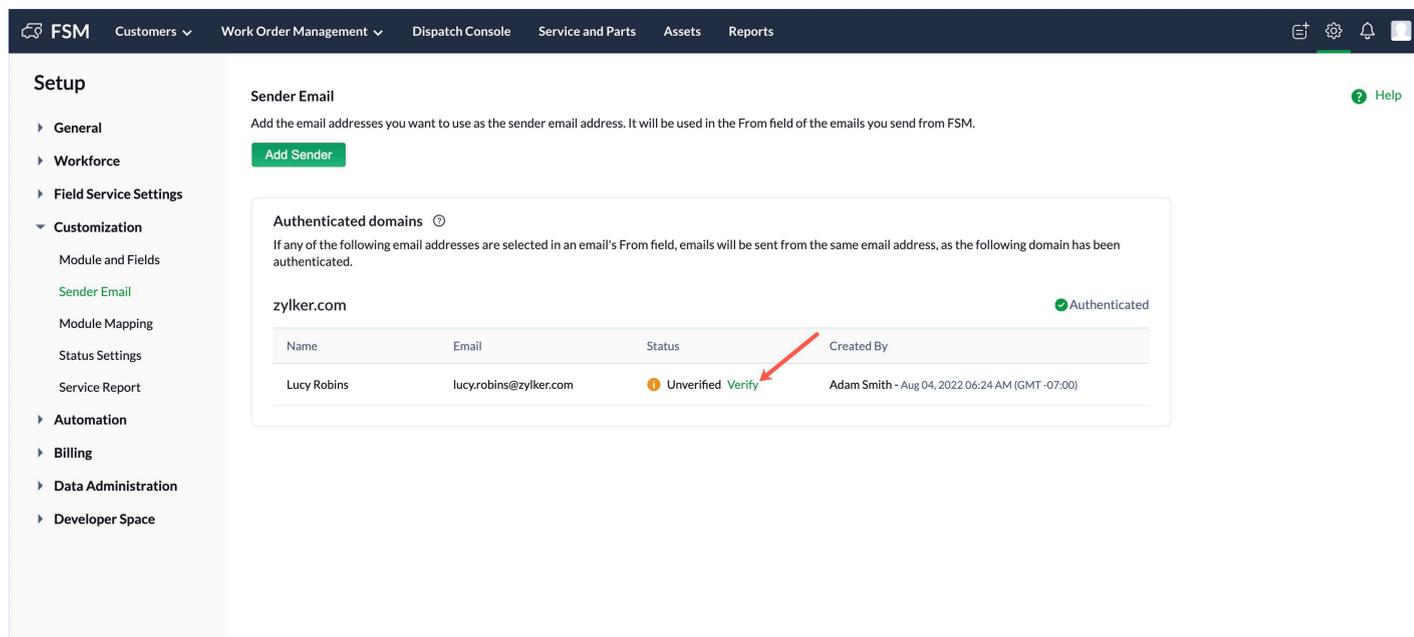
Name	Email	Status	Created By
Lucy Robins	lucy.robins@zylker.com	Verified	Adam Smith - Aug 04, 2022 06:24 AM (GMT -07:00)
Edward Cormoran	edward.cormoran@zylker.com	Unverified Verify	Adam Smith - Aug 04, 2022 10:30 PM (GMT -07:00)

If the user deletes the SPF and DKIM records from the DNS settings of a domain, then those domains will be moved to the **Unauthenticated domains** section and the email addresses of this domain cannot be used in the From field of the emails.

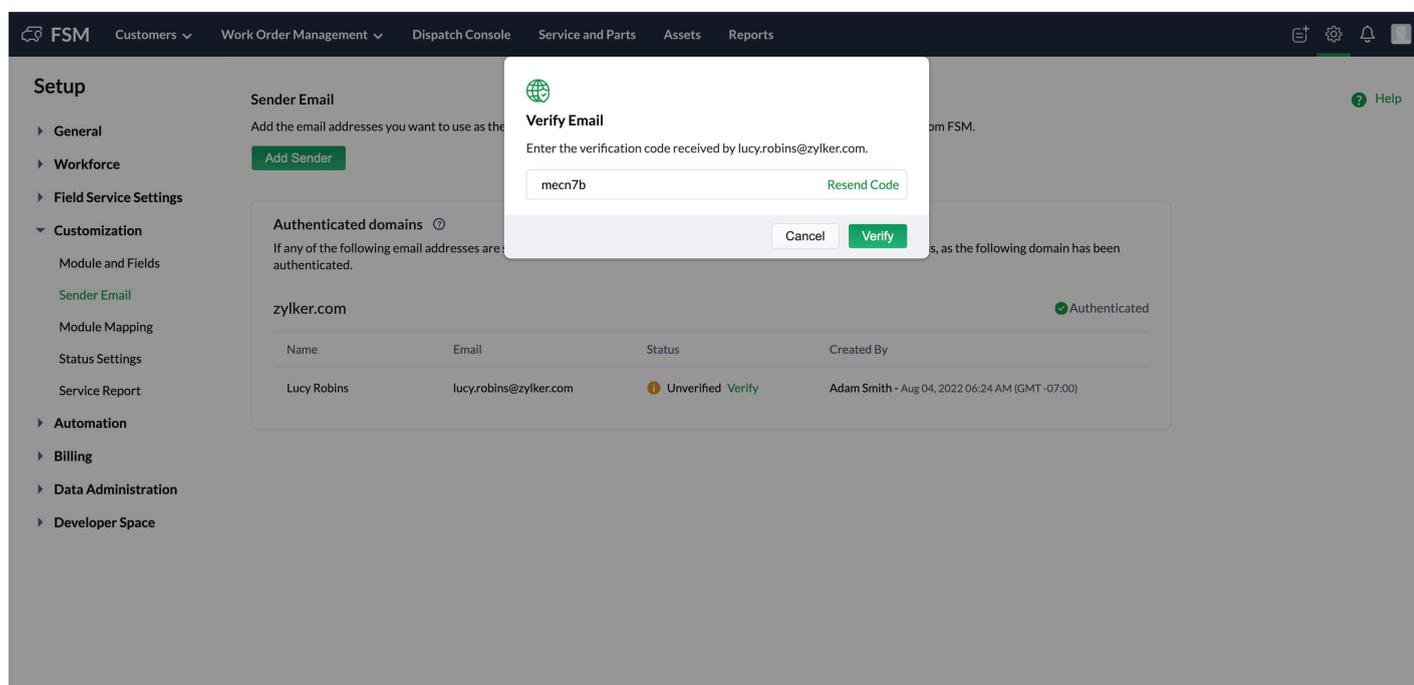
Email Address Verification

Once you have authenticated the domain, you need to verify the email address. To verify the email address, do the following:

1. For the sender email you want to verify, click **Verify**.



2. In the *Verify Email* popup, enter the verification code and click **Verify**.



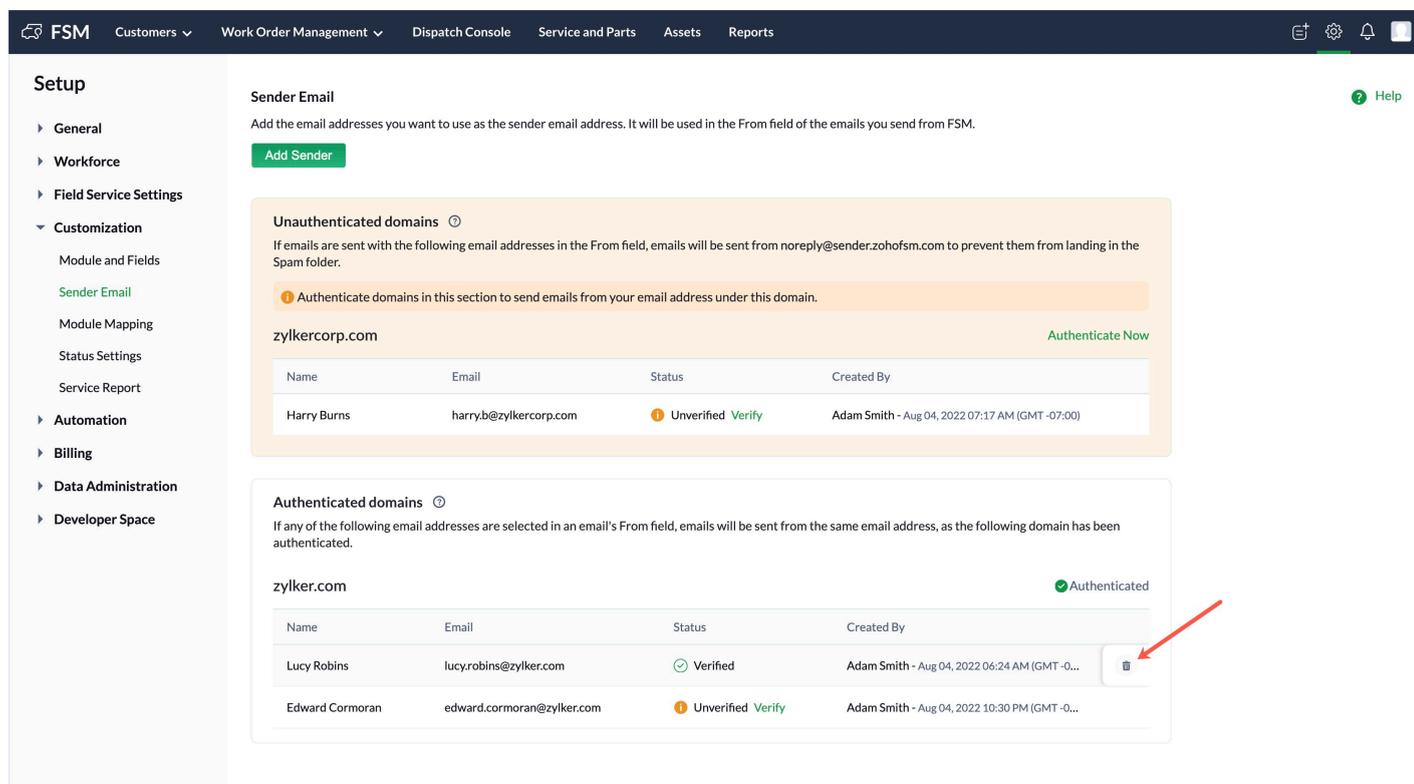
If you haven't received the verification code, click **Resend Code**.

The status of the email address changes to **Verified**.

Delete Sender Email

You can delete the added sender email addresses. To do so:

1. Hover over the email address you want to delete and click the delete  icon.



Sender Email

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[Add Sender](#)

Unauthenticated domains ⓘ

If emails are sent with the following email addresses in the From field, emails will be sent from noreply@sender.zohofsm.com to prevent them from landing in the Spam folder.

Authenticate domains in this section to send emails from your email address under this domain.

zylkercorp.com [Authenticate Now](#)

Name	Email	Status	Created By
Harry Burns	harry.b@zylkercorp.com	Unverified Verify	Adam Smith - Aug 04, 2022 07:17 AM (GMT -07:00)

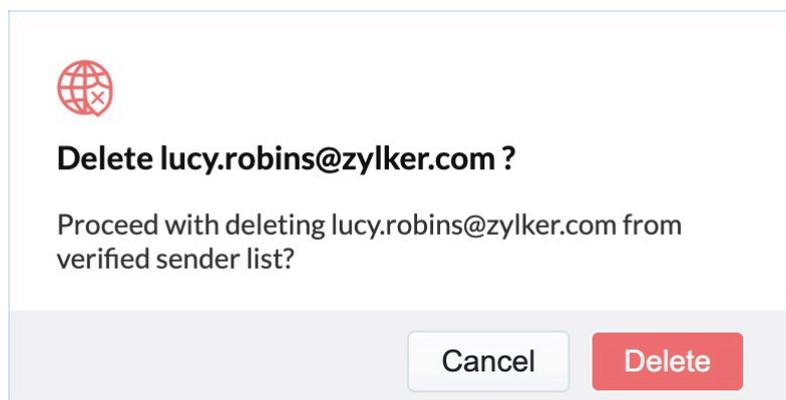
Authenticated domains ⓘ

If any of the following email addresses are selected in an email's From field, emails will be sent from the same email address, as the following domain has been authenticated.

zylker.com [Authenticated](#)

Name	Email	Status	Created By	
Lucy Robins	lucy.robins@zylker.com	Verified	Adam Smith - Aug 04, 2022 06:24 AM (GMT -0...	
Edward Cormoran	edward.cormoran@zylker.com	Unverified Verify	Adam Smith - Aug 04, 2022 10:30 PM (GMT -0...	

2. Click **Delete** in the confirmation message.





Delete lucy.robins@zylker.com ?

Proceed with deleting lucy.robins@zylker.com from verified sender list?

[Cancel](#) [Delete](#)

Using Sender Email

The added sender email will appear in the From field of the email you want to send, say the estimate email.

Send Estimate ✕

From: lucy.robins@zylker.com

Send To: Cc Bcc

Subject: Estimate - ES9

Dear Robert Dains,

Thank You for contacting us. Kindly check out the estimate and do the required action.

ALL_NEW **ESTIMATE**

Billing Address: --

Estimate Number: ES9

Estimate Date: Aug 05, 2022 07:16 AM (GMT -07:00)

Estimate Amount: \$ 110.00

SERVICES & PARTS	QTY x PRICE	DISCOUNT	TAX	TOTAL
S1	1 x 100	--	Test-10%	110.00
Total				\$110.00

Regards

Cancel Send

If the sender email address is not configured, the emails will be sent from noreply@sender.zohofsm.com. Click on **Sender Email(s)** to configure one.

Send Estimate



From: 
To customize sender address, go to [Sender Email\(s\)](#).

Send To:

Subject:

Dear Luna Lovegood,

Thank You for contacting us. Kindly check out the estimate and do the required action .

Zylker Inc

ESTIMATE

Billing Address

Billing Address
899 Appleton Rd.,
Belvidere,
Illinois
United States
61008

Estimate Number :

ES21

Estimate Date :

Aug 04, 2022 03:25 AM
(GMT -07:00)

Estimate Amount :

\$ 106.42

SERVICES & PARTS	QTY x PRICE	DISCOUNT	TAX	TOTAL
Thorough Car Cleaning	1 x 25	--	Sales tax-7%	26.75
Hoover Carpet Cleaner with Oxy Carpet Cleaning Solution (50oz)	1 x 79.69	--	Sales tax-7%	85.27

Cancel

Send