How to configure your domain's SPF records to ensure mail delivery from Service Desk

What is SPF?

- Sender Policy Framework (SPF) is a simple email-validation system to detect mail spoofing from forged "From" addresses.
- The framework verifies that the sending host is authorized to send mails from the domain in the 'From' field of the mail.
- You add SPF records to your domain name system (DNS) to notify your recipients of the hosts which are allowed to send emails from your domain.
- An SPF record contains the IP addresses of authorized hosts in the form of a specially formatted TXT record.
- Adding an SPF record to your DNS can overcome situations where a recipient mail server rejects mails from Service Desk to your end-users.
- This article explains how to add SPF records if you are using Outlook email setup for your domain.

Add an SPF record

- Go to the DNS management page of your domain.
- Add a new DNS record with the values as follows:
    - **Type** = “TXT”
    - **Hostname / Host / Name** = Your domain name. Type "@" to map the record directly to your domain name, or enter the subdomain of your host name (labeled host), such as www or ftp.
    - **TXT value** = 'v=spf1 ip4:34.251.73.164 ip4:23.236.135.67 include:spf.protection.outlook.com -all'
    - **TTL:** Select how long the server should cache the information
- Save the record.
- See the reference manual of your hosting / DNS service provider if you need help with creating a new DNS record for your domain.