

Without the correct DNS settings associated to your domain, you can experience problems sending/receiving email. Please read the sections below detailing the most common DNS record-types for email. You will need to contact your DNS Host directly to add or edit any DNS Records.

MX Records

MX records direct incoming email sent to your domain to the correct location. If the MX records are incorrect you will have trouble receiving mail from any senders outside of your own domain

You will need to add the following two MX records to your domain:

1.
Hostname: blank or @
Time to Live (TTL): 3600
Record Type: MX
Destination: mx1.emailsrvr.com
Priority: 10

2.
Hostname: blank or @
Time to Live (TTL): 3600
Record Type: MX
Destination: mx2.emailsrvr.com
Priority: 20

***Note:** Typically it takes between 24 and 48 hours for changes to DNS records to fully propagate. We typically recommend updating your DNS records during the off-peak traffic hours to allow for DNS propagation. No mail will be lost during this time

Autodiscover Record

Autodiscover is a service that allows you to easily configure your email clients, knowing only your email address and password. Autodiscover also enables additional features for Microsoft Exchange mailboxes such as: downloading the offline address book, viewing Free/Busy time in a calendar, and the Out-of-Office Assistant.

***Note:** Autodiscover is not compatible with Outlook 2011 and Mac Mail

To set up Autodiscover on your domain, add the following record information:

Hostname: autodiscover
Time to Live (TTL): Lowest Possible
Record Type: CNAME
Destination: autodiscover.emailsrvr.com

Note: Some DNS providers require your full domain name in the hostname field; e.g. if your domain is example.com, your hostname would be autodiscover.example.com

SPF Record

The SPF Record is designed to combat and reduce spam for your domain. It helps mail servers identify unauthorized use of your domain in the form of forgeries (spoofing). SPF records also help improve your email deliverability rate by preventing the email that you send from landing in a recipient's spam or junk mail folder.

To create the SPF record on your domain, add the following record information:

Hostname: blank or @
Time to Live (TTL): Lowest Possible
Record Type: TXT
Destination: v=spf1 include:emailsrvr.com ~all