

How do I stop emails going to junk?

Description

Here are the best ways to stop [emails](#) from being put in the junk mail folder.

Add an SPF Record

SPF (Sender Policy Framework) records help reduce the chance of your domain being spoofed in spam messages. It can also increase the deliverability of e-mail to external providers such as Gmail and Outlook. You can set these to be added automatically to new packages in the Account Preferences of your 20i account or you can add them individually by adding a TXT record to the domain. This tells other providers that your hosting company is a confirmed sender of your domain's emails.

Please see here for further information: [Can I add SPF records for my domain name?](#)

Add a DKIM Record

DKIM, like SPF, is a standard that enables a specific aspect of the email sending process to be authenticated. The premise of DKIM is to check that an email is really from the domain or sender that it said it was sent from and if it has been altered in any way in transit.

You can add one by going to the hosting package for the domain and to the DomainKeys section. You then need to select the domain you wish to add on to and add a Selector. This can be any value or name you like. It's simply a field to identify the DKIM record. Then select Add Signature. If your nameservers are with us we'll automatically add this as a TXT record for you. If your name servers are elsewhere you'll need to go to the Options for the newly created DKIM and copy the DNS Name and DNS Value to a TXT record with your current DNS provider.

Category

1. FAQs

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