# SPF and DKIM Setup Instructions for Freshservice

To ensure your Freshservice emails are not marked as spam, you must configure SPF and DKIM for your domain. These instructions may not be exactly what you see, depending on your provider.

## 1. Configure SPF Record

An SPF (Sender Policy Framework) record tells recipient mail servers that Freshservice is authorized to send emails on your behalf.

* Log in to your DNS provider’s management console.
* Edit your domain's TXT record.
* Add the following (or include it in your existing SPF):

v=spf1 include:mail.freshservice.com ~all

* Save and apply the DNS changes.

## 2. Set Up DKIM

DKIM (DomainKeys Identified Mail) verifies that Freshservice emails are not altered during transmission.

* In Freshservice, go to:
* Admin > Global Settings > Service Desk Security > Email Security
* Click “Generate DKIM Keys”.
* Add the provided TXT records to your DNS:
  + Name: selector.\_domainkey.yourcompany.com
  + Type: TXT
  + Value: (provided DKIM public key from Freshservice)
* Save the DNS entries, then return to Freshservice and click “Verify DKIM”.

It may take a few hours for DNS changes to propagate.