Setting up Email Blast Senders
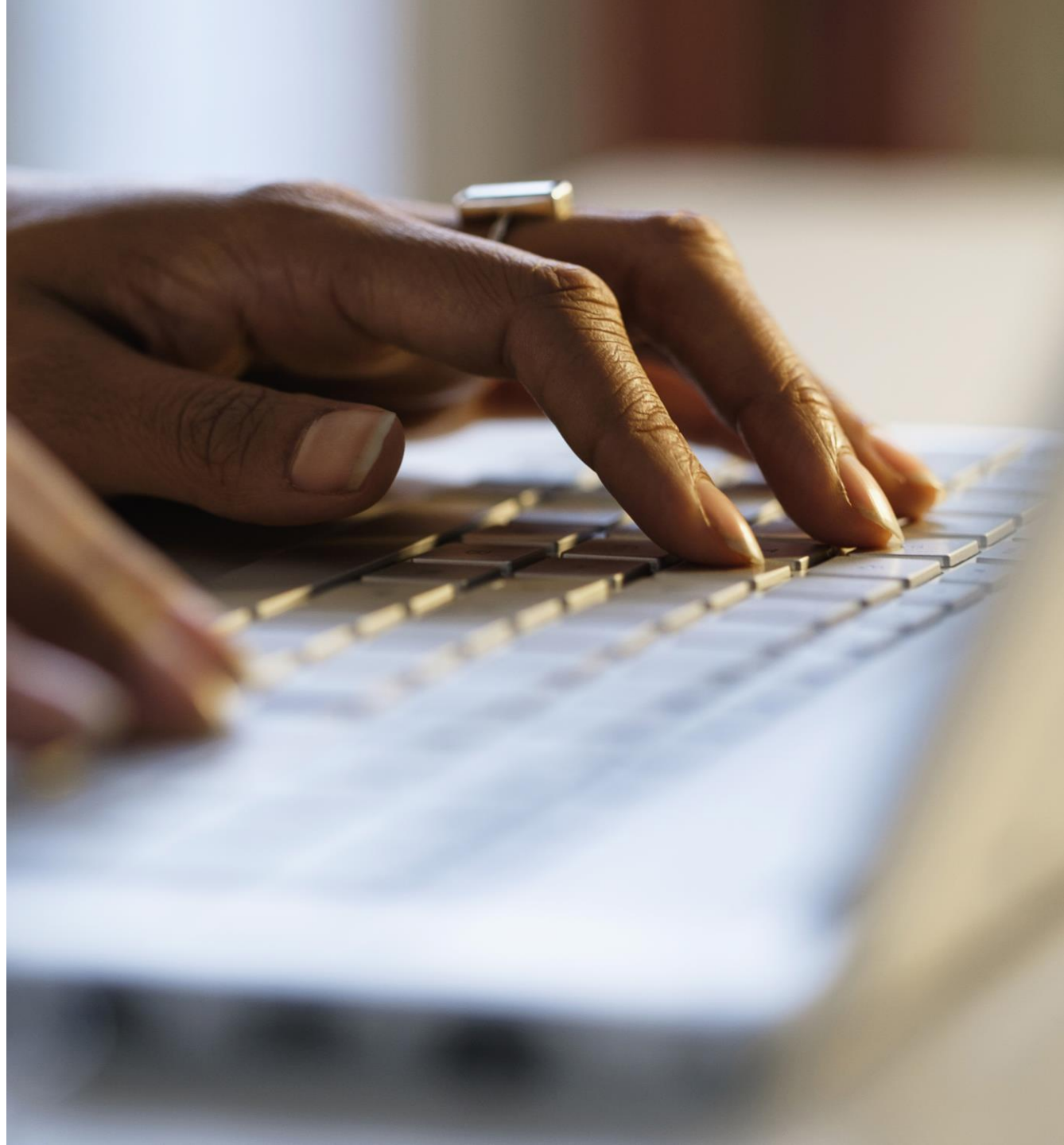
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Agenda

Email Blast Senders 101

Add Senders

Domain Verification

Functionality in Software

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Email Blast Senders 101

- In your NFG software, all email blasts by default originate from the **mail@networkforgood.com** email address

- Organizations with their own custom email domain (e.g. @fountaincasa.org) can add additional senders to their software to personalize email blasts

- Email domains must be verified first

- Can add multiple senders once domain is verified (i.e. info@fountaincasa.org, development@fountaincasa.org, executivedirector@fountaincasa.org)
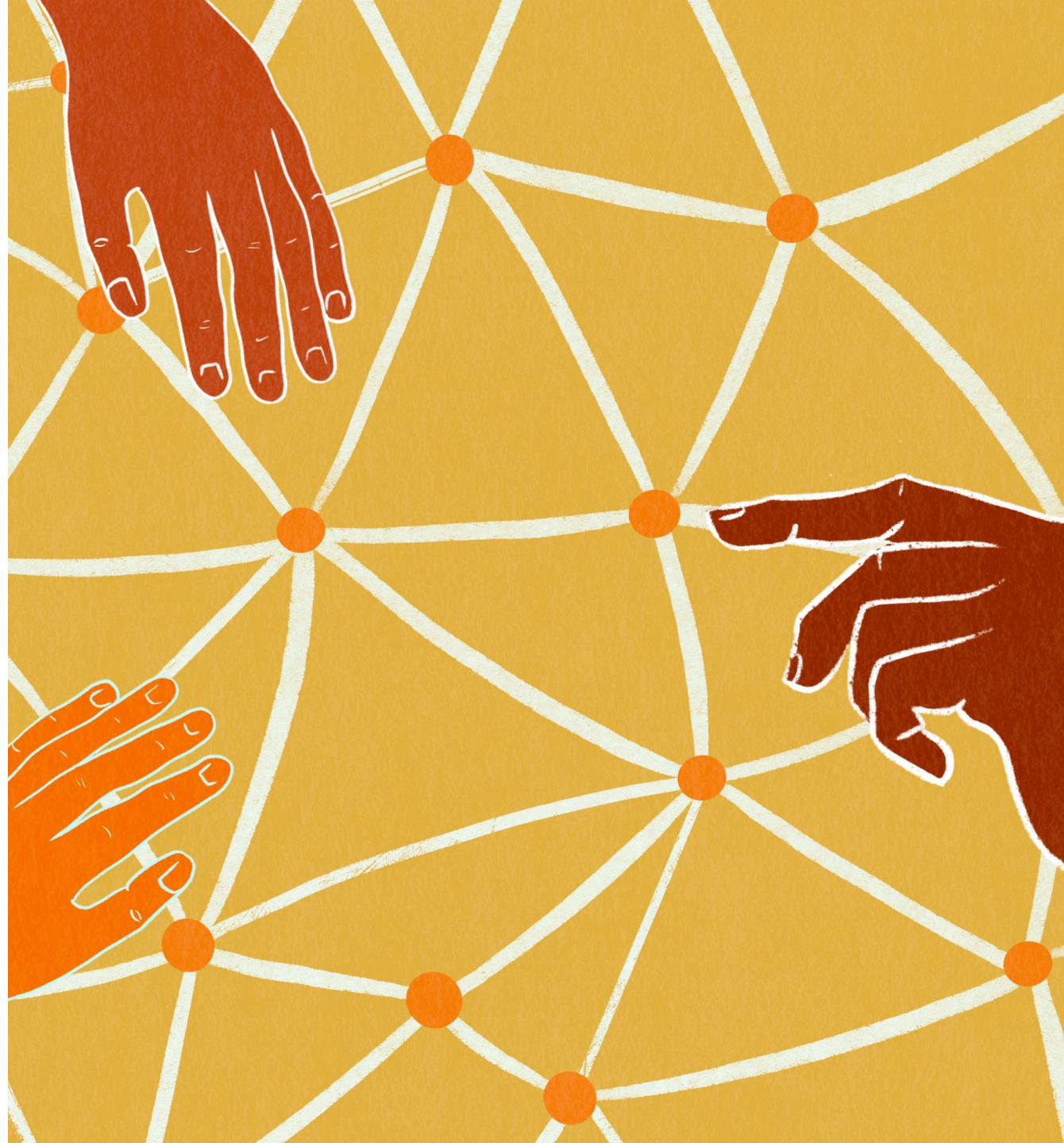
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What is this stuff?

DNS

- Domain Name System

- Think of it like the Internet's phone book

- Every time you visit a website, your computer does a DNS lookup

- For example, google.com or bonterratech.com

CNAME Record

- Canonical Name Record

- Think of it like a phone number

- Creates an alias that points to your DNS

- For example, maps.google.com or bonterraacademy@bonterratech.com

Additional Resources

Contacting the Customer Support Team | 8am – 7pm ET

Chat

- In-app messenger support for quick, technical questions
- Blue dot in bottom right corner of system
- Expect a reply in 2-3 hours

Email

- success@networkforgood.com
- Dedicated team to resolve product problems and questions
- Expect a reply in 2-3 business days

But first!

You can access **View Guides and Help Articles** in the Help tab in your software to find a comprehensive library of articles, guides, walkthroughs, and videos.

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Q & A

- Ask questions about functionality covered in this training
- Ask real-life application questions
- Or sign off and we will see you in the next training!

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Thank you for attending!

We hope to see you
in future trainings.

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