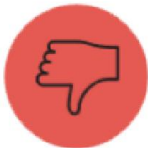



Emails sent from EZLynx Communication Center attempt to display your email address in the "From" line. However, many emails display "mailer@email.ezlynx.com" instead. This might confuse some recipients or cause emails to be flagged as spam.

Add a Custom Domain - so that emails will display your email address instead of ours, and to improve your email deliverability.

NOTE: This is an advanced feature and requires technical understanding of how to add domain records.

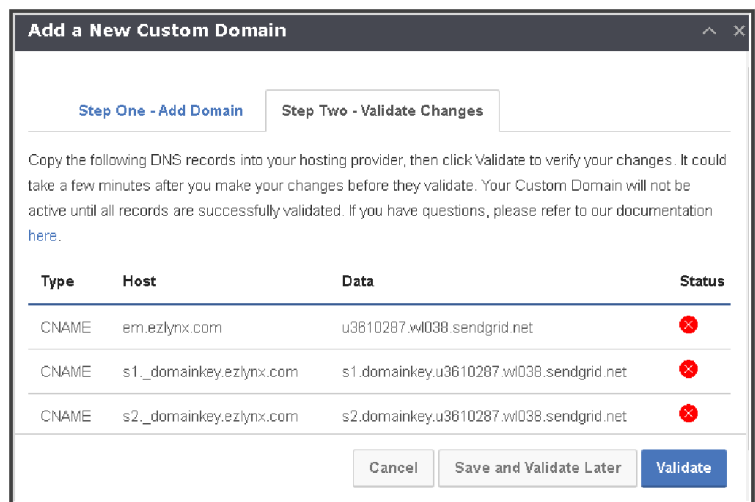
	EXAMPLE WITHOUT CUSTOM DOMAIN		EXAMPLE WITH CUSTOM DOMAIN
	from: mailer@email.ezlynx.com		from: you@yourdomain.com
	to: receiver@example.com		to: receiver@example.com
	mailed-by: email.ezlynx.com		mailed-by: yourdomain.com
	received-by: email.ezlynx.com		received-by: yourdomain.com

QUICK WORKFLOW

1. Add domain in EZLynx, and obtain CNAME records.
2. Add the CNAME records to agency's domain registrar's website.
3. Validate CNAME records in EZLynx.

1. Add Domain in EZLynx and Obtain CNAME Records

- Hover over the **Communication Center icon**.
- At **Email Campaigns**, select **Settings**.
- Click the **Custom Domains tab** - if you don't have this tab, contact support@ezlynx.com.
- Click **Add Domain**.
- At **Step One**, enter the domain used for the agency's email addresses, and click **Next**.
- At **Step Two**, these data records now must be added to your domain registrar's website.
- Click **Save and Validate Later**.



Type	Host	Data	Status
CNAME	em.ezlynx.com	u3610287.wl038.sendgrid.net	✗
CNAME	s1._domainkey.ezlynx.com	s1._domainkey.u3610287.wl038.sendgrid.net	✗
CNAME	s2._domainkey.ezlynx.com	s2._domainkey.u3610287.wl038.sendgrid.net	✗

2. Add the CNAME Records to Agency's Domain Registrar's Website

Each domain registrar (the company that the agency used to purchase their custom domain) handles the process of adding CNAMEs differently, but the general process is the same.

EZLynx does not provide any support related to actually adding CNAMEs to the domain registrar's website. For this type of support, it is necessary to contact the domain registrar or the company that manages your agency's website.

This general process differs by domain registrar. Please contact the domain registrar for the specific steps required on their site.

- Log in to your domain registrar account.
- Find your domain.
- Choose the option to edit DNS and/or add a CNAME record.
- Enter the new records provided by EZLynx (underscores may need to be removed from the CNAMEs).
- Save. NOTE: This process can take up to 24 hours, and must be complete before continuing to the next step.

3. Validate CNAME Records in EZLynx

Once the CNAMEs are added and the process is complete on the domain registrar's website, return to EZLynx and validate the CNAMEs.

- Hover over the **Communication Center icon**.
- At **Email Campaigns**, select **Settings**.
- Click the **Custom Domains tab**.
- Locate the domain that was saved, go to **Actions** on the right and click **View**.
- Click **Validate** - validation may take a few minutes.
- Once complete, **Status icons** turn green.

Questions? Contact support@ezlynx.com.