Boost Email Delivery with EmailAssure

Doubleknot is pleased to announce EmailAssure! With EmailAssure, your organization's Doubleknot email messages (receipts, tickets and Communications Center messages) are sent from your own domain name instead of from doubleknot.com.

EmailAssure can improve the delivery rate of your Doubleknot email messages to recipients whose ISPs use email authentication…which means your constituents will receive their Doubleknot tickets, receipts, reminders, membership cards and newsletters even faster.

EmailAssure is powered by Mailgun, an industry-leading solution that also provides a suite of tools for email tracking and campaign management as well as additional services for inbound mail.

There are no Doubleknot charges to use EmailAssure. However, you are responsible for maintaining your Mailgun account, and you may incur nominal Mailgun fees depending on your usage.

Follow these steps to enable Mailgun delivery for your Doubleknot email messages.

Sign Up With Mailgun

Create a Mailgun account at https://mailgun.com/signup.

Set Up the Mailgun Domains

You will set up two domains at Mailgun: one for regular non-bulk email like receipts and tickets, and one for Communications Center messages. Give each domain a meaningful name like *DKReceipts.yourorg.org* for receipts and *DKMail.yourorg.org* for Communications Center email.

To set up each domain, follow these general steps:

1. Log in to Mailgun and display the Manage Account page.
2. Click **Add Domain**. The Add Your Domain page is displayed.
3. Enter the name of the domain.
4. Click **Add Domain**.

Configure DNS and CNAME for Each Domain

For each domain, follow these steps:

1. Click the name of the domain. The Domain Info page is displayed.
2. In the Domain Verifications and DNS section, enter all required information:

   - A text record for hostname
   - A text record for value

3. In the Add DNS Records for Tracking section, enter the CNAME record.
4. Click **Check DNS Records Now**.

When the DNS records are verified, a green check will appear next to the domain name. Verification times will vary.

Send Mailgun API Key and Domain Information to Doubleknot

After the DNS records are verified, follow these steps:

1. Address an email to Doubleknot@doubleknot.com with "EmailAssure setup for <your organization>" as the subject.
2. In Mailgun, display the Manage Account page.
3. In the API Key field, copy and select the complete API key and paste it into the email.
4. Enter the names of both domains that you created.
5. Send the email.

Doubleknot will contact you to let you know that EmailAssure is configured for your organization.