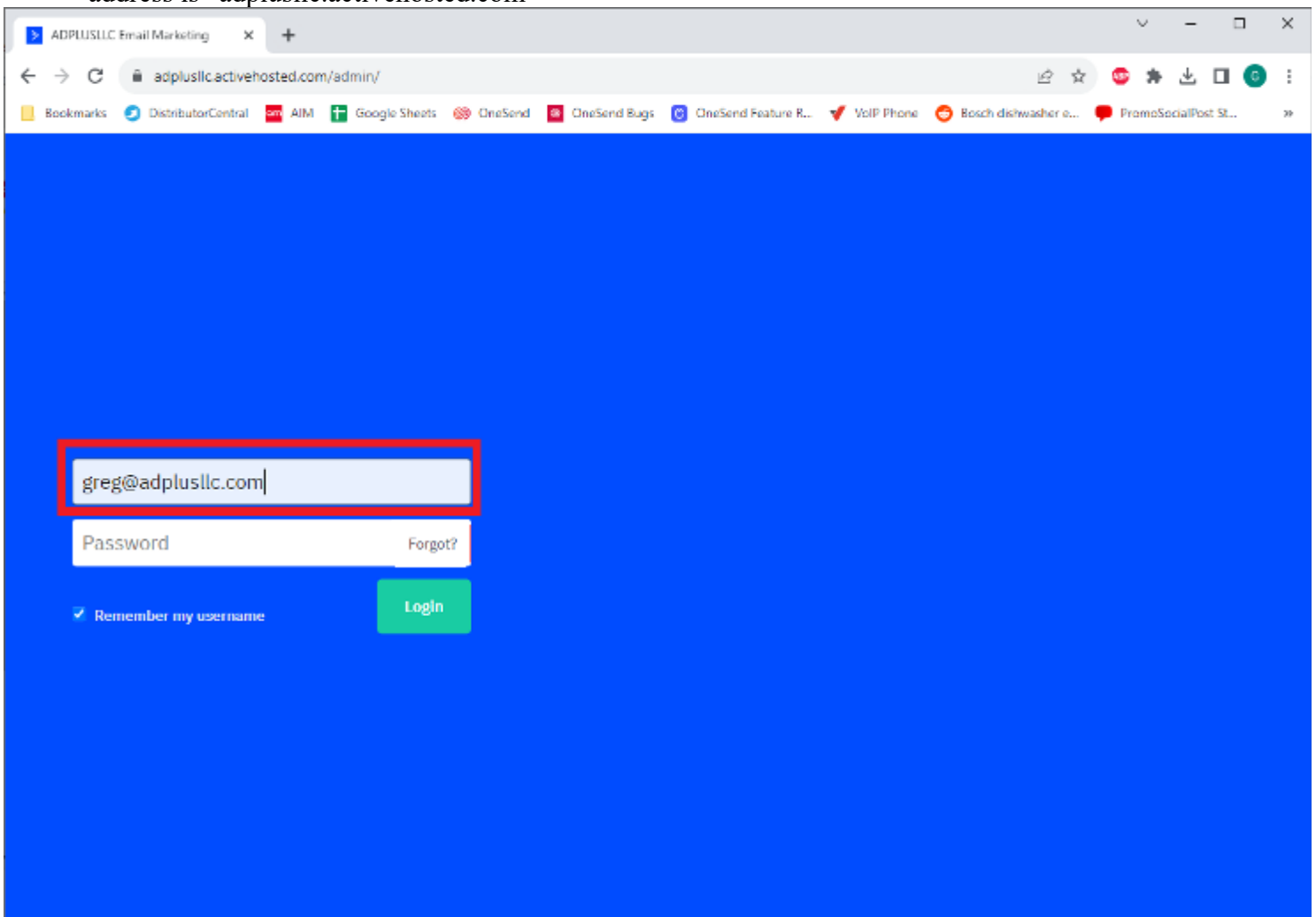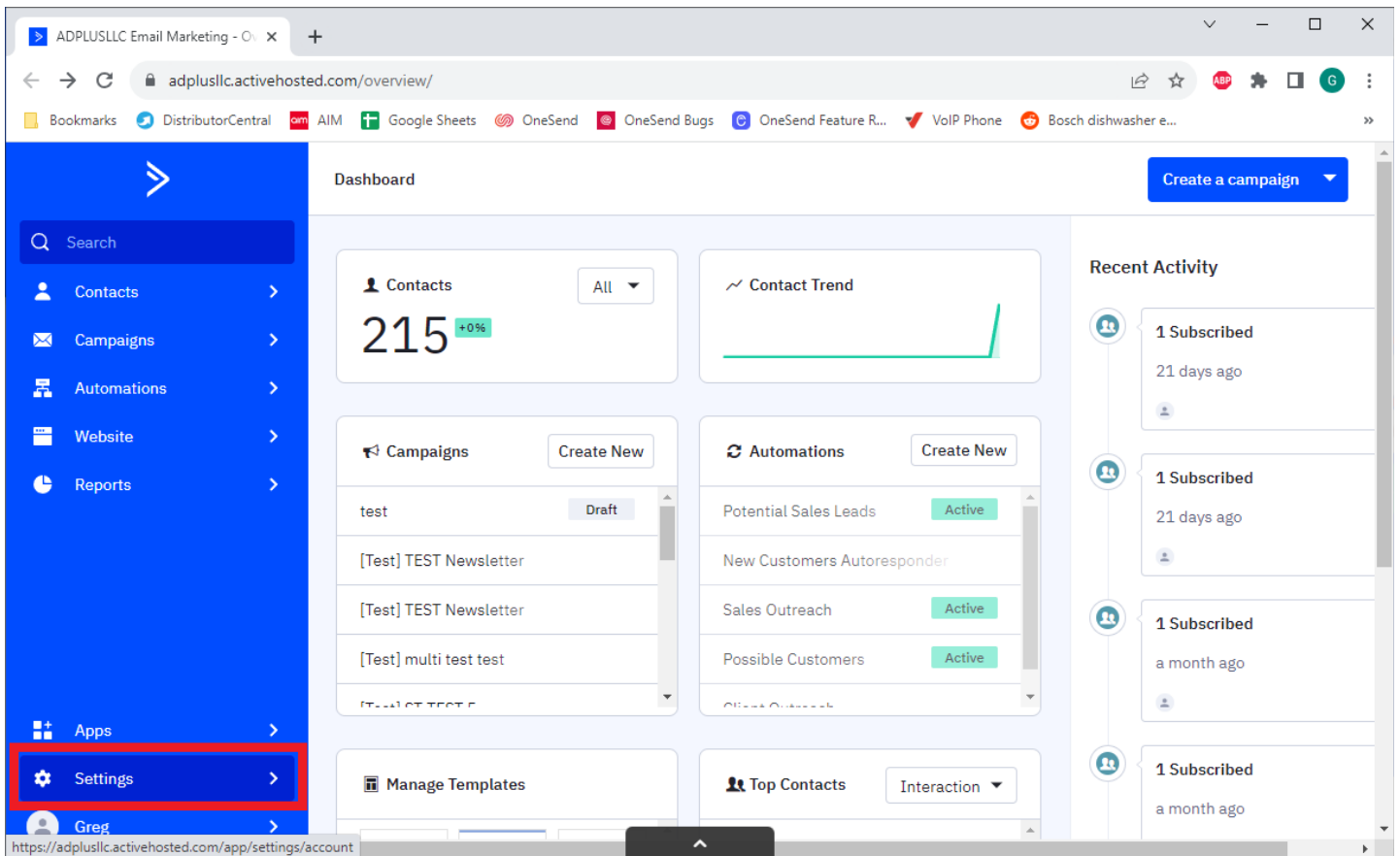# How to Authenticate your Domain in ActiveCampaign

Promo Social Post's custom tool enabling us to manage the monthly email newsletter integrates with ActiveCampaign. The problem we need to overcome is having some of your emails filtered out as SPAM by the "internet police". By verifying/authenticating your email address/domain will make more of your emails reach the recipients in-box and not be filtered out as SPAM. Please note that performing this step is recommended for any email campaign services out there. It is not just for ActiveCampaign, but all of them including Constant Contact and Mailchimp. This all probably sounds foreign and confusing, but it is an advisable step to take when doing email campaigns. The good news is once it has been done you will not have to repeat the process again! These instructions should take 5-10 minutes to complete plus a few minutes to 2 days for ActiceCampaign to confirm the domain has been authenticated.
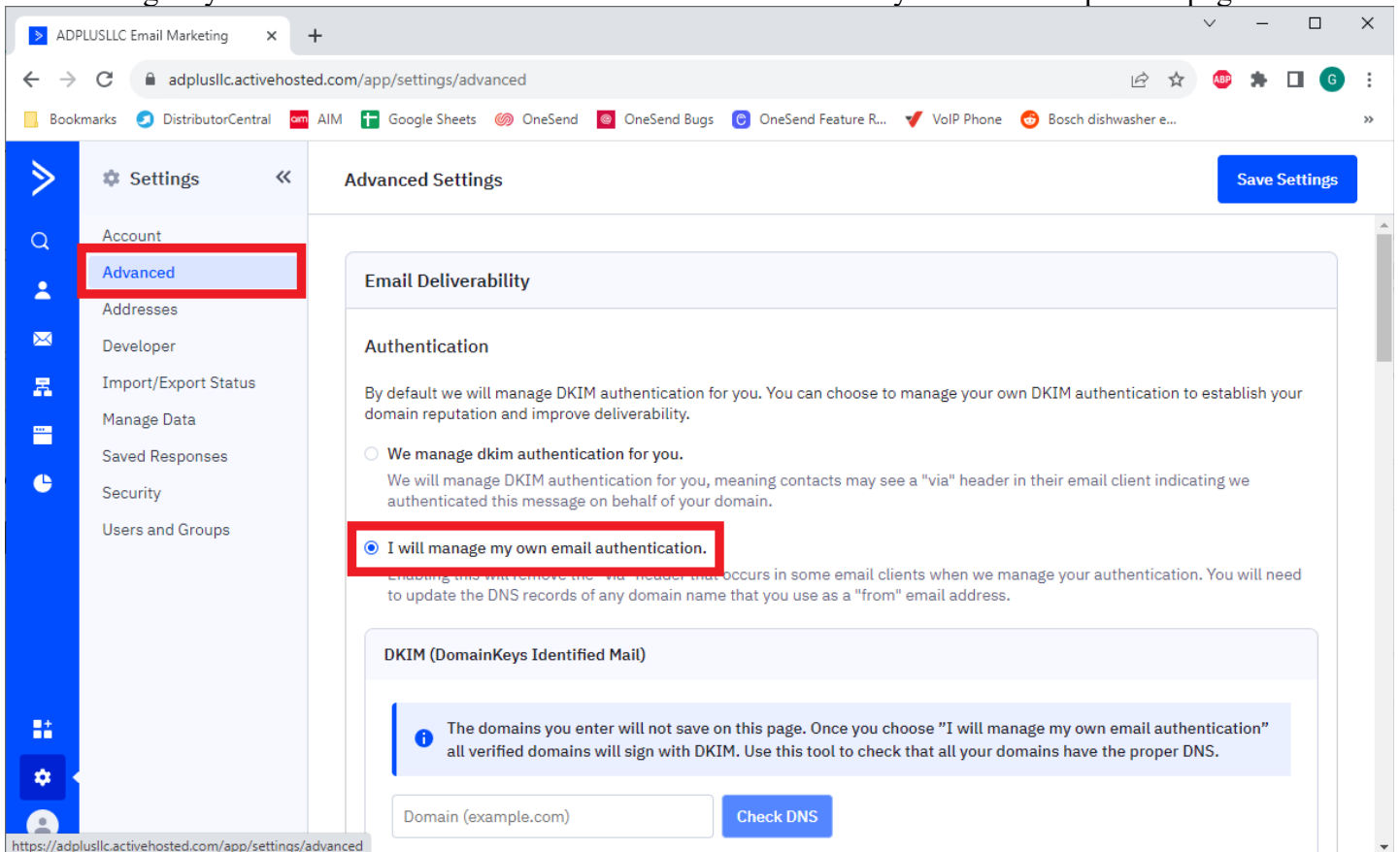
1. Log into your ActiceCampaign (AC) account. Your login page will start with your company name with no spaces or special characters followed by ".activehosted.com". For example, Ad Plus, LLC's login web address is "adplusllc.activehosted.com"

2. On the dashboard page, click the "Settings" in the bottom left corner.

3. On the Setting Page, click "Advanced" on the left hand side menu bar towards the top and the "I will manage my own email authentication" in the "Email Deliverability" box at the top of the page.

4. Depending on who is managing your domain/website, you will have to either create two CNAME records

in the DNS section yourself or ask whoever is managing it to do this for you. For example, if you used GoDaddy to register your domain, then you can log into GoDaddy, click your name on the top right cornder and select "My Products" and then scroll down to your domain and click "DNS". If Sage or ASI is managing your domain, then you can ask them to do this for you.

1. The information you need to create the two new CNAME records are on this page. Scroll down a little on the page until you see the "DKIM (DomainKeys Identified Mail)" box. There you will see a row called "CNAME 1" with the name and value. And under it you will see "CNAME 2" with the same info. For the first row called "CNAME 1", click on the "Copy to clipboard" button on the "Name" and then the "Value" and paste this information into GoDaddy or give it to whoever is managing your domain.

2. If you have any problems getting this done or you need help, please call us and we will help you make it happen.

5. Once the two CNAME records have been created, wait a few minutes, type your domain name without the "www." at the beginning and press the blue "Check DNS" button. If it is successful, a green message will be displayed at the top of the page. If it is red and not successful, click on the blue "Check DNS" button again 15 minutes later, than an hour, a few hours and even up to 2 days later. Sometimes if takes as long as 2 days for the information to be updated in the proper places.

6. Scroll to the bottom of the page and click the "Save Settings" blue button.