

Updating Sender Profiles to Match SAP for Compliance ^[1]

May 23, 2024 by melanie.jones@cu.edu ^[2]

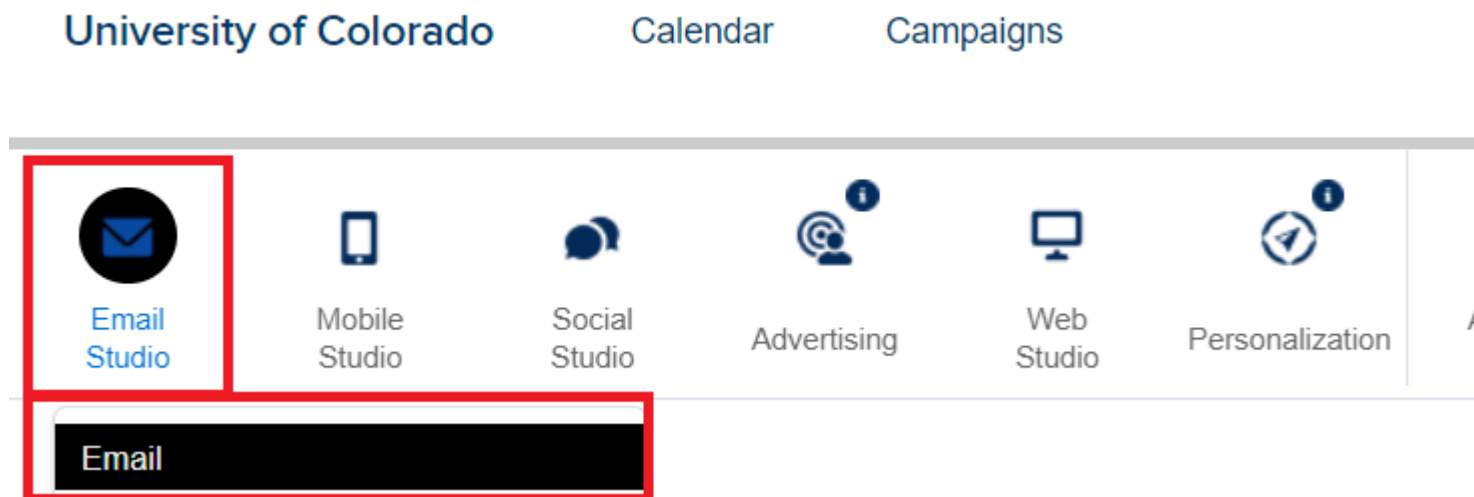
Updating Sender Profiles to Match SAP for Compliance must occur as quickly as possible so as not to impact email delivery. To achieve this, the system eComm team and campus eComm specialists will divide and conquer.

Update Sender Profiles

- **Advancement, System & Boulder SAP:** com.cu.edu
- **Anschutz SAP:** com.cuanschutz.edu
- **Denver SAP:** com.ucdenver.edu
- **UCCS SAP:** com.uccs.edu

The following process must be done in **ALL** existing **Sender Profiles** and any created in the future. Failure to do so will impact email delivery.

1. Navigate to the **Business Unit** (top right).
2. Hover **Email Studio** in the top navigation >> then **Email** in the dropdown.



1. Select **Admin** found in the right of the top menu.
2. On the left, expand **Send Management** >> then select **Sender Profiles**.
3. Select a **Sender Profile Name** to edit it (look for numerous pages of Sender Profiles, found in the bottom right).



Admin

- ☐ • Account Settings
 - Subscription Details
 - Security Settings
 - Multi-Factor Authentication
 - Login IP Allowlist
 - My Users
 - Business Units
 - Roles
 - From Address Management
 - Reply Mail Management
- ☐ • Tracking Configuration
 - Custom Tab
 - Salesforce Integration
- ☐ • Data Management
 - File Locations
 - Key Management
- ☐ • Send Management
 - **Sender Profiles**
 - Delivery Profiles
 - Send Classifications
 - Test Send Thresholds

Sender Profiles

Create Delete

- | <input type="checkbox"/> | Name |
|--------------------------|---|
| <input type="checkbox"/> | Aaron Mansfield (aaron.mansfield@cu.edu) |
| <input type="checkbox"/> | CRM Help (crmhelp@cu.edu) |
| <input type="checkbox"/> | CU Anschutz eComm (ecommerce@cuanschutz.edu) |
| <input type="checkbox"/> | CU eComm (contact@cu.edu) |
| <input type="checkbox"/> | default |
| <input type="checkbox"/> | Jennifer Mortensen (jennifer.mortensen@comcast.net) |
| <input type="checkbox"/> | Jennifer Mortensen (jennifer.mortensen@cu.edu) |

1. Update the Sender Information:

- Edit **From Email** to contain new SAP domain.
 - **After the @ symbol use the following SAP:**
 - Advancement, System & Boulder SAP: **com.cu.edu**
 - Anschutz SAP: **com.cuanschutz.edu**
 - Denver SAP: **com.ucdenver.edu**
 - UCCS SAP: **com.uccs.edu**
- When you click away from this area, it will automatically **Verify**?

2. Use **Custom Reply Mail Management Settings**. The following settings should already be configured in every Sender Profile - meaning there is likely no change needed. If that is not the case, make changes so:

- **Use custom settings below** should be checked.
- The **Use specified information** radio button should be selected.

- *Ensure the desired From Name and Reply Email Address is input here(NOT the new SAP domain with 'com' after the @ symbol.*

Efficiency Tip! Open the Sender Profile in a new tab and update it there. Then close the tab and go back to the list of Sender Profiles in the other tab. The last Sender Profile that was opened will stay highlighted so you know which to move onto next.

You should only have two tabs open at most. In other words, you CANNOT open numerous Sender Profiles in additional tabs to edit, or there will be an error.



Admin

- Account Settings
 - Subscription Details
 - Security Settings
 - Multi-Factor Authentication
 - Login IP Allowlist
 - My Users
 - Business Units
 - Roles
 - From Address Management
 - Reply Mail Management
- Tracking Configuration
 - Custom Tab
 - Salesforce Integration
- Data Management
 - File Locations
 - Key Management
- Send Management
 - Sender Profiles
 - Delivery Profiles
 - Send Classifications
 - Test Send Thresholds
 - Subject/Preheader Validation
 - URL Expiration
 - Deep Linking
 - Auto-Suppression Configurati

Sender Profiles > Aaron Mansfield (aaron.mansfield@cu.edu)

[Save](#) [Delete](#) [Cancel](#)

Properties

Name *(required)*

Aaron Mansfield (aaron.mansfield@cu.edu)

External Key

21604

Description

Aaron Mansfield

Sender Information

Sender *(required)*☐ Choose from list:

CU System CRM <contact@cu.edu>

☒ Use the specified information:

i Changing your 'from address' to include a domain (@domain) without authentication may impact your brand protection. If you have purchased our Sender Authentication Package, click here for more information.

From Name: Aaron Mansfield

From Email: aaron.mansfield@com.cu.edu

Use the SAP domain

Custom Reply Mail Management Settings

☒ Use custom settings below☐ Use direct forwards

Forward to:

☐ Choose from list:

CU System CRM <contact@cu.edu> ▼

☒ Use specified informationName *(required)* Aaron MansfieldAddress *(required)*

aaron.mansfield@cu.edu

Use the campus email address here (not the SAP domain)

☐ Forward using triggered send

Custom Reply Mail Management Settings

Custom Reply Mail Management Settings should ALWAYS be used with:

- 'Use custom settings' checked and
- 'Use specified information' with the 'Name' and 'From Email Address' populated.

Never check the radio button for 'Choose from list'.

Update Send Classification

Confirm any Send Classifications have the the correct Sender Profile tied to it.

1. To do this **re-select the Sender Profile >> Save.**

The system office performs the following two tasks for each Business Unit.

Authenticated Domains

The system office performs this task.

1. Hover your name >> Select **Setup**
2. Expand **Company Settings** on the left
3. Select **Account Settings**
4. Scroll down to the **Authenticated Domains** section
5. Confirm '**com**' is in the **Sender Authentication Domain**
6. Confirm **Additional Private Domains** is the previous *communications.cu.edu*

 Quick Find

Setup Home

Setup Assistant

Administration

> Users

Business Units

> Data Management

Platform Tools

> Apps

> Feature Settings

> Einstein

Settings

▼ Company Settings

Account Settings

BrandBuilder

Domain Records

The system office performs this task.

1. Hover your name >> Select **Setup**




Setup

Account Settings

Account Settings

 Edit

 Changes made in Account Settings w

Zip/Postal

Country (Op

Authenticated Domains

Sender Authentication D

Additional Private D

Headers and Footers

HTML Header

2. Expand **Security** on the left
3. Select **Domain SSL Certificates**
4. Confirm the **SSL Statuses** are all secured



Setup Home

Setup Assistant

Administration

> Users

Business Units

> Data Management

Platform Tools

> Apps

> Feature Settings

> Einstein

Settings

> Company Settings

▼ Security

Security Settings

Multi-Factor Authentication

Login IP Allowlist

Domain Allowlist

Domain SSL Certificates



Setup

Domain SSL Certificate

Manage Your Domain SSL

These records include any domains created. If the status is correct. For misconfigured domains, e

Domain Records

3 of 3 items • Sorted by Domain Name

Type	Domain Name
click	click.com.
image	image.com.
view	view.com.

Related Content

- [Bulk Sender Compliance](#) ^[3]
- [Sender Profiles, Delivery Profiles and Send Classifications](#) ^[4] (for Users)
- [Creating Sender Profiles, Delivery Profiles and Send Classifications](#) ^[5] (for eComm specialists)

Display Title:

Updating Sender Profiles to Match SAP for Compliance

Send email when Published:

No

Source URL:<https://www.cu.edu/blog/ecommerce-wiki/updating-sender-profiles-match-sap-compliance>

Links

[1] <https://www.cu.edu/blog/ecommerce-wiki/updating-sender-profiles-match-sap-compliance>

[2] <https://www.cu.edu/blog/ecommerce-wiki/author/145641> [3] <https://www.cu.edu/blog/ecommerce-wiki/bulk-sender-compliance> [4] <https://www.cu.edu/blog/ecommerce-wiki/sender-profiles-delivery-profiles-and-send-classifications> [5] <https://www.cu.edu/blog/ecommerce-wiki/creating-sender-profiles-delivery-profiles-and-send-classifications>