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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.

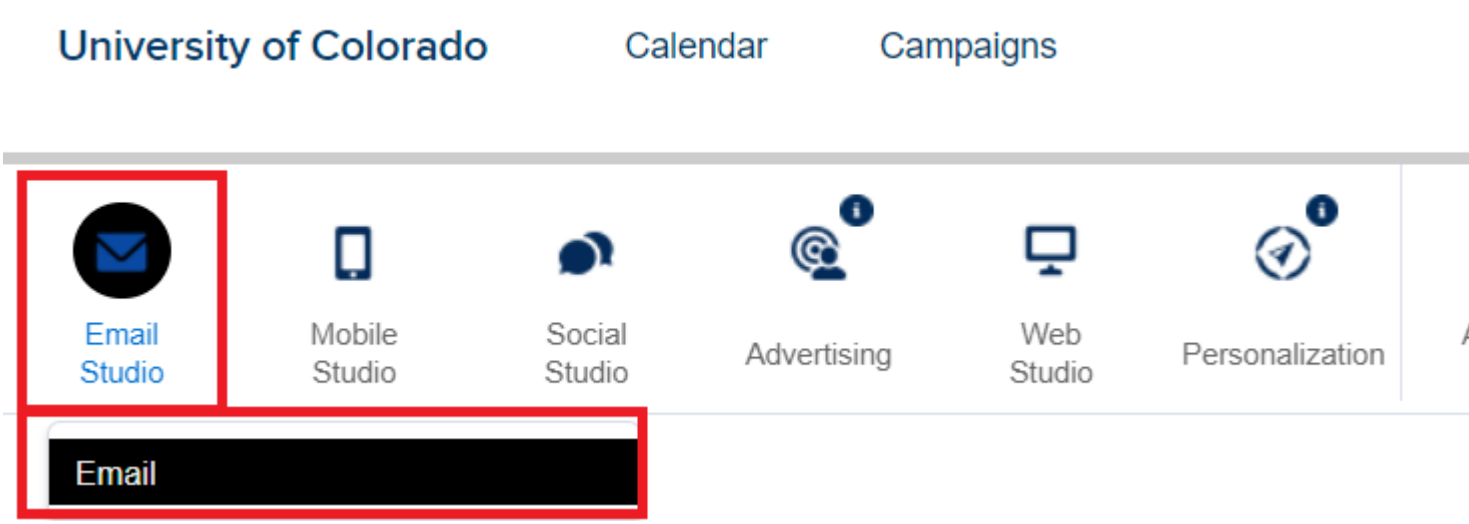
Update Sender Profiles

The following from address in the sender profile must match the following, based on the Business Unit:

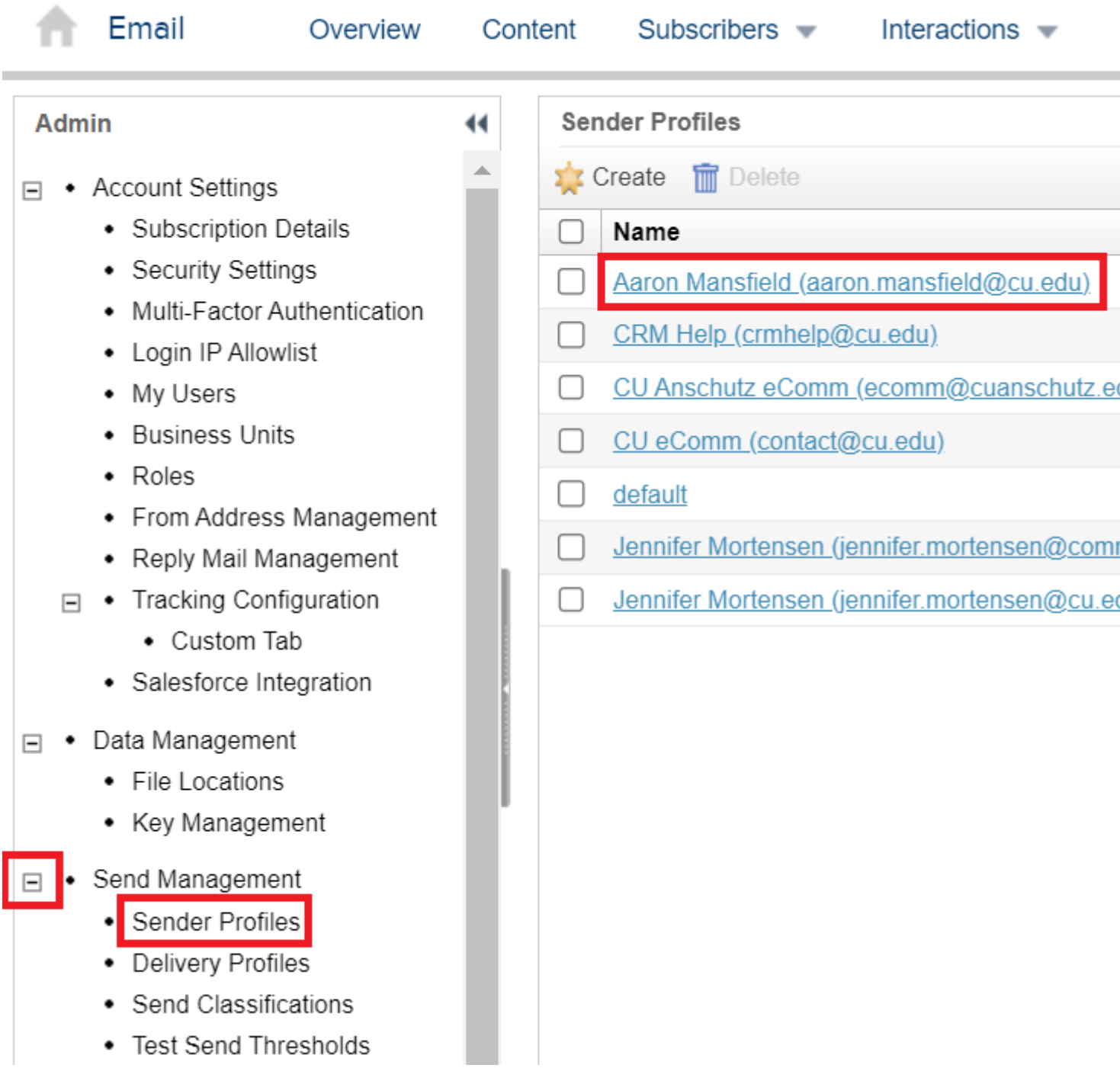
- **Advancement, System & Boulder SAP:** com.cu.edu
- **Anschutz SAP:** com.cuanschutz.edu
- **Denver SAP:** com.ucdenver.edu
- **UCCS SAP:** com.uccs.edu

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).

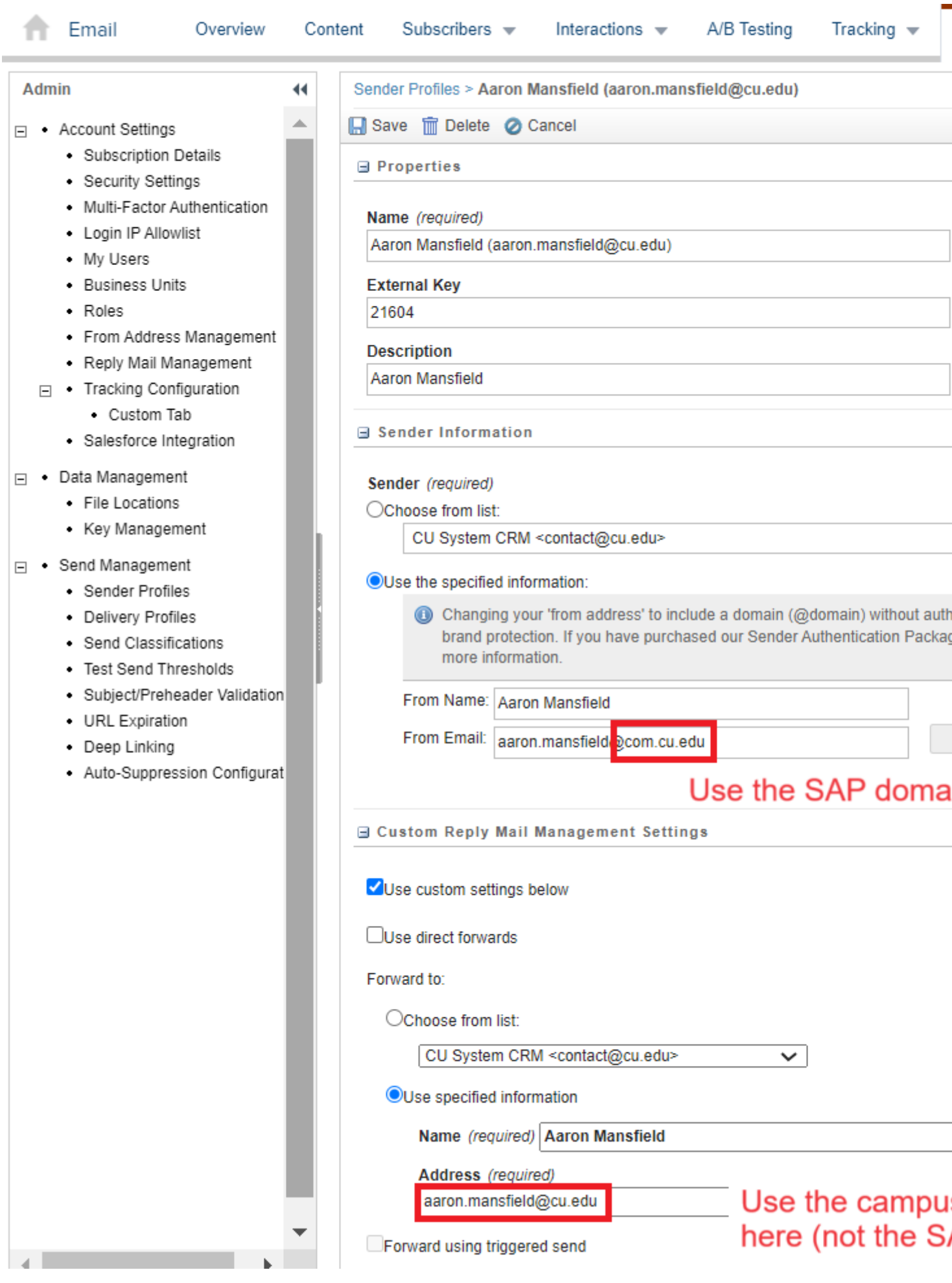


1. Update the Sender Information:
    - Edit **From Email** to contain new SAP domain.
        - **After the @ symbol use the following SAP:**
            - Advancement, System & Boulder SAP: ***com.cu.edu***
            - Anschutz SAP: ***com.cuanschutz.edu***
            - Denver SAP: ***com.ucdenver.edu***
            - 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.


Email
Overview
Content
Subscribers
Interactions
A/B Testing
Tracking
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 Configurat
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:
Changing your 'from address' to include a domain (@domain) without auth
brand protection. If you have purchased our Sender Authentication Packag
more information.
From Name:
Aaron Mansfield
From Email:
aaron.mansfield@com.cu.edu
Use the SAP doma
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 information
Name (required)
Aaron Mansfield
Address (required)
aaron.mansfield@cu.edu
Use the campus
here (not the SA
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.

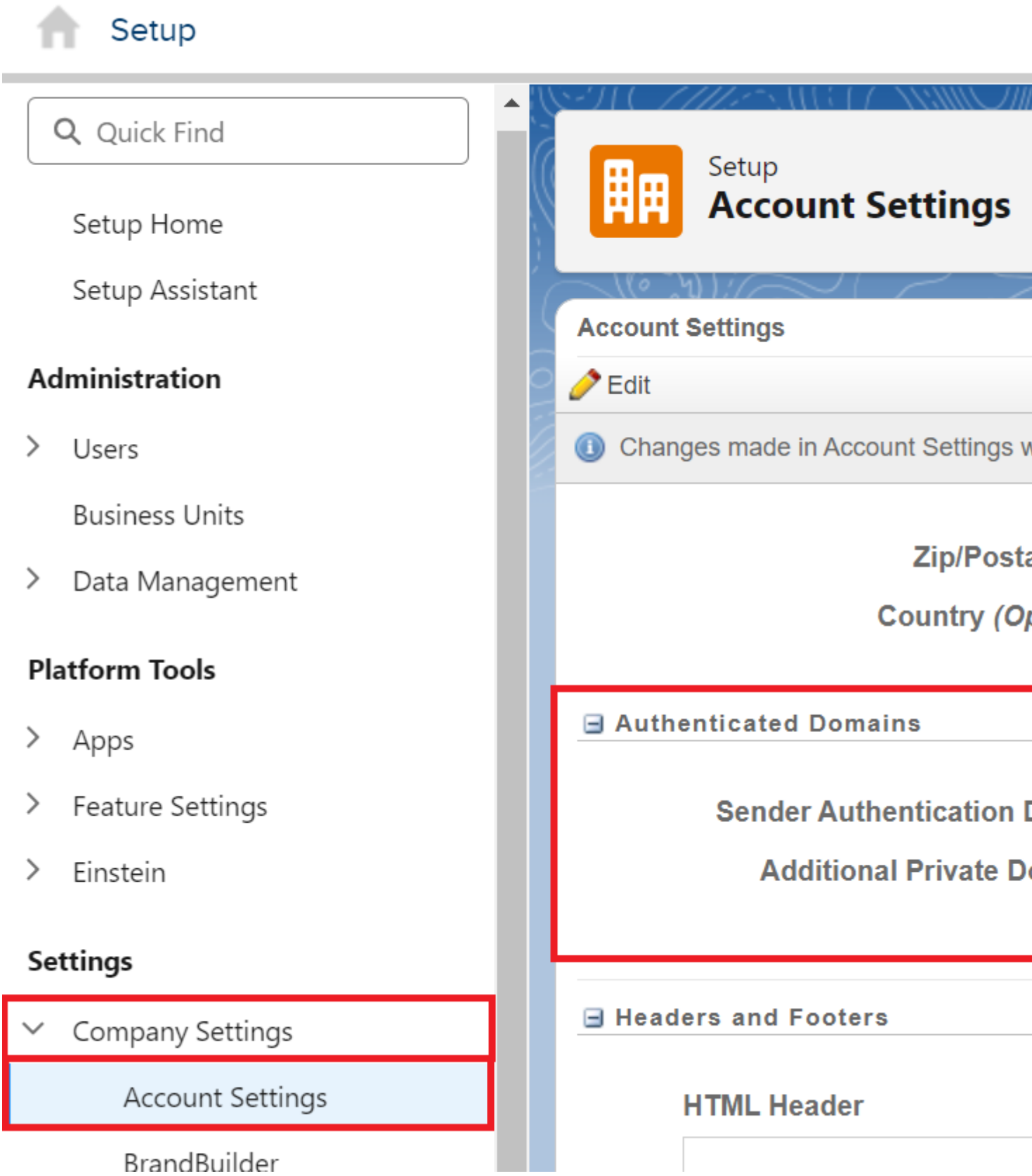
1. To do this **re-select the Sender Profile** >> **Save**.

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***

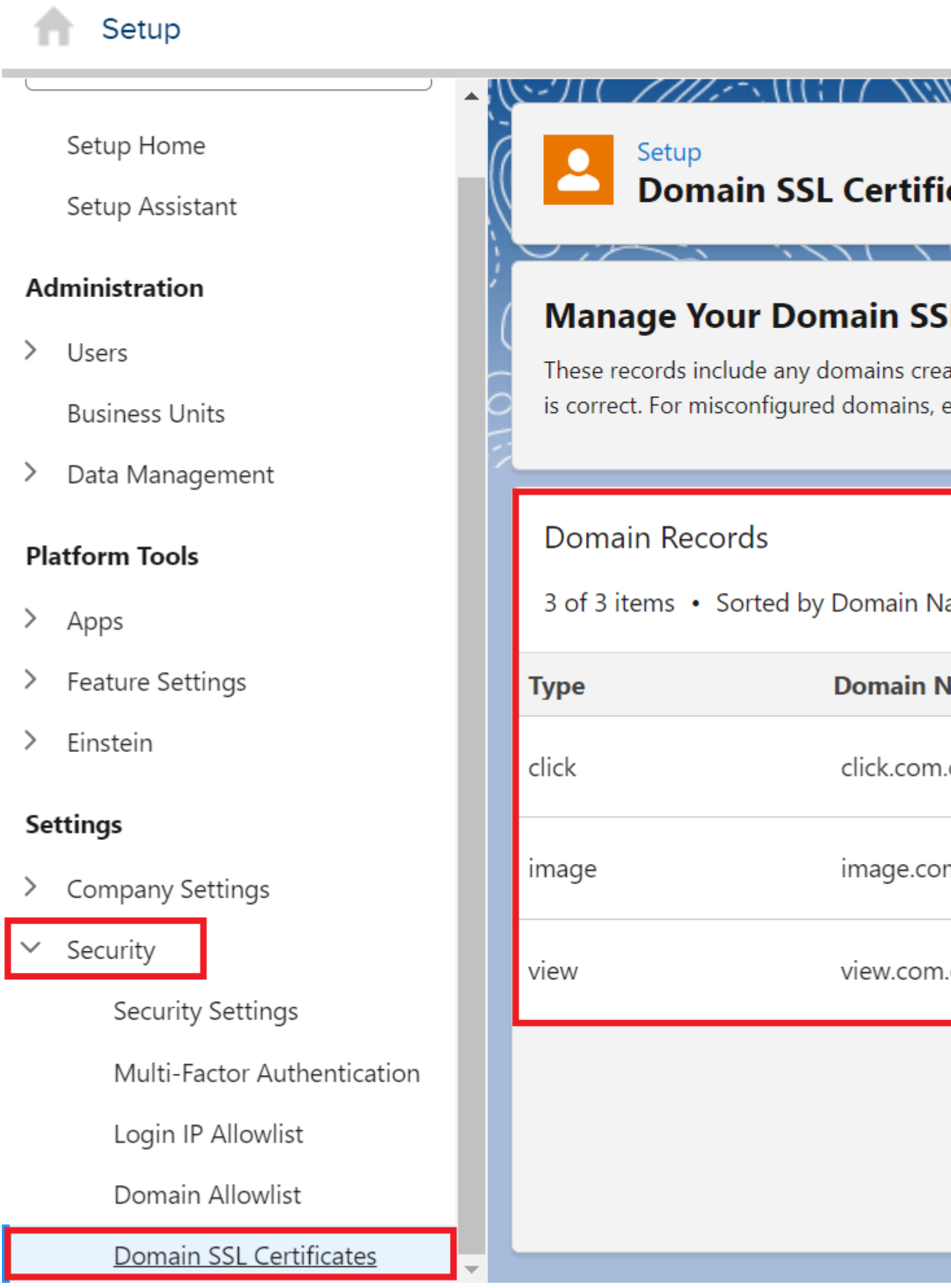


Domain Records

The system office performs this task.

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

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


Setup
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
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