Home > Updating Sender Profiles to Match SAP for Compliance

Updating Sender Profiles to Match SAP for Compliance III

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).



Admin	44	Sender Profiles
 Account Settings 		🙀 Create i Delete
 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 		Name Aaron Mansfield (aaron.mansfield@cu.edu) CRM Help (crmhelp@cu.edu) CU Anschutz eComm (ecomm@cuanschutz.e CU eComm (contact@cu.edu) default Jennifer Mortensen (jennifer.mortensen@com Jennifer Mortensen (jennifer.mortensen@cu.edu)
 Salesforce Integration Data Management File Locations Key Management 		
 Send Management Sender Profiles Delivery Profiles Send Classifications Test Send Thresholds 		
 Update the Sender Information: Edit From Email to contain net 	w 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

Admin

44

Content Subscribers 💌 Interactions -A/B Testing Tracking 👻 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) OChoose from list: CU System CRM <contact@cu.edu> Ouse the specified information: Changing your 'from address' to include a domain (@domain) without auth brand protection. If you have purchased our Sender Authentication Package 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: OChoose from list: CU System CRM <contact@cu.edu> ~ Ouse specified information

Name (required) Aaron Mansfield

	Address (required)	
	aaron.mansfield@cu.edu	Use the campu
N	ard using triggered send	here (not the S

Forward using triggered send

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

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





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



view

view.com.

Security

Security Settings

Multi-Factor Authentication

Login IP Allowlist

Domain Allowlist

Domain SSL Certificates

Related Content

- Bulk Sender Compliance [3]
- Sender Profiles, Delivery Profiles and Send Classifications [4] (for Users)
- <u>Creating Sender Profiles, Delivery Profiles and Send Classifications</u> [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/ecomm-wiki/updating-sender-profiles-match-sap-compliance

Links

[1] https://www.cu.edu/blog/ecomm-wiki/updating-sender-profiles-match-sap-compliance
 [2] https://www.cu.edu/blog/ecomm-wiki/author/145641
 [3] https://www.cu.edu/blog/ecomm-wiki/sender-profiles-delivery-profiles-and-send-classifications
 [5] https://www.cu.edu/blog/ecomm-wiki/creating-sender-profiles-delivery-profiles-and-send-classifications