Sending Mails on Behalf of the Reseller - "White Label"

Email Handling with DKIM for Resellers

For certain ICANN-mandated procedures such as **COR, IRTP, ERRP**, and others, Joker.com sends emails on behalf of resellers. This can be configured directly in the reseller's profile.

However, many receiving mail servers no longer accept messages that appear to come from external sender addresses. To address this, Joker.com now supports sending these emails using **DKIM (DomainKeys Identified Mail)**. With DKIM, emails are cryptographically signed using a key that is automatically connected to your domain, greatly improving deliverability.

What Has Changed?

Previously, enabling DKIM required manual configuration with the help of our support team. Now, we've introduced an **automated procedure**. All you need to do is add a few DNS records to your domain.

Setup Instructions

Add the following CNAME records to the DNS zone of the email domain you've provided:

> joker1._domainkey.example.com CNAME joker1._domainkey.joker.com
> joker2._domainkey.example.com CNAME joker2._domainkey.joker.com

Please replace "example.com" with your domain!

Important Notes

- Only **one reseller domain** can be used for DKIM.
  - ✅ Allowed: `transfer@reseller-domain.com`, `wdrp@reseller-domain.com`
  - ❌ Not allowed: `info@another-reseller-domain.net` if you use `info@reseller-domain.com`

SPF Record Adjustment

If your domain already uses **SPF records**, you should also **include Joker.com’s mail servers.** Simply add the following include directive to your SPF record:

```
include:_spf.joker.com
```

Revision #5
Created 2025-08-18 12:12:43 UTC by Admin
Updated 2025-08-18 13:26:44 UTC by Admin