

Send email from your own domain

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With your own domain in Desk, clients can send documents to an address on it and the emails we send them come from your firm's name. It takes a few records added where your domain is managed.

Before you start

You need to be an admin in Desk, and you'll need access to your domain's DNS settings, or someone who looks after them for you.

1 Add your domain

Go to **Settings**, then **Domains and email**. Under **Your domains**, enter your domain, like harperlowe.co.uk, and press **Add domain**.

2 Add the ownership record

Desk lists the records to add, each with its type, name and value, and a **Copy** button. Start with the one marked **Proves you own the domain** and add it in your DNS settings exactly as shown.

3 Check it

Press **Check again**. When the record is found, the domain shows as **Yours**, though it can take a little while for changes to show up.

4 Choose what it's for

Open **Choose what it's for**, switch on **Send email to clients from this domain**, and **Receive documents** too if you'd like documents to arrive on it. Press **Save**.

5 Add the remaining records

After a few minutes more records appear for receiving and sending. Add each one, press **Check again**, and once **Sending** shows **Working**, emails to your clients come from your domain.

Giving clients an address to send to

Under **Addresses**, open **Add an address**. Choose **On your domain** and enter the part before the @, like "conveyancing", or choose **Forwarded from your mailbox** to use an address you already have. Pick a **Work stream** and **Who can send to it**, then press **Add address**.

If something goes wrong

A record still says `Not found yet` or `Wrong value`.

Check the name and value match what Desk shows, using `Copy` to avoid typos, then wait a while and press `Check again`. If it still isn't found after a day, write to us at support@unforged.ai.

The page says your own domains aren't available yet.

Your own domain isn't switched on for your Desk. Write to us at support@unforged.ai and we'll sort it out with you.