

From: "Sandra Hust" <shust@wikimedia.org>  
To: "WMF Internal" <support+id99575@wikimediainternal.zendesk.com>  
Subject: [WMF Internal] Re: Fwd: Authenticate and add a DMARC record to continue sending emails from your domain  
[HTMLTextSource](#)

Hi Brendan,

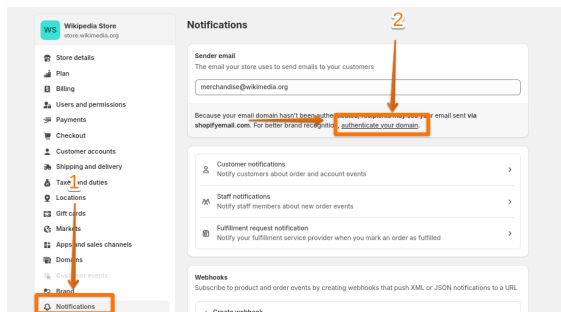
Below you will find a summary of our conversation with the Shopify rep and the instructions for what is needed. To proceed, I can either add you as an admin on Shopify or whatever else you think is the best option. Please let me know, and thank you again for your support.

Best,  
Sandra

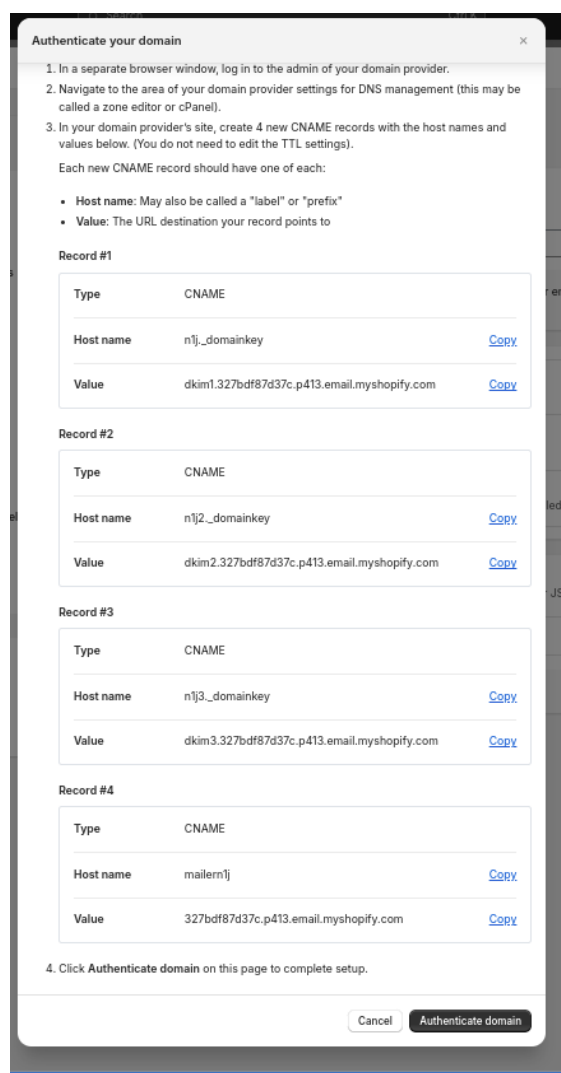
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**The store DMARC record is showing as valid, so no action is needed, however, there's still the need to ensure that the 4 CNAME Records in authenticating your email domain are present in your DNS Settings. Below are the steps on how to do this:**

1. Please open two tabs in your browser: one will be for your Shopify admin account, and the other tab is for your Domain provider account.
2. To get the CNAME Record values from the Shopify admin, please navigate to the *Settings >> Notifications settings >>* click on *Authenticate domain* as shown below:



3. Then, you will be presented with the 4 CNAME Records along with the instructions on what you need to do with these CNAME Records as shown below:



4. The next step is that before you click on the Authenticate domain below the 4 CNAME Records as shown on my above screenshot, you need to navigate to your domain provider settings for DNS management.
5. Then, individually create/add 4 CNAME Records to your domains provider with the host names and values reflected in the Authenticate domain section of your Shopify admin or as shown on the screenshot in step 3.
6. After making sure that the 4 CNAME Records are added, go back to your Shopify admin, and click the **Authenticate** button as shown below:

**Authenticate your domain** ×

1. In a separate browser window, log in to the admin of your domain provider.
2. Navigate to the area of your domain provider settings for DNS management (this may be called a zone editor or cPanel).
3. In your domain provider's site, create 4 new CNAME records with the host names and values below. (You do not need to edit the TTL settings).  
Each new CNAME record should have one of each:
  - **Host name:** May also be called a "label" or "prefix"
  - **Value:** The URL destination your record points to

**Record #1**

|           |  |
|-----------|--|
| Type      | CNAME  |
| Host name | n1j_domainkey <a href="#">Copy</a>                               |
| Value     | dkim1.327bdf87d37c.p413.email.myshopify.com <a href="#">Copy</a> |

**Record #2**

|           |  |
|-----------|--|
| Type      | CNAME  |
| Host name | n1j2_domainkey <a href="#">Copy</a>                              |
| Value     | dkim2.327bdf87d37c.p413.email.myshopify.com <a href="#">Copy</a> |

**Record #3**

|           |  |
|-----------|--|
| Type      | CNAME  |
| Host name | n1j3_domainkey <a href="#">Copy</a>                              |
| Value     | dkim3.327bdf87d37c.p413.email.myshopify.com <a href="#">Copy</a> |

**Record #4**

|           |  |
|-----------|--|
| Type      | CNAME  |
| Host name | mailern1j <a href="#">Copy</a>                             |
| Value     | 327bdf87d37c.p413.email.myshopify.com <a href="#">Copy</a> |

4. Click **Authenticate domain** on this page to complete setup.

On Mon, Jan 22, 2024 at 7:36 PM Sandra Hust <[shust@wikimedia.org](mailto:shust@wikimedia.org)> wrote:  
I'll work on getting someone that can help and get back to you on Tuesday. Thanks a million, Brendan!

On Mon, Jan 22, 2024 at 6:46 PM Brendan (WMF Internal) <[support@wikimediainternal.zendesk.com](mailto:support@wikimediainternal.zendesk.com)> wrote:

Your request ([#99575](#)) has been updated. Reply to this email or follow the link below:  
<http://wikimediainternal.zendesk.com/hc/requests/99575>



**Brendan (WMF Internal)**

Jan 22, 2024, 3:46 PM PST

Hey Sandra,

It's clearer to us what the required actions are after meeting with SRE today, but still would like to confirm with Shopify. Do we have a Shopify customer rep, or something like that, who can direct me to a support resource on this topic to confirm that our mail server setup is compliant?

Thanks,  
Brendan



**Sandra Hust**

Jan 22, 2024, 12:05 PM PST

Thank you so much for the update!