remberg

Implementation Guideline

Setting up the email integration

1. If necessary, create a new email address with your domain (e.g. service@<domain>.com) that your customers can contact with service and/or support requests.
2. Tell your remberg contact person the domain(s) of the email addresses for which you want to set up a forwarding. E.G.: @company.com
3. Your remberg contact person will send you an email with the following information:
    a. 3 CNAME records
    b. MX record
    c. SPF record
4. Have your IT department or email administrator set up the DNS records.
5. The setup of DNS records varies depending on the domain name registrar. The following links provide instructions for common providers: Microsoft 365, GoDaddy, Namecheap, 1&1, Network Solutions, Google Domains.
    a. CNAME records
        i. Add the CNAME records, similar to the following format, to your domain's DNS settings:

Type	Name	Value
CNAME	xxxxxxxxxxxxxxxx._domainkey.domain.company.de	xxxxxxxxxxxxxxxx.dklm.amazonses.com
CNAME	yyyyyyyyyyyyyyyy._domainkey.domain.company.de	yyyyyyyyyyyyyyyy.dklm.amazonses.com
CNAME	zzzzzzzzzzzzzzzz._domainkey.domain.company.de	zzzzzzzzzzzzzzzz.dklm.amazonses.com

Address
Remberg GmbH
Siegfriedstr. 8
80803 München

Management
David Hahn, Julian Madrzak, Hagen Schmidtchen, Cecil Wöbker

Contact
E-Mail: support@remberg.de
Web: https://www.remberg.de
Tel: +49 89 215 36192

b. MX record
    i. Add an MX record to the DNS settings of your domain.
    ii. remberg provides the following information for the MX record:

Type	Name	Value	Priority
MX	sender.company.de	feedback-smtp.eu-west-1.amazonses.com	10

Note: We recommend priority 10, but you can also use a different priority depending on other MX records.

    iii. If the sub-domain "sender" is already in use elsewhere, please contact your remberg contact to obtain new DNS record information.

c. SPF record
    i. Add a TXT record to the DNS settings of your domain.
    ii. Note: Multiple SPF records can be created for different subdomains.
    iii. remberg provides the following information for the SPF record:

Type	Name*	Value
TXT	sender.company.de	v=spf1 include:amazonses.com ~all

Note: We recommend ~all because it is the most trouble-free qualifier, but you can also use any qualifier.

    iv. If the sub-domain "sender" is already in use elsewhere, please contact your remberg contact to obtain new DNS record information.

6. On your email server, set up a forwarding of the added email addresses to the email address specified in remberg

(system-domain@service.mail.remberg.de).

7. Optional: Whitelist the email domains @mail.remberg.de and @service.mail.remberg.de.
8. Inform your remberg contact person of all forwarded service and support e-mail addresses so that they can be added in the configuration settings for you.

   Note: A name can be defined for each e-mail, which will be used as the e-mail sender name. Ex.: "Company XYZ Service (service@companyxyz.com)"

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FAQ

Q1: How does replying on behalf of the forwarded address work?

If you automatically forward emails from your support address(es) to remberg and have configured them in the remberg system, replies will be sent in the name of the forwarding address by default. For requests created in the system, they also have the choice of the desired sender address. In order for this to work correctly, you must verify your domain so that email clients can be sure that the messages were sent by us with your permission.

To accomplish this, we use a technology called DKIM (DomainKeys Identified Mail) to sign the messages we send on your behalf. Email clients can verify these signatures against the DNS record you have set up for your domain. Learn more about DKIM here.

In case the selected (stored) support address cannot be verified, an error message will be displayed when trying to send and will ask you to choose another sender address.

Q2: remberg uses AWS SES as an email service provider. With the DNS records provided, can anyone using AWS SES send emails on our behalf?

No, the DKIM technology used ensures that you only authorize remberg to send email on behalf of your support email address(es).

DomainKeys Identified Mail (DKIM) is an email security standard designed to ensure that an email claiming to come from a specific domain is actually authorized by the owner or holder of that domain.

For proper validation, individual domain keys are created, consisting of a publicly viewable key, your DNS CNAME records, and a corresponding private key on the part of the sending SMTP server (remberg).
A DKIM signature is automatically added to all emails.

MX and TXT records are created for a MAIL FROM domain, which is a subdomain of your verified domain. This subdomain is not actively used to send email or receive email.

Q3: Do I need MX and TXT records?

MX and TXT records are not mandatory for using CaseManagement, but we strongly recommend them for the following reasons:
By setting up a custom MAIL FROM domain, your emails can comply with Domain-based Message Authentication, Reporting and Conformance (DMARC). DMARC allows a sender's domain to specify that email sent from the domain is protected by one or more authentication systems.

Sender Policy Framework (SPF) is a domain-level email authorization protocol that lets you specify which IP addresses are allowed to send email as if it originated from your domain. This is accomplished by adding a DNS (Domain Name System) TXT record.

When an email client receives a message, it performs an SPF check on the sender domain to verify that the email originated from who it claims to be. If this check fails, or if there is no DNS record indicating that remberg is an approved sender, some recipients may consider this email to be spam or a phishing attempt and classify it as untrustworthy or not show it to your customers at all.

Additionally, by setting the TXT record, emails marked "via amazonses.com" will be replaced with your domain in some email clients like Gmail or Outlook.

By setting the MX record, you ensure that undeliverability and complaint notifications sent by the recipient's email provider can be received.

Questions? We are happy to support you.

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