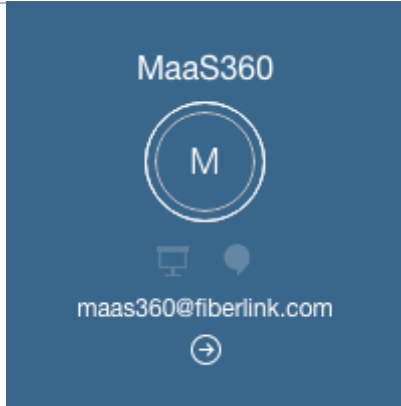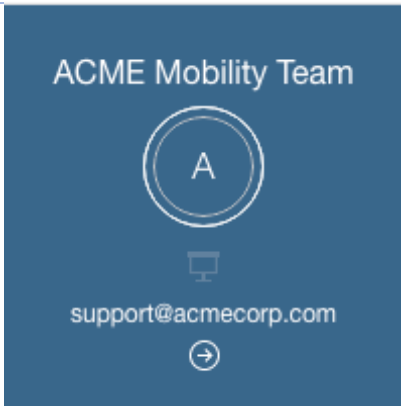# IBM MaaS360

IBM MaaS360
Branding Sender Email Address

IBM MaaS360

Introduction

The MaaS360 Portal Branding allows a customer to brand the Sender Email Address and Name.

This is the email address from where all MaaS360 emails get sent from. The default email address is maas360@fiberlink.com and the sender name is **MaaS360**. This can be changed to the email address of your IT organization or support desk so that end users recognize the emails. In my example, I have changed the sender to **ACME Mobility team** and the email address to support@acmecorp.com

Standard	Sample Banding
MaaS360: Device Enrollment Request MaaS360 to	ACME MaaS360: Device Enrollment Request ACME Mobility Team to
MaaS360 M maas360@fiberlink.com	ACME Mobility Team A support@acmecorp.com

This will result in the MaaS360 Portal email relay server to send email on behalf of your domain. To ensure proper email delivery, it is imperative for you to make changes to their domain SPF record. This document will explain the changes that are required to complete this step.

Note: If customers does not complete these steps, MaaS360 Portal relay servers may be block by service providers and emails delivered will not reach admins or end-users.

Audience

The audience for this document are IT administrators familiar with managing email set up and procedures.

IBM **MaaS360**

Modifying Customer SPF Record to Include MaaS360 Portal Email Relays

In order to ensure successful email delivery when using your own domain email address, an SPF (Sender Policy Framework) record is required. An SPF record is a type of DNS record that designates which e-mail servers are allowed to send e-mail on behalf of your domain. Without these records there is a possibility that the e-mail will not be delivered or marked as spam.

MaaS360 Mail Relays Details for Each Portal instance

Instance	MaaS360 Mail Relay Details	Note
M1	208.76.128.170 - maila.m1.maas360.com 208.76.130.111 - mailb.m1.maas360.com	If account number starts with '1', then Portal instance is M1.
M2	88.205.104.166 - maila.m2.maas360.com 217.112.145.240 - mailb.m2.maas360.com	If account number starts with '2', then Portal instance is M2.
M3	208.76.133.46 - maila.m3.maas360.com 50.204.34.230 - mailb.m3.maas360.com	If account number starts with '3', then Portal instance is M3.
M4	119.81.110.148 - maila.m4.maas360.com 119.81.173.175 - mailb.m4.maas360.com	If account number starts with '4', then Portal instance is M4.

Creating an SPF record

An SPF record is simply a TXT DNS record that looks similar to the following:
v=spf1 mx include:maila.m1.maas360.com -all

Where:
- **v=spf1** : Represents the version of SPF being used
- **mx** : Allows the domain's MX record to send e-mail
- **include:maila.m1.maas360.com** : Designates maila.m1.maas360.com as an authorized server
- **-all** : Indicates that the servers that are not listed in the SPF record are not allowed to send e-mail on behalf of the domain. A mail server that receives e-mail from a server that is not listed in this record handles the mail according to its own server policy.

Examples

1. Example for branding the sender email in the M1 Portal Instance using DNS name:
   v=spf1 mx include:maila.m1.maas360.com include:mailb.m1.maas360.com ~all
2. Example for branding the sender email in the M1 Portal Instance using DNS IP Address:
   v=spf1 mx ip4:208.76.128.170 ip4:208.76.130.111 ~all