# Updating Sender Profiles to Match SAP for Compliance [1]

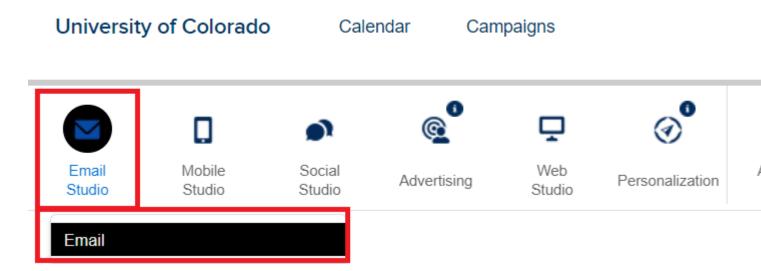May 23, 2024 by melanie.jones@cu.edu [2]

Updating Sender Profiles to Match SAP for Compliance must occur as quickly as possible as to not impact any email delivery. To achieve this, the system eComm team and campus eComm specialists will divide and conquer. Use this sheet with a tab devoted to each campus to delegate and track work [3].

**Update Sender Profiles**

- **Advancement, System & Boulder SAP:** com.cu.edu
- **Anschutz SAP:** com.cuanschutz.edu
- **Denver SAP:** com.ucdenver.edu
- **UCCS SAP:** com.uccs.edu

**The following process must be done in ALL existing Sender Profiles and any created in the future. Failure to do so will impact email delivery.**

1. Navigate to the **Business Unit** (top right).
2. Hover **Email Studio** in the top navigation >> then **Email** in the dropdown.



1. Select **Admin** found in the right of the top menu.
2. On the left, expand **Send Management** >> then select **Sender Profiles**.
3. Select a **Sender Profile Name** to edit it (look for numerous pages of Sender Profiles, found in the bottom right).
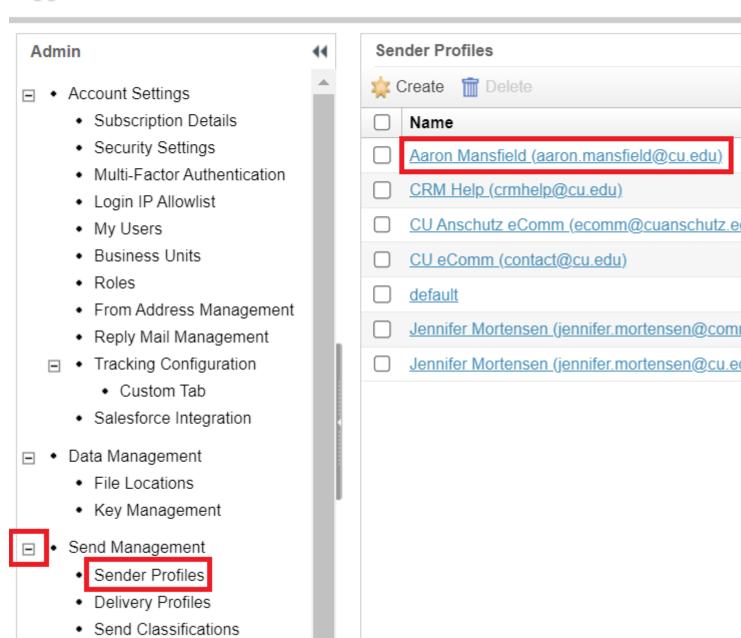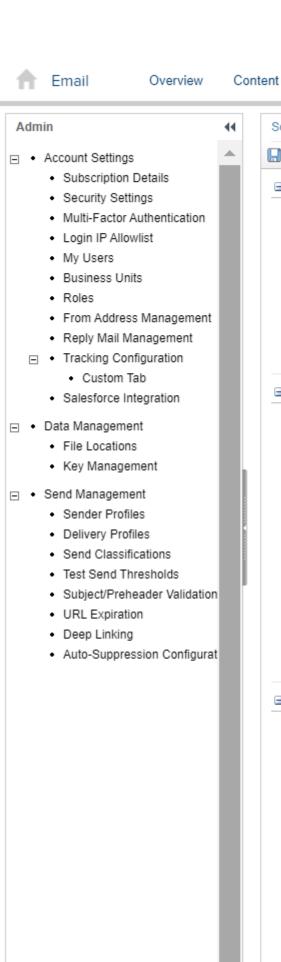
1. Update the Sender Information:
   - Edit **From Email** to contain new SAP domain.
     - **After the @ symbol use the following SAP:**
       - Advancement, System & Boulder SAP: ***com.cu.edu***
       - Anschutz SAP: ***com.cuanschutz.edu***
       - Denver SAP: ***com.ucdenver.edu***
       - UCCS SAP: ***com.uccs.edu***
   - When you click away from this area, it will automatically **Verify**.**?**
2. *Use **Custom Reply Mail Management Settings.*** The following settings should already be configured in every Sender Profile - meaning there is likely no change needed. If that is not the case, make changes so:
   - ***Use custom settings below*** should be checked.
   - The ***Use specified information*** radio button should be selected.

○ *Ensure the desired From Name and Reply Email Address is input here(NOT the new SAP domain with 'com' after the @ symbol.*

**Efficiency Tip!** Open the Sender Profile in a new tab and update it there. Then close the tab and go back to the list of Sender Profiles in the other tab. The last Sender Profile that was opened will stay highlighted so you know which to move onto next.

**You should only have two tabs open at most. In other words, you CANNOT open numerous Sender Profiles in additional tabs to edit, or there will be an error.**

# Email    Overview    Content    Subscribers ▾    Interactions ▾    A/B Testing    Tracking ▾

**Admin** ◀◀

- • Account Settings
  - • Subscription Details
  - • Security Settings
  - • Multi-Factor Authentication
  - • Login IP Allowlist
  - • My Users
  - • Business Units
  - • Roles
  - • From Address Management
  - • Reply Mail Management
  - • Tracking Configuration
    - • Custom Tab
  - • Salesforce Integration

- • Data Management
  - • File Locations
  - • Key Management

- • Send Management
  - • Sender Profiles
  - • Delivery Profiles
  - • Send Classifications
  - • Test Send Thresholds
  - • Subject/Preheader Validation
  - • URL Expiration
  - • Deep Linking
  - • Auto-Suppression Configurat

Sender Profiles > Aaron Mansfield (aaron.mansfield@cu.edu)

💾 Save    🗑 Delete    ⊘ Cancel

⊟ **Properties**

**Name** *(required)*

Aaron Mansfield (aaron.mansfield@cu.edu)

**External Key**

21604

**Description**

Aaron Mansfield

⊟ **Sender Information**

**Sender** *(required)*

◯ Choose from list:

    CU System CRM <contact@cu.edu>

◉ Use the specified information:

ⓘ Changing your 'from address' to include a domain (@domain) without auth
brand protection. If you have purchased our Sender Authentication Packag
more information.

From Name: Aaron Mansfield

From Email: aaron.mansfield@com.cu.edu

Use the SAP doma

⊟ **Custom Reply Mail Management Settings**

☑ Use custom settings below

☐ Use direct forwards

Forward to:

◯ Choose from list:

    CU System CRM <contact@cu.edu> ⌄

◉ Use specified information

**Name** *(required)* Aaron Mansfield

**Address** *(required)*

aaron.mansfield@cu.edu    Use the campus
here (not the SA

☐ Forward using triggered send

**Custom Reply Mail Management Settings**

Custom Reply Mail Management Settings should ALWAYS be used with:

- 'Use custom settings' checked and
- 'Use specified information' with the 'Name' and 'From Email Address' populated.

**Never** check the radio button for 'Choose from list'.

**Update Send Classification**

Confirm any Send Classifications have the the correct Sender Profile tied to it.

1. To do this **re-select the Sender Profile** >> **Save**.

**The system office performs the following two tasks for each Business Unit.**

# Authenticated Domains

**The system office performs this task.**

1. Hover your name >> Select **Setup**
2. Expand **Company Settings** on the left
3. Select **Account Settings**
4. Scroll down to the **Authenticated Domains** section
5. Confirm *'com'* is in the **Sender Authentication Domain**
6. Confirm **Additional Private Domains** is the previous *communications.cu.edu*

## Domain Records

**The system office performs this task.**

1. Hover your name >> Select **Setup**

2. Expand **Security** on the left
3. Select **Domain SSL Certificates**
4. Confirm the **SSL Statuses** are all secured

# Setup

## Setup Home
## Setup Assistant

## Administration

> Users

Business Units

> Data Management

## Platform Tools

> Apps

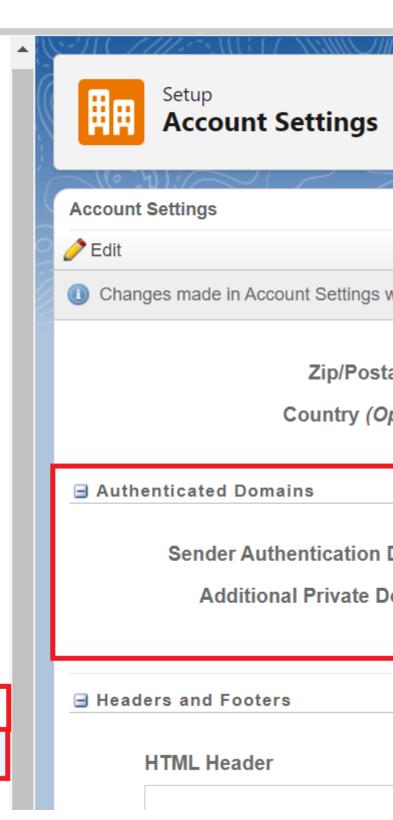> Feature Settings

> Einstein

## Settings

> Company Settings

∨ Security

Security Settings

Multi-Factor Authentication

Login IP Allowlist

Domain Allowlist

Domain SSL Certificates

---

Setup
**Domain SSL Certifi**

## Manage Your Domain SS

These records include any domains crea
is correct. For misconfigured domains, e

### Domain Records

3 of 3 items • Sorted by Domain Na

| Type | Domain N |
|------|----------|
| click | click.com. |
| image | image.co |
| view | view.com. |

## Related Content

- [Bulk Sender Compliance](#) [4]
- [Sender Profiles, Delivery Profiles and Send Classifications](#) [5] (for Users)
- [Creating Sender Profiles, Delivery Profiles and Send Classifications](#) [6] (for eComm specialists)

**Display Title:**
Updating Sender Profiles to Match SAP for Compliance
**Send email when Published:**
No

---

**Source URL:**https://www.cu.edu/blog/ecomm-wiki/updating-sender-profiles-match-sap-compliance

**Links**
[1] https://www.cu.edu/blog/ecomm-wiki/updating-sender-profiles-match-sap-compliance
[2] https://www.cu.edu/blog/ecomm-wiki/author/145641
[3] https://docs.google.com/spreadsheets/d/1ImL-Hrr9AT6Y4G3zO5Loji_wlsFCPDBN46LFp0y1wMQ/edit?usp=sharing [4] https://www.cu.edu/blog/ecomm-wiki/bulk-sender-compliance [5] https://www.cu.edu/blog/ecomm-wiki/sender-profiles-delivery-profiles-and-send-classifications [6] https://www.cu.edu/blog/ecomm-wiki/creating-sender-profiles-delivery-profiles-and-send-classifications