

Adding an additional From Email to your DMS

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Donor Management System

You may have multiple emails that you would like to connect to your DMS so that you can send communications to your donors from a variety of email addresses. In this case, you'll need to add an additional *From Email Address* to your DMS and verify it through our email partner, [SendGrid](#).

As a reminder, any **DMS From Email** (outbound email) is donor-facing, meaning that it will display when issuing Tax Receipts by Email and other email communications (i.e. [Thanking your Donor](#) and [Bulk Emails](#)).

Note: Before reading on, make sure that you've first completed the steps to [verifying your initial DMS From Email](#)

Have more questions about the DMS From Email? [Check out our FAQ!](#)

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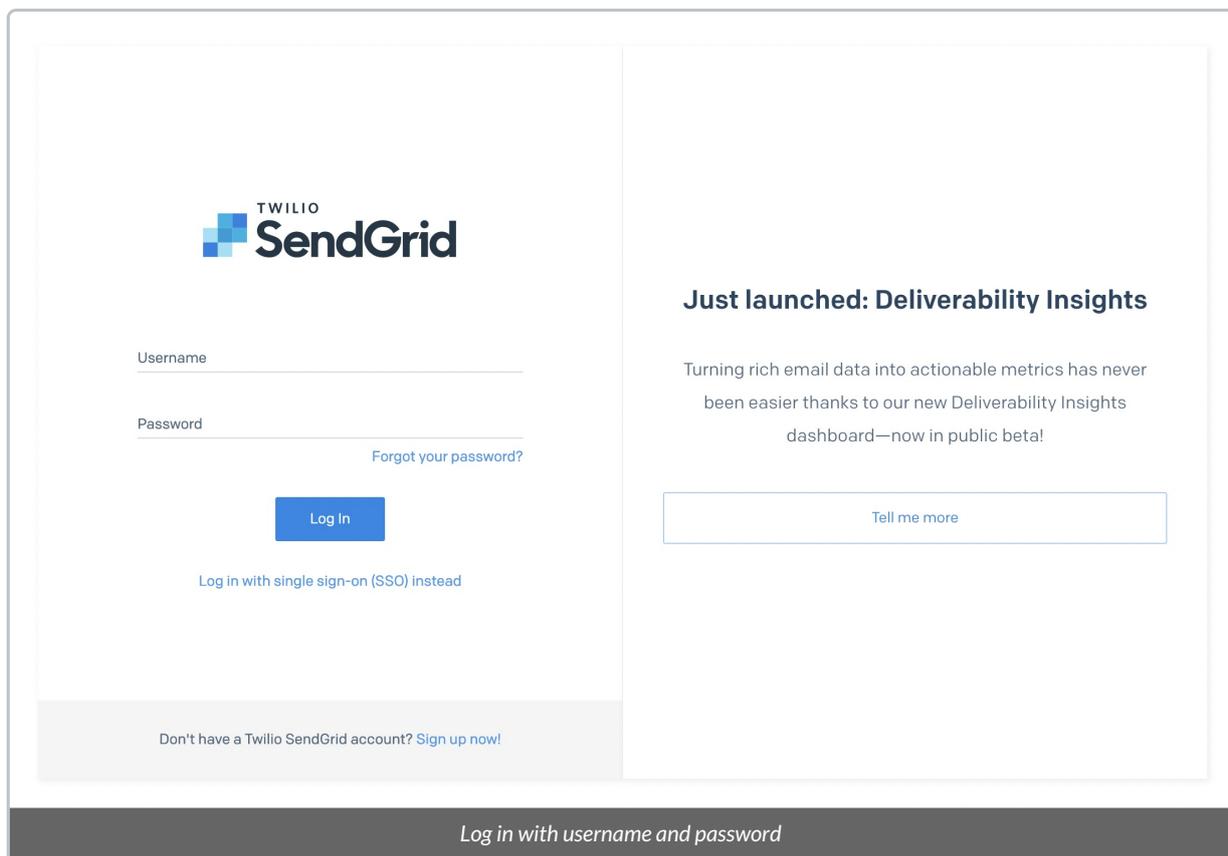
Login to Your SendGrid Account

As a reminder, in the first few days of your Onboarding, you will have received SendGrid credentials via email from your Onboarding Specialist or a noreply@canadahelps.org email address.

If you don't have these credentials:

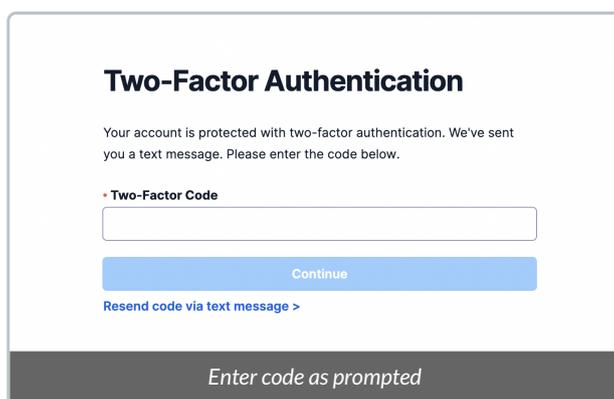
- Please reach out to your onboarding expert *if you are still in the onboarding period*,
- Or if you have completed your onboarding, contact our Support Team at info@canadahelps.org and so we can provide you with these credentials.

1. Begin by **visiting [SendGrid](#) and logging in** using the SendGrid credentials provided in your original SendGrid



2. If you had previously [set up Two-Factor Authentication on your account](#), a code will be sent via SMS to the phone number associated with your SendGrid account.

3. Enter this code as prompted and skip to [Step 2](#).

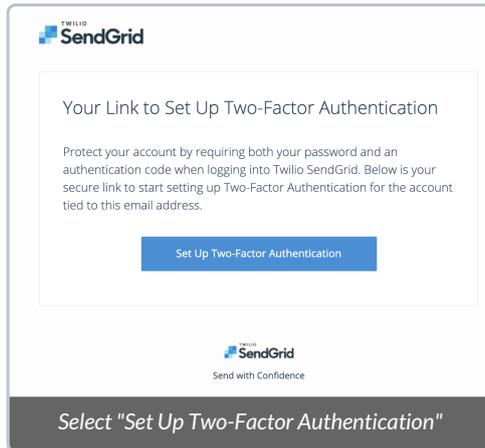


Note: If you had not set up Two-Factor Authentication previously, you'll need to set this up for added security.

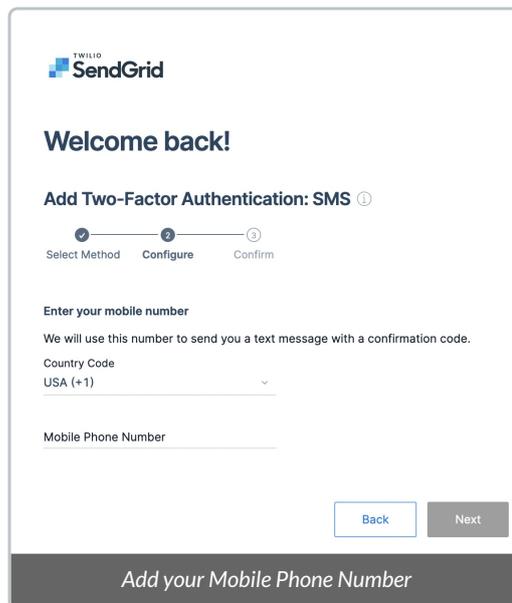
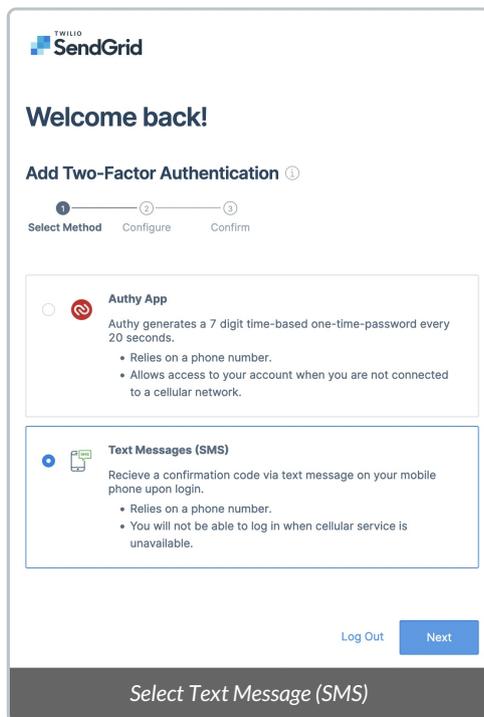
Enable Two-Factor Authentication

1. An email will be sent to your original (first) [DMS From Email](#)

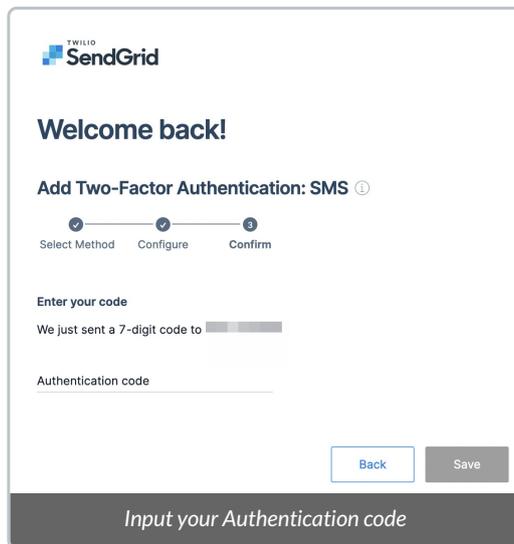
2. Select the **Set Up Two-Factor Authentication** button in the email to begin the process



3. On the new page, select **text messages (SMS)** as the means of authentication. Then, enter your **country code** and the **telephone number** of a mobile phone you have regular access to.



4. You'll receive a text message (SMS) to that number **containing a code** which you can enter on the screen when prompted.



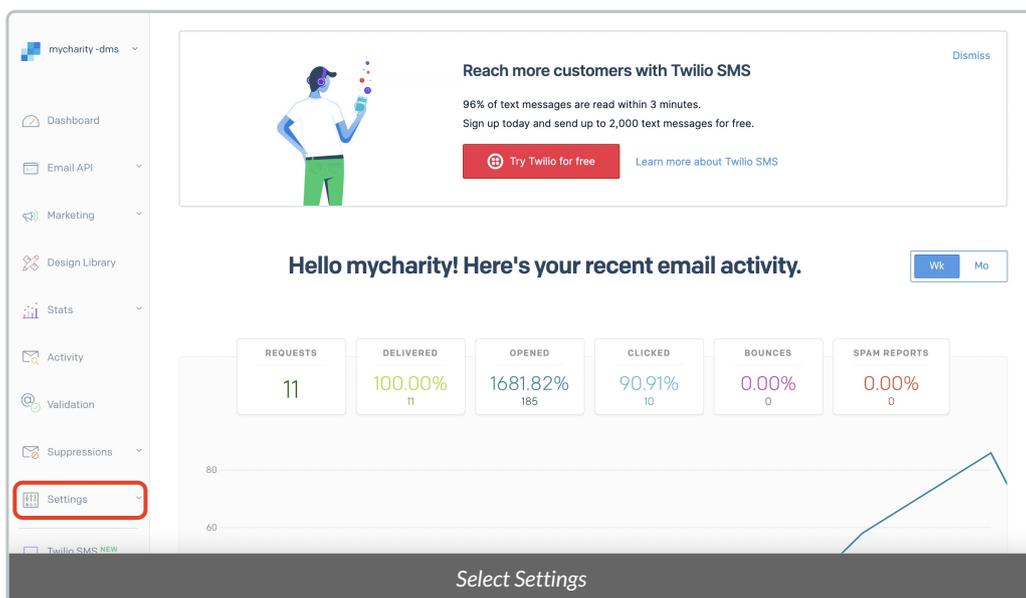
5. You'll then be prompted to Log In to SendGrid one more time using the username and password provided in the first email from CanadaHelps.

Note: going forward, you'll be required to use Two-Factor Authentication (entering the code provided via SMS) each time you login.

Add Single Sender and Verify Email Address

Once you're logged into SendGrid, you can add your desired additional *From Email*, which will trigger a verification email to complete the email verification process.

1. From the SendGrid home page, navigate to **Settings**



2. Select *Sender Authentication*



3. On the next page, you'll notice your **first verified DMS From Email**. Select **Verify a Single Sender** to add a new from email

The 'Sender Authentication' page provides information on different authentication methods:

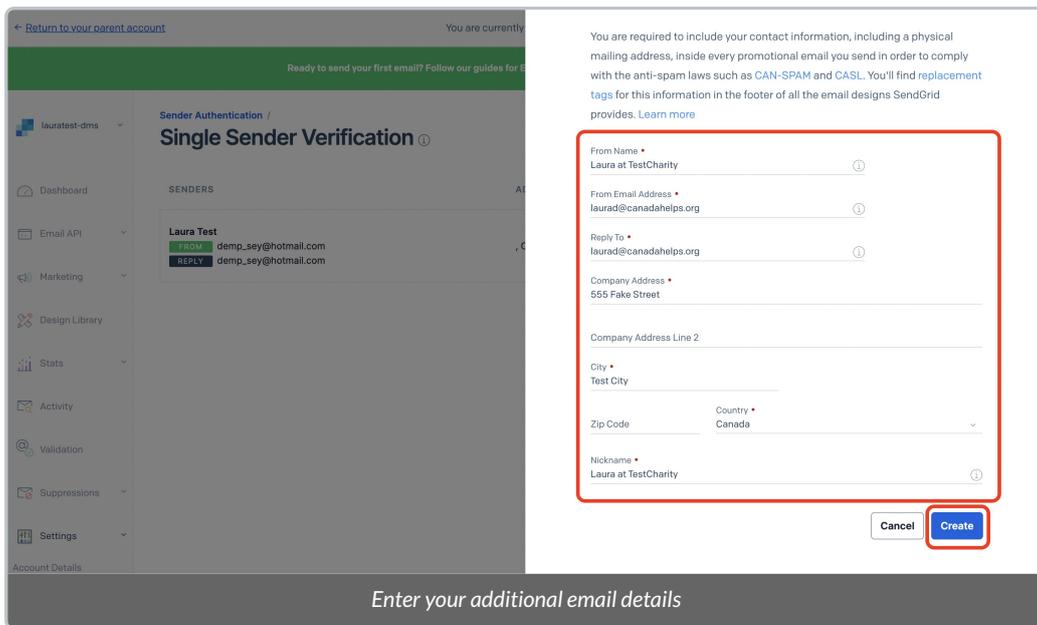
- Domain Authentication** (RECOMMENDED): Improve deliverability by proving to inbox providers that you own the domain you're sending from. [Learn more](#)
- Single Sender Verification**: Verify ownership of a single email address to use as a sender. [Learn more](#)

The 'Verify a Single Sender' button is highlighted with a red box. A table below shows the status of a verified sender:

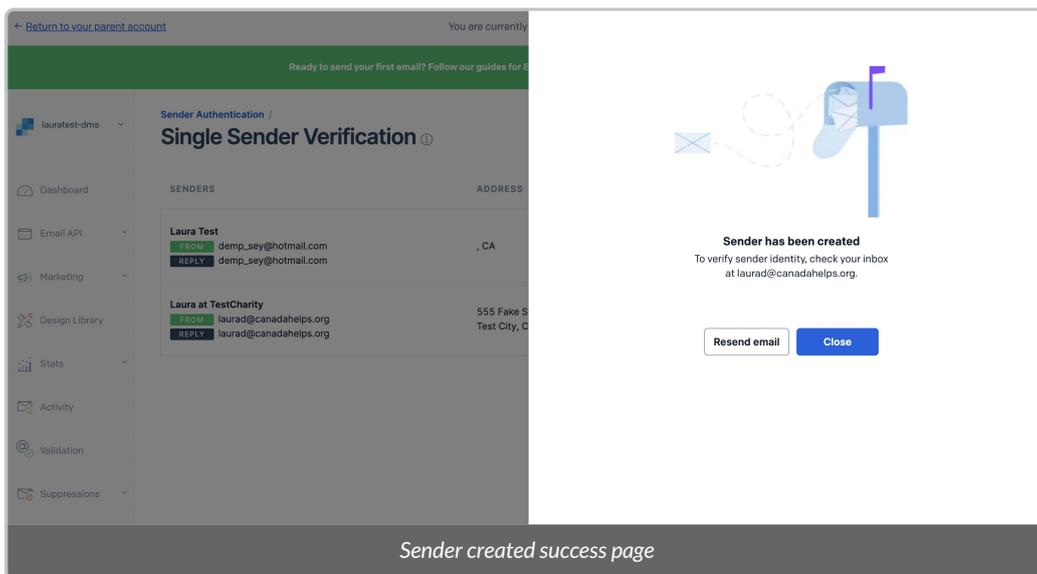
STATUS	DOMAIN
Verified	demp_sey@hotmail.com

Select *Verify Single Sender*

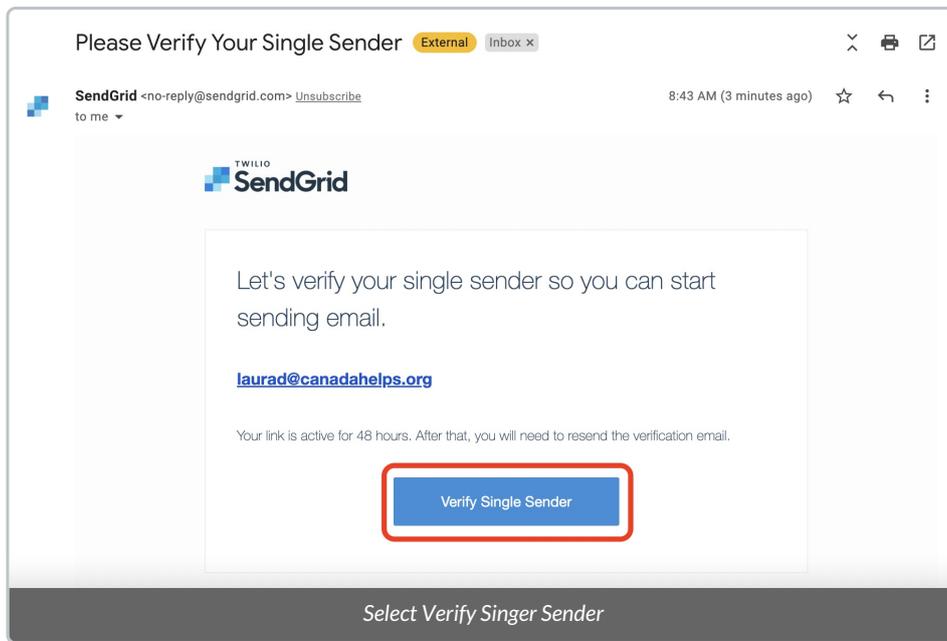
4. On the next page, enter the details of the additional email you'd like to add to your DMS, and select **Create**



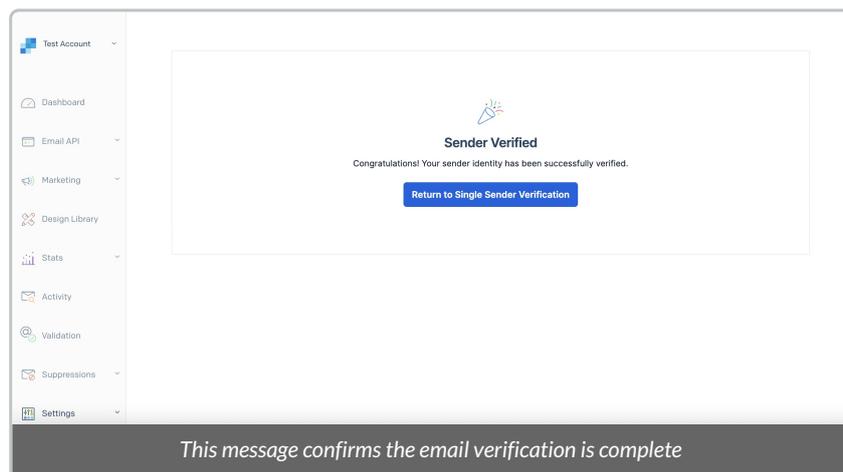
5. You'll see the below confirmation page and a notice that a verification email sent has been sent to the new address:



6. In the verification email sent to your new address, select **Verify Single Sender**



7. You'll then be directed back to SendGrid, where you'll see a message confirming that the sender identity for the new email address has been successfully verified.



Add Your Newly Verified Email Address in the DMS

The final step in activating your secondary From Email Address is to add this newly-verified email address into your DMS.

1. Login to your DMS and head to your **administrative Settings**
2. Under **DMS Mail**, select **From Email Addresses**

Wellness Avenue

Dashboard Contacts Contributions Campaigns Opportunities Reports DMS Mail

Settings Help

DMSCA DMSCA

Administer CanadaHelps DMS

Customize Data and Screens

Website Forms Contact Types

Activity Types Tags (Categories)

Communications

Organization Address and Contact Info Print Page (PDF) Formats

Message Templates

Localization

Date Formats

System Settings

Payment Processor Settings Import/Export Mappings

Misc (Undelete, PDFs, Limits, Logging, etc.) Receipt Settings

CanadaHelps Contribute

Manage Campaigns GL Accounts

Funds Manage Groups

CanadaHelps Campaign Group

Campaign Groups

DMS Mail

Headers, Footers, and Automated Messages DMS Templates

From Email Addresses Draft, Schedule, and Manage DMS Mails

Mailchimp Settings

Settings > From Email Addresses

3. On the next page, you'll see your main DMS From Email that has been configured for you. **Do not modify the existing From Email.**

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Dashboard Contacts Contributions Campaigns Opportunities Reports DMS Mail

Settings Help

DMSCA DMSCA

From Email Address Options

You can use this page to define one or more general Email Addresses that can be selected as the From Address. EXAMPLE: "Client Services" <clientservices@example.org>

Add From Email Address

Label	Value	Description	Order	Default	Reserved	Enabled?	
"Wellness Ave." <wellnessave@canadahelps.ca>	1	Default domain email address and from name.	↓ ↑	✓	No	Yes	Edit Disable Delete

Please don't modify your default From email address

4. Instead, select **Add From Email Address**

Wellness Avenue

Dashboard Contacts Contributions Campaigns Opportunities Reports DMS Mail

Settings | Help

DMSCA DMSCA

From Email Address Options

You can use this page to define one or more general Email Addresses that can be selected as the From Address. EXAMPLE: "Client Services" <clientservices@example.org>

[Add From Email Address](#)

Label	Value	Description	Order	Default	Reserved	Enabled?	
"Wellness Ave." <wellnessave@canadahelps.ca>	1	Default domain email address and from name.	↓ ↓	✓	No	Yes	Edit Disable Delete

Select Add From Email Address

5. Under **FROM Email Address**, add your desired additional From Name & Email Address with the following format:

"New Name" <info@charityname.ca>

New From Email Address Option

FROM Email Address a b

'AI from Wellness Ave"<wellnessave@canadahelps.ca>

Include double-quotes (") around the name and angle-brackets (< >) around the email address.
EXAMPLE: "Client Services" <clientservices@example.org>

Value *

2

Description

Order *

2

Enabled?

Default Option?

Format your new From Email name and existing address

- **a**: Your additional desired from name. The name must be within quotation marks
- **b**: Your additional desired from email. The address must be within < and >

6. Leave all the other fields intact and once you're done, select **Save** at the bottom right.

Need a little more support? Don't worry!

Your Onboarding Expert will make sure everything is set up for success during your Configuration call.

Or, if you've completed your DMS Onboarding, contact our Support Team at info@canadahelps.org.

What's Next?

You'll now have multiple email addresses to choose from when communicating with your donors through the DMS. Try it out by sending them a [Single Email](#) or [Bulk Email](#)!