

Customised contact verification emails don't reach domain owners

Symptoms

Domain registrants (owners) don't get [ICANN-required verification emails](#) if Custom [Contact verification branding](#) has been set up.

Cause

The domain that is to be used (or rather to have the appearance of using) to send emails (that otherwise would come directly from Openprovider addresses) is not authenticated within our infrastructure:

Contact verification branding

General information

Languages *

English (Europe) X

Type language name and press enter

You can select multiple languages

+ Add

Tag

Key	Value
customer	

E-mail sender

notify@example.com

From address used for the contact verification e-mail

Domain is not in authenticated list.

Reseller name

DomainReseller

The name of the company registering the domain name.

Confirmation link

https://icann-verification.registrar.eu/?email=%email%&authCode=%authCode%

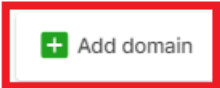
Link to be used by the end user to confirm the e-mail address. Include the two variables %email% and %authCode% in this URL in order to let it be processed. More information is in our [knowledge base](#).

Resolution

You will be prompted to perform this procedure from [Contact verification branding](#) page, however, if forgotten, please follow the instructions:

- Navigate to **Account > Settings > [E-mail authentication](#)** page in RCP
- Click on **Add domain** and add your domain which will be used as the E-mail sender in contact verification emails.

E-mail authentication



Authenticate your domain with Openprovider to send e-mails that appear to come directly from your domain, instead of from our servers. After you've made the required DNS changes, please wait 24-48 hours for the changes to propagate. Changing domain authentication can affect your deliverability.

Domain name	Status	Actions
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Click on the **Authenticate** button once you have added the domain.

If you would like to use a custom DKIM identifier, please refer to [How to use non 'default' DKIM identifier](#).