

Sending emails through cOASIS



cOASIS uses Amazon Web Services (AWS) to send emails from cOASIS. AWS requires the registration of the domain or domain email address to verify your ownership of the domain. Major email providers (e.g., Gmail.com¹ and Yahoo.com²) have recently updated their guidelines to require new DNS entries to authenticate the sender email, reduce spam, and to increase email deliverability.

Best practice

The current best practice is to register the **domain** you will use for sending emails from cOASIS (e.g., myassociationdomain.com). This domain will be registered with AWS. Registering the domain will have the following outcomes:

1. Allows sending emails from your domain through cOASIS
2. Does not require the registration of specific email addresses
3. Allows sending email with any domain-based email address as the MAIL FROM or REPLY-TO address
4. Maximizes deliverability based on current security and spam guidelines
5. Requires creating multiple new DNS entries for your domain with your domain registrar or DNS provider
6. The registration process can take several days to complete

Alternative one

If you cannot or chose not to register your full domain, you can register **individual domain emails addresses** (e.g., abstracts@myassociationdomain.com or event2024@myassociationdomain.com). Registering the domain email address will have the following outcomes:

1. Allows sending emails from your registered domain email address through cOASIS
2. Must register all emails addresses that will be used as the MAIL FROM address
3. Does not require DNS entries, but the lack of DNS entries may still affect deliverability of emails through cOASIS
4. The email registration process can take up to four hours to complete

Alternative two

Instead of using your domain email addresses, your emails can be sent out using one of the CTI managed domains and sub-domains (e.g., support.ctimeetingtech.com). Using the cOASIS domain email address will have the following outcomes:

1. Allows sending emails through a domain that is already registered (e.g., support.ctimeetingtech.com)
2. Allows the MAIL FROM email address to be customized for your meeting (e.g., event2024@support.ctimeetingtech.com)

3. Maximizes deliverability through email providers because the DNS entries are already in place
4. The potential lack of familiarity with these CTI domains or sub-domains may increase the risk of emails being ignored by email recipients. However, users can be instructed to whitelist the cOASIS email address.
5. Since no additional registrations are necessary, there is no registration wait time.

Contact your cOASIS Project Manager for help getting your domain or domain email address registered.

¹ [Email sender guidelines - Google Workspace Admin Help](#)

² [Sender Best Practices | Sender Hub \(yahooinc.com\)](#)

Last updated: June 7, 2024