Allowing Emails from Midaxo+

Classification: Public

About

Midaxo+ sends out email messages to customers and accepts incoming email messages for importing the messages into the CRM within Midaxo+.

To ensure smooth delivery of these email messages, Midaxo recommends customers to allow all email messages from the domains used by Midaxo+.

Domains Used by Midaxo+

The list of domains that are used by Midaxo+ for email is shown below. Please make sure you use the right Midaxo+ instance domain names.

|  |  |
| --- | --- |
| Instance | Email domains |
| Midaxo+ US (https://app-us.midaxo.com) | app-us.midaxo.com |
| Midaxo+ EU (https://app-eu.midaxo.com) | app-eu.midaxo.com |

Documentation for Email Providers

Office365

Office365 allows customers to configure Midaxo+ domain as a safe sender. See <https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/create-safe-sender-lists-in-office-365?view=o365-worldwide> for more information

Google Workspace

Google Workspace allows customers to configure Midaxo+ domain to be an approved sender. See <https://support.google.com/a/answer/2368132> for more information.

Sophos

Sophos Email allows customers to configure Midaxo+ domain to the allow list. See <https://docs.sophos.com/central/Customer/help/en-us/ManageYourProducts/Overview/GlobalSettings/EmailAllowBlock/index.html> for more information.

Frequently Asked Questions

Does Midaxo+ use SPF / DKIM / DMARC security features for email?

Yes, Midaxo+ uses the Sender Policy Framework (SPF), Domain Keys Identified Mail (DKIM) and Domain Message Authentication Reporting & Conformance (DMARC) to provide additional assurance that the emails sent out are originating from the Midaxo+ service.