



PUBLIC

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Managing Email Notifications

Content

1	Email Notifications.	3
2	Adding Verified Domains.	4
3	Setting Up Single Sender for Email Notifications.	6
4	Setting Up Single Recipient.	7
5	Change History.	8

1 Email Notifications

Email notifications are an essential part of system administration as they help keep users informed and up-to-date on system activity.

As a system administrator, you can customize system email notifications by configuring sender email, setting up email relay, or defining email templates. In case of issues related to email notifications, system administrators can monitor and troubleshoot common problems by using Stories in People Analytics.

2 Adding Verified Domains

Add and verify domains owned by your organization so that you can use that domain to set up a customized single sender for email notifications.

Prerequisites

You have the ► [Admin Center Permissions](#) ► [Manage Email Notifications](#) ► permission.

Context

As of 2H 2024, single sender using an unverified domain is set to be invalid and the default sender will instead be used for system email notifications.

Procedure

1. Go to ► [Admin Center](#) ► [Manage Email Notifications](#) ► [Manage Domains](#) ►.
2. Choose to add domains.
3. Enter the domain that is owned by your organization.
After the confirmation, you're presented with the TXT record for the verification of the domain you entered.
4. **Optional:** Enter the email address of designated users to receive the result notification that your domain has been verified. You yourself will receive the notification by default so you don't have to enter your own email address.
5. Add the TXT record to the DNS record list of the domain owned by your organization.

📘 Note

- This step is to be completed outside of SAP SuccessFactors and you might need to contact your IT department to complete this task.
- It takes up to 48 hours for the DNS update to take effect and the automation process to complete the ownership verification.
- The TXT record and the domain are in one-to-one correspondence. This means that you don't need to repeat this step if you have completed this task for other instances owned by your organization. Instead, you can choose [Verify Now](#) to complete the verification process.

Results

When the process of domain ownership verification is completed, both you and the designated users receive a success email notification, and the domain is marked as verified. You can use this domain to set up customized single sender.

Note

In the [Manage Domains](#) table, you can check where the domains are used. When the domain is used in SAP SuccessFactors Learning, you can not remove the domain from the list.

3 Setting Up Single Sender for Email Notifications

You can change the default sender of system email notifications by configuring the custom single sender using domains owned by your organization.

Prerequisites

- You have the ► [Admin Center Permissions](#) ► [Manage Email Notifications](#) ► permission.
- You have at least one verified domain owned by your organization.

Procedure

1. Enable the single sender option.
2. Enter the name of your customized single sender.
3. Enter the email address using the verified domain.
4. Save your changes.

4 Setting Up Single Recipient

Set up single recipient to receive all system notifications either for the purpose of email relay or testing.

Context

When you enable single recipient for testing purpose, you don't have to enter header names for recipients.

Procedure

1. Enable the single recipient option.
2. Enter a name for the single recipient. This name is used to replace all the original recipient name in the email.
3. Enter the email address to receive system email notifications instead.
4. Enter the headers for primary and secondary recipients if you want to set up email relay.
5. Choose whether you want to forward all system email notifications or just ones that are sent to the domains you specify here.
6. Save your changes.

5 Change History

Learn about changes to the documentation for managing email notifications in recent releases.

1H 2024

Type of Change	Description	More Info
None	We did not update this document.	

2H 2023



Type of Change	Description	More Info
New	This is the first version of this guide.	

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