



How to configure your own email domain in Odoo?

In our use case, we would like to use our own domain "mailwonderland" for mailing. So the goal is to see @mailwonderland.com instead of @mail-wonderland.odoo.com. You don't need an outgoing mail server to do this. Follow those 4 steps:

01 Create an alias domain

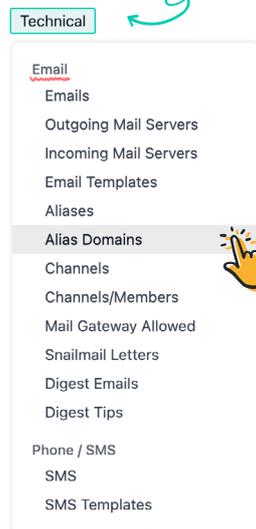
Activate the developer mode

Debug mode must be enabled.

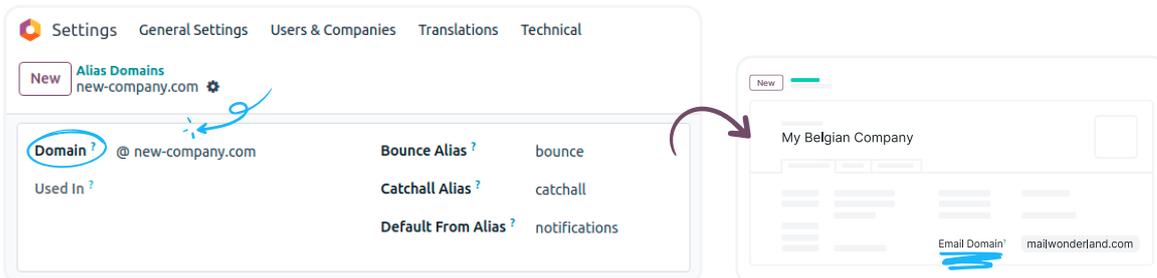


Settings General Settings Users & Companies Translations Gamification Tools Technical

Then we need to create an alias domain in Settings > Technical > Emails > Alias Domains.



We can add our custom domain, mailwonderland.com here. Bounce, catchall and default from alias can (and should for a simple configuration) remain unchanged.

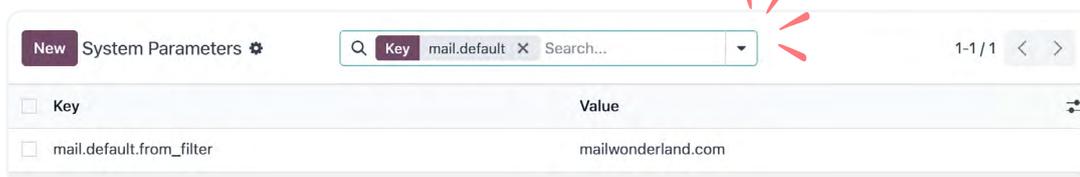


Then, we need to adapt the correct alias domain on the company.

02 Modify the "mail.default.from_filter"

The mail.default.from_filter must be modified if we want to be able to send emails with our custom domain name: mailwonderland.com

Gamification Tools Technical



And, as a reminder, the behavior will now be the following when I send an email:

Odoo compares my email address (user@mailwonderland.com) vs mail.default.from_filter (mailwonderland.com). Both domains match, meaning that Odoo will use my email address (user email address) to send emails.



Sender Policy Framework



In our use case, SPF and DKIM will look like this:

Domain	TTL	Type	Target
odoo_domainkey.mailwonderland.com.	0	CNAME	odoo_domainkey.odoo.com.
mailwonderland.com.	300	SPF	v=spf1 include:_spf.odoo.com ~all

Here is the

[documentation](#)



04 Create redirections



We are almost done. Everything is set to send emails with our own domain.

We are now using the alias domain containing our own custom domains.

That means that bounce, catchall and all our aliases will use [@mailwonderland.com](#).

Meaning that when customer replies to our emails, they will reply to [catchall@mailwonderland.com](#).

Similarly, if we want to use our email alias to create a record in the CRM, customers will now send emails to [info@mailwonderland.com](#) instead of [info@mail-wonderland.odoo.com](#)



Issue is: these addresses doesn't exist. And even if they exist, they are not linked to our database. We have to create redirections to retrieve all these emails in our Odoo database.

The idea is to create redirections for catchall, bounce and all the aliases used in the database. In our use case, the only alias is "info@mailwonderland.com".

So we have to create the following redirections:

[catchall@mailwonderland.com](#)



[catchall@mail-wonderland.odoo.com](#)

[bounce@mailwonderland.com](#)



[bounce@mail-wonderland.odoo.com](#)

[info@mailwonderland.com](#)



[info@mail-wonderland.odoo.com](#)

These redirections are configured outside of Odoo. The exact process will depend on your provider!



What about the **multi domains**?

We are now expanding and we decided to create a second company. The users of this company are using this domain: @new-company.com. I want them to be able to send emails using this domain. Thanks to the alias domains feature several domains can be handled in one database.

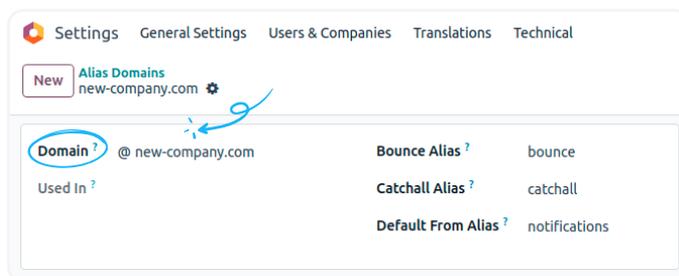


01

Set up an alias domain and the DNS zone of our new domain

First step will actually be to follow the steps followed for the configuration of our first custom domain (mailwonderland.com).

- Creating an alias domain (@new-company.com);
- Adding SPF, DKIM and DMARC in our DNS;
- Create the necessary redirections.

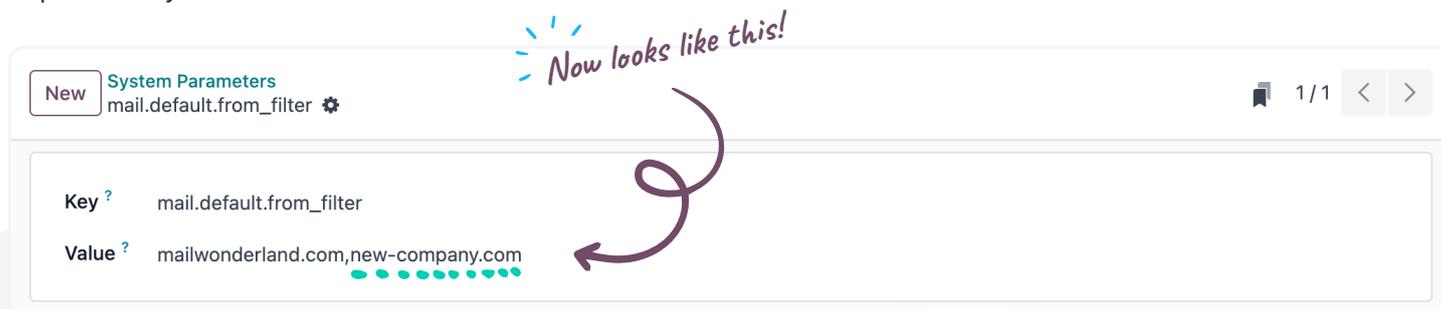


02

Mail.default.from_filter parameter



When it's done, we want to use the email address of these users while sending emails, so we need to adapt [mail.default.from_filter](#) in the system parameters. This key accepts several values separated by a coma.



Warning!

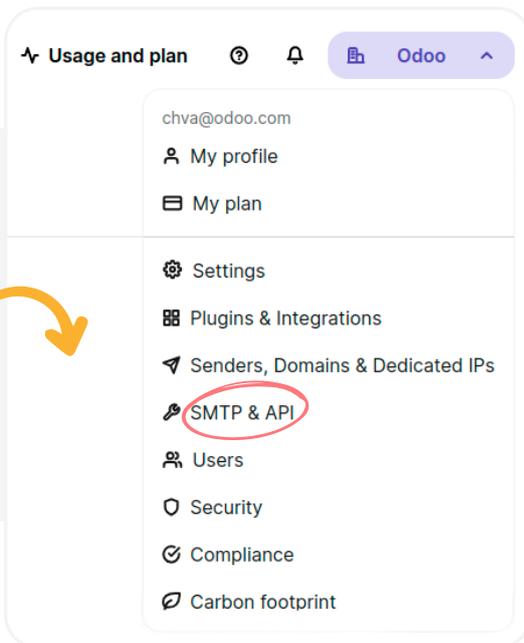


If you plan to implement multi domain on your database, you must be aware of the following current limitations: **only one alias domain per company can be defined**. If a user has an email address matching the `mail.default.from_filter`, his email address will always be used, regardless of the company.



Mass mailing - Outgoing email server

If you need to send emails with Email Marketing, you should know that you have a limit of **200 emails per day** on your database. We can increase it to 400, but if you want to raise it further, you'll need to contact support. Therefore, it's highly recommended to go through an **outgoing email server**. Some providers are specialized in mass mailing. In our example, we will use Brevo. But you can of course use any other provider.



You need to create a Brevo account according to the subscription plans you want.

[Sign Up](#)

Once is done, you need to go to your profil > **SMTP & API**.

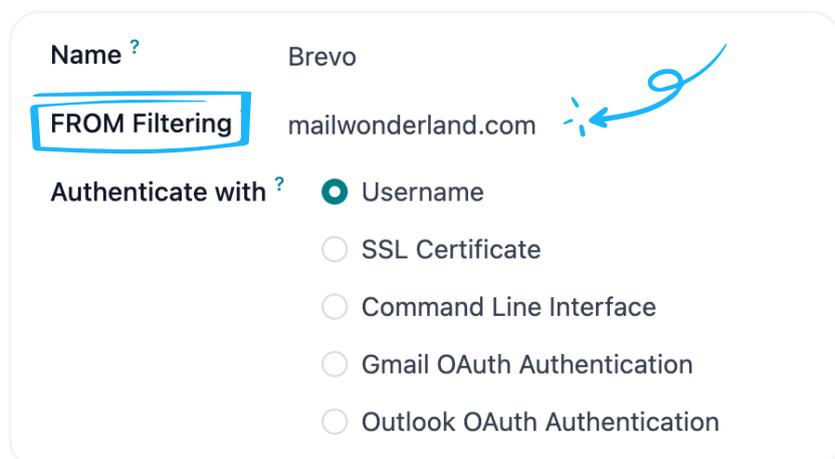
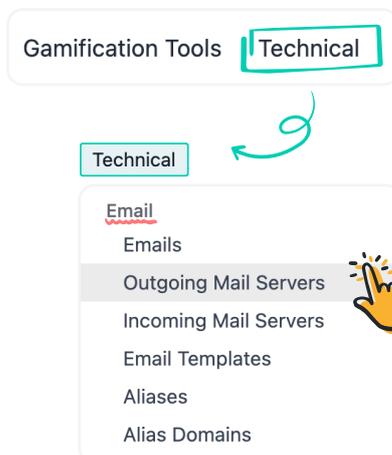
You will find all the information to configure the Outgoing Mail Server in Odoo.

Here is the [documentation](#)



01

Just make sure you have your domain in the From Filtering



c.f. transactional mailing

Priority ? 11





02

Make sure this is used for Email Marketing App

Email Marketing

- Mailing Campaigns
Manage mass mailing campaigns
- Blacklist Option when Unsubscribing
Allow recipients to blacklist themselves
- Split First and Last Name
Separate Mailing Contact Names into two fields
- 24H Stat Mailing Reports
Check how well your mailing is doing a day after it has been sent
- Dedicated Server
Pick a dedicated outgoing mail server for your mass mailings

Dedicated Server
Pick a dedicated outgoing mail server for your mass mailings

Brevo

[→ Configure Outgoing Mail Servers](#)

Warning!

Now that we have configured an outgoing mail server, it means that all your emails will be sent through this Brevo email server. No matter if it's email marketing or any transactional emails (notifications, messages in the chatter of an invoice, sales order,...).

03

Configure the Outgoing mail server Odoo for the transactional emails

The goal here is to be able to send our mass mailing with Brevo and the rest of our transactional emails with **Odoo mail server**. To achieve that, we will create an additional outgoing email server, using the **Command Line Interface (CLI)** option.

Gamification Tools **Technical**

Technical

- Email
- Emails
- Outgoing Mail Servers**
- Incoming Mail Servers
- Email Templates
- Aliases
- Alias Domains

Name ? CLI

FROM Filtering ? mailwonderland.com

Authenticate with

- Username
- SSL Certificate
- Command Line Interface

Priority ? 10



In order to have an accurate configuration, we need to add our custom domain in the from filtering field. In our case: mailwonderland.com. The **Priority** can remain at **10**, the most important being that the priority is **higher** on this email server than on the Brevo one (the smaller is the number, the higher the priority will be).

Priority? 10



Priority? 11



04

How is Odoo picking the right mail server?

At this point, we have two outgoing email servers, the CLI and Brevo. In our configuration, both have the same **from filtering**: mailwonderland.com.

What's going to happen now with our different mailings?



Mail marketing

We still have the same behavior for mail marketing, Brevo is set as default server in the settings of Email Marketing so it will be used for emails going out of this app.

Transactional emails

All the other emails will follow the usual rules to pick a mail server. As I will send an email with my user (test-mail@mailwonderland.com), Odoo will check which email server matches our domain (based on the from filtering). Here, both mail servers will match as the from filtering is the same.

Next, Odoo will check the priority. Our **CLI mail server** as a higher priority and will then be chosen to send our transactional emails.

