Enabling DKIM

Email · https://kyzoe.be/en/docs/enabling-dkim/

What is DKIM?

DKIM (DomainKeys Identified Mail) adds a digital signature to every e-mail sent from your domain. Receiving mail servers use this signature to check that the e-mail really comes from your domain and has not been altered in transit. Without DKIM, your e-mail is much more likely to end up in the spam folder or be rejected by Gmail, Outlook and Microsoft 365.

Requirements

- An active hosting account with Kyzoe with access to cp.vcloudhosting.eu
- An e-mail service that is active for the domain
- Access to the DNS management of the domain (at Kyzoe or at an external registrar/DNS provider)

Step 1 — Log in

1. Go to https://cp.vcloudhosting.eu
2. Log in with your e-mail address and password.
3. In the left-hand menu, click **Websites** and select the website/domain for which you want to enable DKIM.

Step 2 — Go to the e-mail settings

1. In the menu of the selected website, click **Email**.
2. Open the **Settings** tab (or **Instellingen**).
3. Here you will see the domain's e-mail configuration, including the **DKIM** section.

Step 3 — Enable DKIM

1. Set the **Enable DKIM** switch to **on**.

2. Enhance generates a key pair automatically and displays the corresponding DNS record.
3. Click **Save** / **Opslaan**.

Step 4 — Add the DNS record

Enhance now displays a TXT record with the following structure:

- **Type:** TXT
- **Name / Host:** `default._domainkey` (or the selector shown by Enhance, e.g. `x._domainkey`)
- **Value:** `v=DKIM1; k=rsa; p=MIIBIjANBgkqhkiG9w0BAQEFAAOCAQ8A...` (long key)
- **TTL:** 3600 (or default)

Situation A — DNS is managed within the control panel

If your domain's DNS zone runs at Kyzoe/Enhance, the record is in most cases **created automatically**. Check this via **Websites → your domain → DNS** and look for the `_domainkey` record. If it is not there, add it manually using the details above.

Situation B — DNS is managed externally (e.g. Cloudflare or registrar)

Copy the full value from the control panel and create the TXT record manually at your DNS provider.

Please note:

- Copy the **full** key, without adding spaces or line breaks.
- Some DNS panels require you to enter only `default._domainkey`, others the full `default._domainkey.uwdomein.be`. Do not add the domain twice.
- With Cloudflare, the record must be set to **DNS only** (grey cloud) — proxying does not apply to TXT records.

Step 5 — Verify

DNS changes can take up to 24 hours to propagate worldwide, although in practice it usually takes 5 to 30 minutes.

Then check:

1. Via the command line:

```
dig TXT default._domainkey.uwdomein.be +short
```

2. Or via an online tool such as mxtoolbox.com/dkim.aspx (enter the domain and selector `default`).
3. Send a test e-mail to a Gmail address, open the e-mail and click the three dots → **Show original**. Next to **DKIM**, it should say `PASS`.

Recommended: combine with SPF and DMARC

DKIM alone is not enough. For good deliverability, we recommend setting up all three records correctly:

- **SPF** (TXT on `@`): `v=spf1 include:spf.uwmailserver.be ~all`
- **DKIM** (TXT on `default._domainkey`): as above
- **DMARC** (TXT on `_dmarc`): `v=DMARC1; p=none; rua=mailto:dmarc@uwdomein.be`

Start with DMARC set to `p=none` to collect reports, and tighten the policy later to `quarantine` or `reject`.

Common problems

- **DKIM keeps showing "fail"**
  The DNS record has not propagated (correctly), or there is an old key in the zone. Remove outdated `_domainkey` records and check for typos.
- **The key is truncated or too long**
  Some DNS panels truncate long TXT values. In that case, split the value into parts of no more than 255 characters, each between quotation marks, or use a DNS provider that handles this automatically (such as Cloudflare).
- **DKIM works for the website, but not for e-mail from an external platform**
  If you send e-mail via an external service (Amazon SES, Mailchimp, a CRM …), that service has its own DKIM selector and its own record. Add it separately — multiple DKIM records side by side are perfectly fine as long as the selectors differ.
- **E-mail still ends up in spam**
  Check that your IP address or domain is not on a blocklist. You can test this via mxtoolbox.com/blacklists.aspx.

Need help?

Contact Kyzoe support at support@kyzoe.be. Please include the domain and, if possible, the full headers of a test e-mail.