Eastern Los Angeles Regional Center
1000 S. Fremont Ave. PO Box7916 Alhambra, CA 91802-7916 (626) 299-4700 FAX (626) 299-4682

Ensure Your Emails are Getting to ELARC

For security reasons ELARC recently had to make changes around incoming email requirements. Because of these changes, when sending an email to ELARC you may have received a message back that the email was "quarantined." If that happens please immediately call the person at ELARC you intended to email and advise them. The ELARC staff person will work with our internal team to release the email.

In order to avoid having your emails quarantined, ELARC is asking that our vendored service providers ensure their email meets security standards. ELARC's incoming mail servers have been configured to check all incoming email based on the following three email authentication methods:

- SPF (Sender Provider Framework)
- DKIM (DomainKeys Identified Mail)
- DMARC (Domain-based Message Authentication, Reporting, and Conformance)

These three methods must be correctly configured and in place on the senders email system or the incoming message to ELARC will be quarantined. It is recommended that all email systems sending messages to ELARC have these three authentication methods in place as soon as possible.

If your organization does not have a computer support department (IT)

Below is a list of email providers who have been reported as able support SPF, DKIM, and DMARC. *This list is being provided for informational purposes and ELARC does not endorse any of the email providers listed below.*

- Gmail, Yahoo, Outlook, Zoho, AOL Mail

If your organization has a computer support department (IT)

Below are some websites containing information and online testing tools that can be used by IT or email administrators during the setup. There are numerous sites containing excellent instructions for setting up these three methods, so we would recommend a Google search for each, SPF, DKIM, and DMARC along with the terms "setup" or "configure" added to each search.

General info:

https://www.higherlogic.com/blog/spf-dkim-dmarc-email-authentication/
https://snov.io/blog/how-to-set-up-spf-dkim-dmarc/

SPF, DKIM, and DMARC online checkers:

https://www.mailgenius.com/spf-and-dkim-key-email-checker/
Note: Checks the actual email itself, not just the DNS records
https://mxtoolbox.com/spf.aspx
Note: Checks SPF records in DNS
https://mxtoolbox.com/dkim.aspx
Note: Checks the DKIM record in DNS - needs domain name and DKIM selector values
https://mxtoolbox.com/DMARC.aspx
Note: Checks the DMARC record in DNS