# Point your domain to OX Business Email

OX Business Email · https://www.aeserver.com/support/ox-business-email-dns-records/

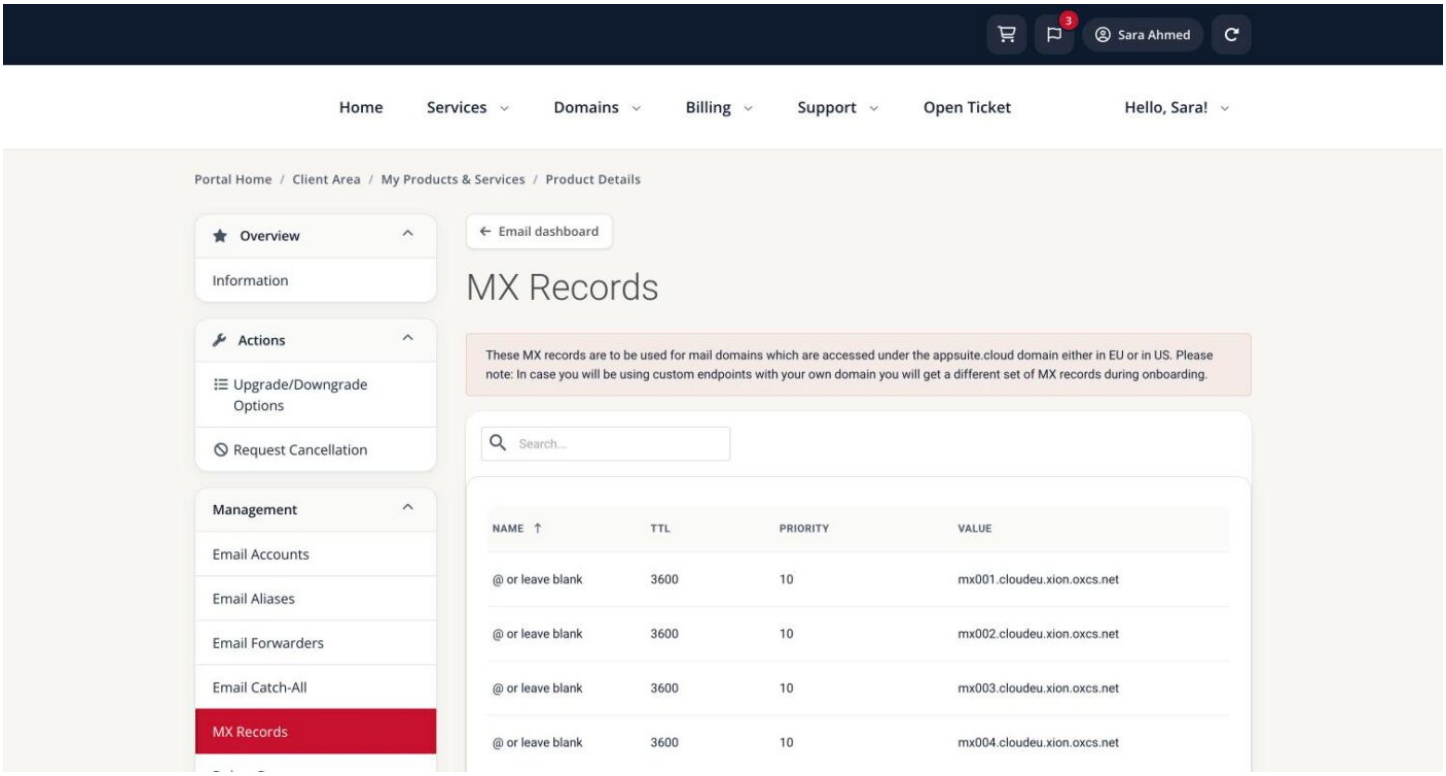
To receive email in OX Business Email, your domain needs four MX records and one SPF record. Your service page lists the MX records and tells you once they are working. If you are moving from another provider, start your email import before you change anything here.

## Before you start

- **Start your import first.** As soon as the MX records change, new email arrives in OX Business Email instead of your old mailbox. See **Move your email to OX Business Email**.
- You need access to wherever your domain's DNS is managed. For domains with AEserver, that is your client area.
- Your domain can have only **one SPF record**. If you already have one, edit it rather than adding a second.

## Step 1: Find your records

On your service page, select **MX Records**. Until your records are in place, the service page also shows a **View MX records** button.



The MX Records page in your client area lists the four records to add.

| Type | Host | Value | Priority | TTL |
|---|---|---|---|---|
| MX | @ | `mx001.cloudeu.xion.oxcs.net` | 10 | 3600 |
| MX | @ | `mx002.cloudeu.xion.oxcs.net` | 10 | 3600 |
| MX | @ | `mx003.cloudeu.xion.oxcs.net` | 10 | 3600 |
| MX | @ | `mx004.cloudeu.xion.oxcs.net` | 10 | 3600 |

The MX Records page does not list SPF. Add this record as well:

| Type | Host | Value | TTL |
|---|---|---|---|
| TXT | @ | `v=spf1 include:spf.cloudeu.oxcs.net ~all` | 3600 |

If your DNS provider asks for a host name, use **@** or leave it blank.

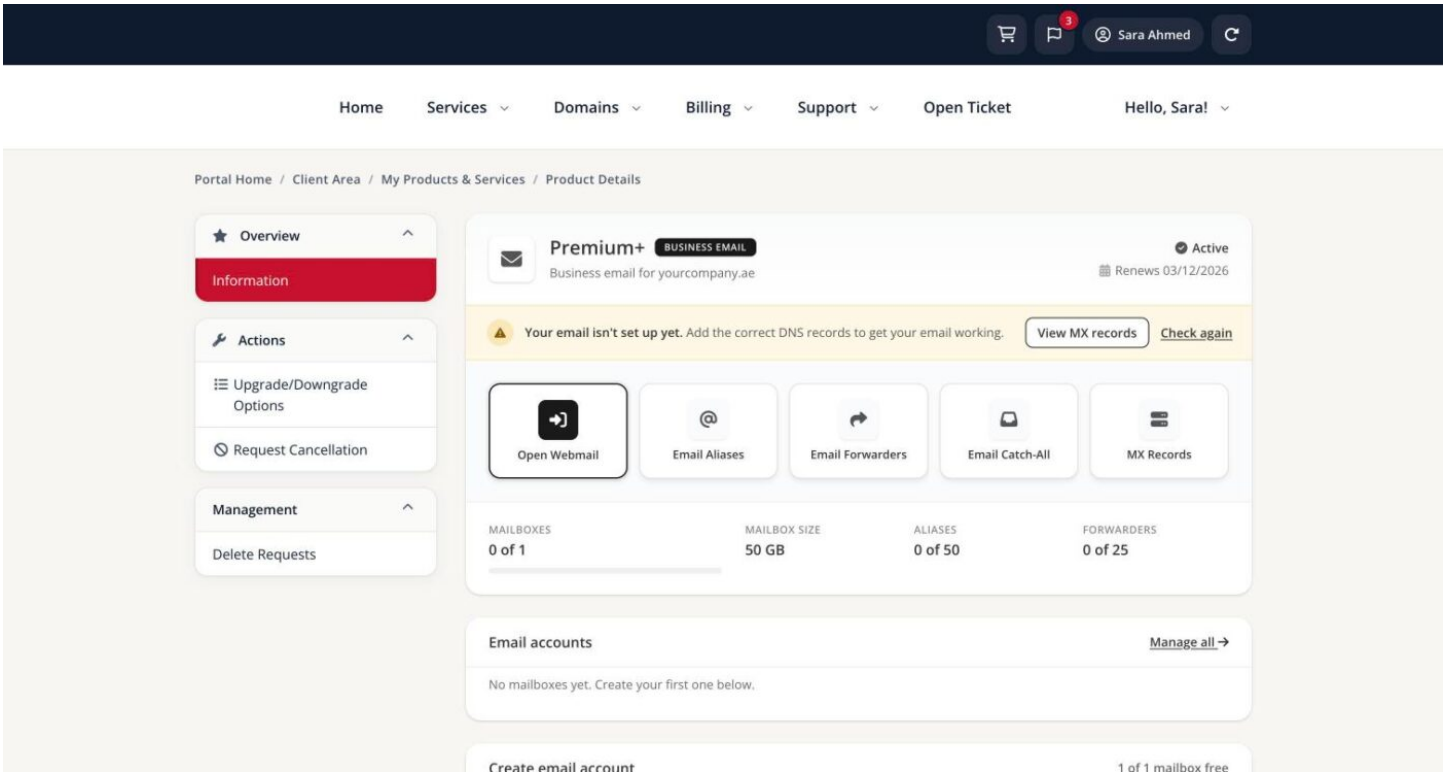
## Step 2: Update your DNS

1. Sign in where your domain's DNS is managed and open its DNS settings. Depending on your provider, they may be called **DNS Management**, **Mail Settings** or **Advanced Settings**.
2. Delete your existing MX records. If your provider does not let you delete them, change their priority to 20 or higher.
3. Add the four MX records. If your provider limits how many MX records you can add, add `mx001` and `mx003` only.
4. Add the SPF record. If you already have one, add `include:spf.cloudeu.oxcs.net` to it and remove your old email provider's include. Keep the includes for any other service that sends email as your domain, such as a newsletter tool.
5. Save your changes.

Changes can take up to 24 hours to reach every network. Some email may still arrive in your old mailbox during that time, so keep it open.

## Step 3: Check your records

Back on your service page, select **Check again**. The notice disappears once your records are correct. If it still shows, wait a few hours and check again before changing anything else.



Until your DNS records are correct, your service page shows this notice.

## DKIM: available on request

DKIM adds a digital signature to the email you send, so receiving servers can confirm it really came from your domain. It helps keep your email out of spam folders, especially if you use DMARC. We set it up for you on request.

1. Make sure at least one mailbox on your domain is active.
2. Contact our support team and ask for DKIM for your domain.
3. We send you two CNAME records to add where your DNS is managed. For the domain example.ae, they look like this:

| Type | Host | Points to |
|---|---|---|
| CNAME | `oc-rsa-selector1._domainkey` | `oc-rsa-selector1-example-ae._domainkey.oxcloud.zone` |
| CNAME | `oc-rsa-selector2._domainkey` | `oc-rsa-selector2-example-ae._domainkey.oxcloud.zone` |

4. Tell us once both records are added. We finish the setup and confirm when DKIM is active.

**Note**Keep both records in place after setup. They let your DKIM keys change automatically over time.

## DMARC

If you use DMARC, set up DKIM first. Then start with a monitoring policy (`p=none`) and move to a stricter policy only once your reports show all your legitimate email passing. Our DMARC Force service can help.

**Get OX Business Email**Not set up yet? See pricing and get started.