



AMPED: Amazon SES Outgoing Server Settings Setup Guide

LAST UPDATED JANUARY 2023

To Enable Outgoing Server Settings for Amazon SES:

Create an Amazon SES Account

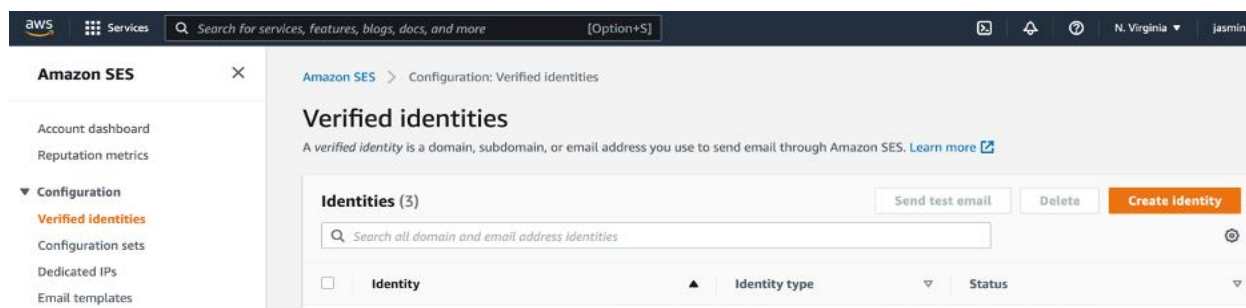
1. Go to <https://aws.amazon.com/ses>
2. Click on **Get started with Amazon Simple Email Service**
3. Complete the signup process which consists of five steps
 - The signup will require some information, such as an email address or business address. In addition, you will be asked "How do you plan to use AWS?" (Business/personal) among other questions. Select Business
4. After site creation, log into the [Management Console](#)
5. Set up your SES account
 - Access the SES console from the Amazon AWS console by going to All services > Business Applications > Amazon Simple Email Services

Verify Your Domain Name

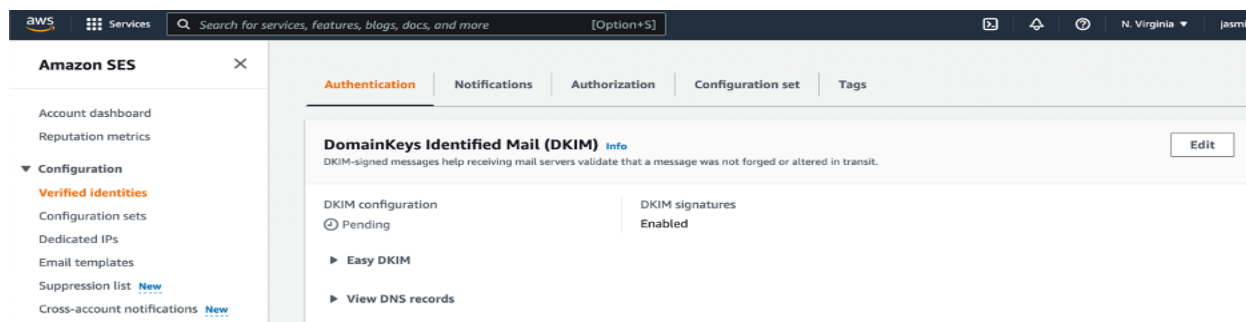
SES needs to authenticate your domain(s) in order to send emails on your behalf. You can read more about email authentication in Amazon SES [here](#)

The first step is to log into the Amazon SES console and click Configuration > Verified Identities

In the "Identities" column, the status of the unverified domains will be "verification pending"



Authenticate the domain you want (or create an identity if you haven't yet). Then, scroll down and click the 'Authentication' tab



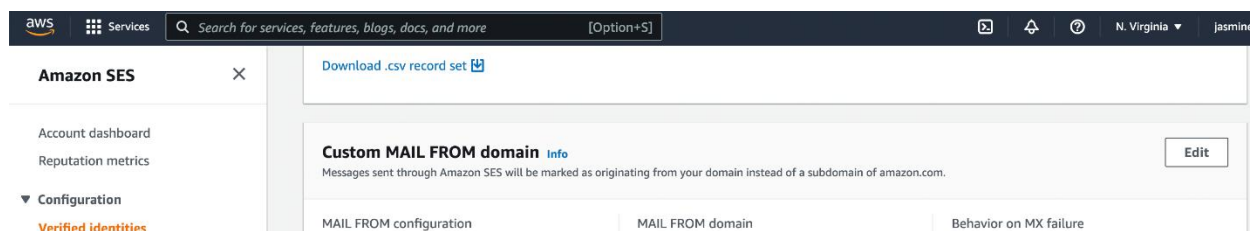
Initially, your DKIM configuration will show "Pending"

Setting up AWS SES DKIM

In the session "View DNS records", you will find all the CNAME records you need to add to your DNS to match Amazon SES's. These records may take up to 72 hours to be detected (although it usually happens much sooner)

Setting up SPF in Amazon SES

Messages that you send through Amazon SES automatically pass an SPF check. Amazon SES specifies a MAIL FROM domain for each message that is a subdomain of amazonses.com, and the sending mail server for the message aligns with this domain

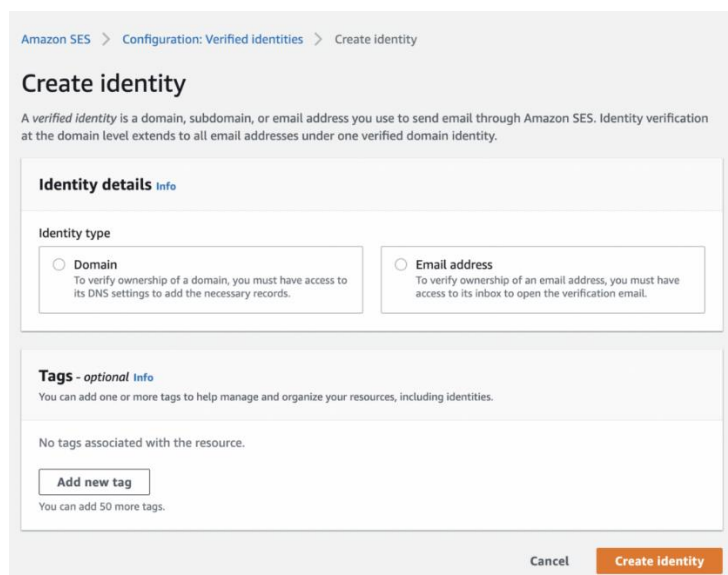


You must add a new TXT record to your domain's DNS configuration to publish an SPF record. For more information click [here](#)

Verify Individual addresses to be used in Email Campaigns

It is also possible to verify specific email addresses from which you wish to send emails. Once a domain is verified, any email address from that domain will automatically receive the "approved" status. Otherwise, follow these steps:

1. In the Amazon SES console, click Verified identities > create an identity > select an individual email address



2. Amazon SES will send you an email to verify your email address. **Verify the email address by checking the inbox and clicking the verification link**

3. Upon successfully verifying your email address in the Amazon SES Console, you should see "verified" under the Status column under configuration > verified identities

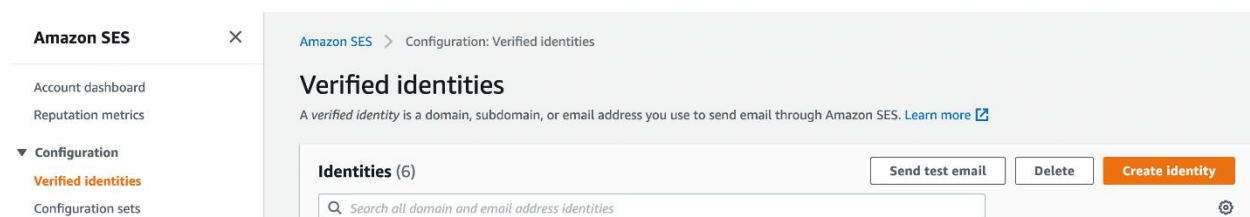
Amazon SES Verification: What You Need to Know:

- It is important to note that email addresses are case-sensitive
- Each email address's verification status is tied to its AWS Region. You must verify all regions if you want to send an email from the same identity but in a different region

Sending a Test Email

The first thing you'll want to do after setting up your Amazon SES account is to send a test email:

1. Navigate to Configuration > Verified Identities to view the list of identities. Please select the email address you would like to test with (it must be verified) and click "Send a test email"



2. You can choose between Formatted (for simple messages) and Raw (more complex emails involving HTML scripts)
3. Complete the rest of the fields and click "Send"
4. Ensure that the test was successful by checking your inbox

When you first complete the AWS SES setup, your account will be in a test environment called a sandbox. Emails can only be sent from verified addresses to verified addresses

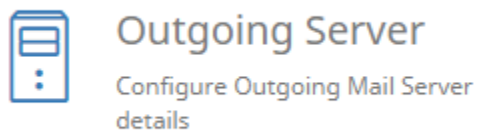
Connecting Amazon SES to AMPED

Congratulations on creating and authenticating your Amazon SES account! It's time to connect it to AMPED so you can send email campaigns. Below are a few steps you can follow to accomplish this.

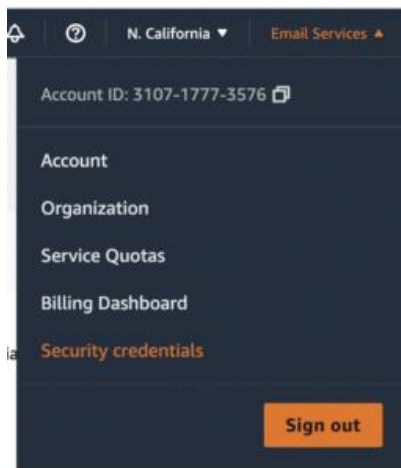
1. To access the admin settings on AMPED, click on the sprocket on the top right-hand side of your page. Take note: only admins have access to the admin settings of Amped.



2. Navigate to "Outgoing Server" module



3. Click on Security Credentials on the top right of your Amazon SES console



4. Select Access keys (access key ID and secret access key) > Create New Access Key. Copy the resulting access key ID and secret access key for the following steps.

Your Security Credentials

Use this page to manage the credentials for your AWS account. To manage credentials for AWS Identity and Access Management (IAM) users, use the [IAM Console](#).

To learn more about the types of AWS credentials and how they're used, see [AWS Security Credentials](#) in AWS General Reference.

▼ Password

You use an email address and password to sign in to secure pages on AWS, such as the AWS Management Console, AWS Forums, and AWS Support. For your protection, create a password that contains many characters, including numbers and punctuation. Store your password securely, do not share it, and change it periodically.

[Click here](#) to change the password, name, or email address for your root AWS account.

▲ Multi-factor authentication (MFA)

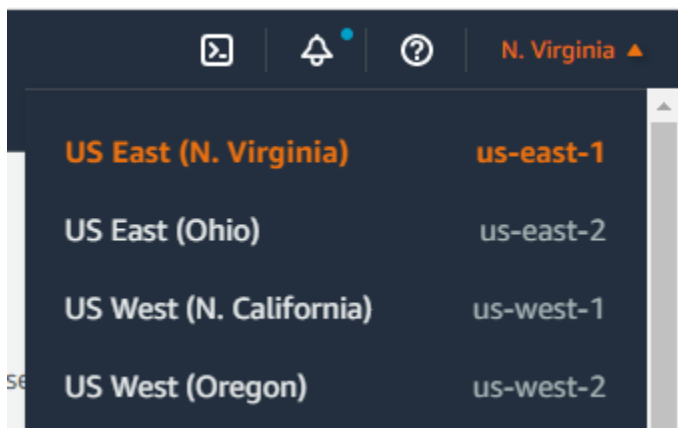
▲ Access keys (access key ID and secret access key)

▲ CloudFront key pairs

▲ X.509 certificate

▲ Account identifiers

- Using your Amazon SES console, copy the code associated with the region you are using. For example, US East (N. Virginia) has the code us-east-1. Use that value in the **Server Name** field: email-smtp.us-east-1.amazonaws.com.



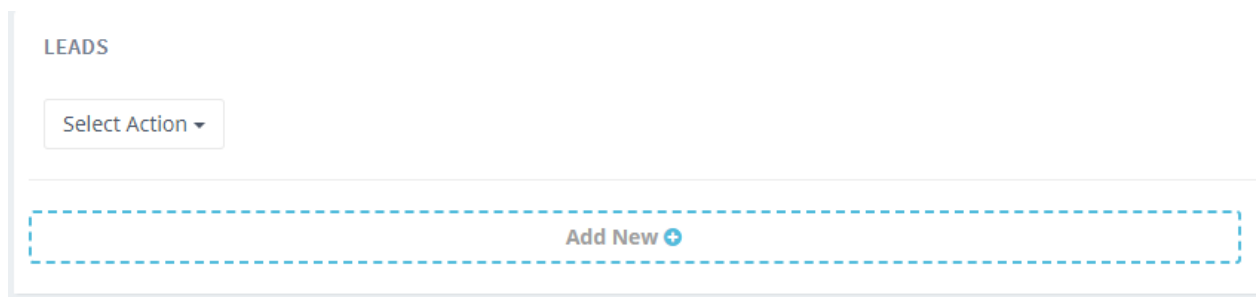
- Paste the Server Name from the previous step. Paste the **access key ID** and the **secret key** in the fields **User Name** and **Password**, respectively, in the "Configure Your Outgoing Mail Server Details" form.

Configure Your Outgoing Mail Server Details

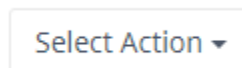
Server Name *	email-smtp.us-east-1.amazonaws.com
Port Number	587
User Name	██████████
Password
Requires Authentication?	<input checked="" type="checkbox"/>
SSL Options	<input type="radio"/> No TLS <input checked="" type="radio"/> TLS <input type="radio"/> SSL <input type="radio"/> STARTTLS

To test the SES settings, send a test email:

1. In the AMPED campaign module, create a new campaign for the test email you will send.
 - a. Fill out the required fields to create the test campaign. E.g.: Campaign Name, Campaign End Date, etc.
2. Within the campaign, add a test lead or contact record as the recipient for the test email.
 - a. Make sure that the email address is valid for the test record



3. Click the 'Select Action' button and select "Send mass email".



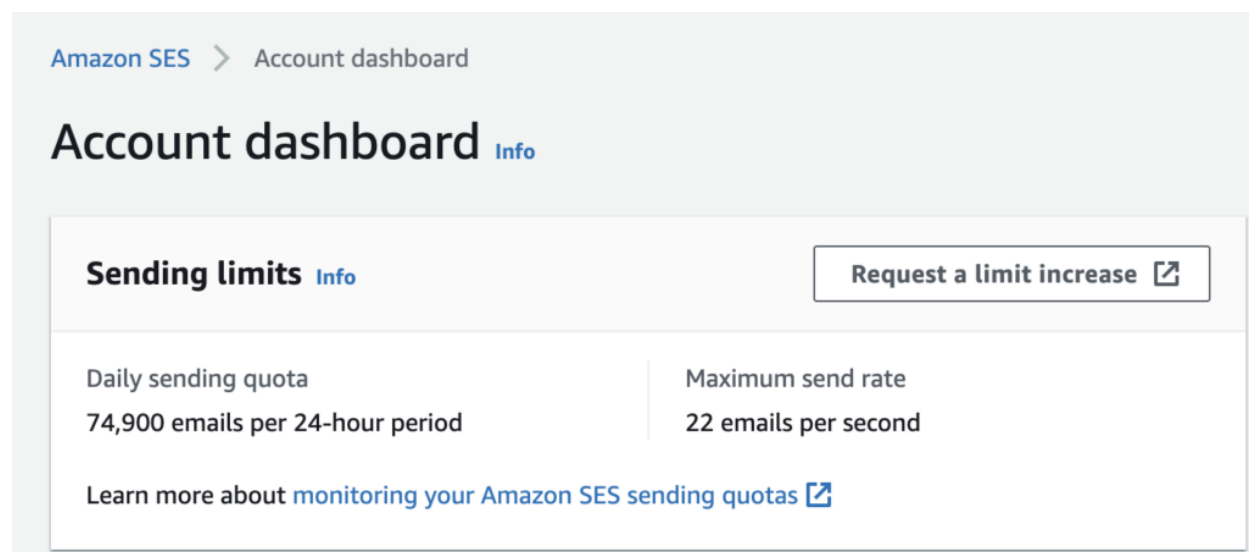
4. In the 'Compose E-Mail' window, fill out the subject and body of the email.
5. Click "Send" to send the test email to the recipient.

6. If you received the email, congratulations, you are correctly configured. If the email did not arrive, please contact our team for guidance. Please note that AWS SES limits email volume until “production access” is granted – instructions follow in the next section.

Request to be removed from the sandbox and get production access:

It's time to request Amazon SES to remove you from sandbox and grant you production access so you can send emails at scale. Follow the steps below:

1. Go to the [Amazon SES console](#).
2. Click on **account dashboard** > **sending limits** > **request a limit increase**



The screenshot shows the Amazon SES Account dashboard. At the top, there is a breadcrumb trail: "Amazon SES > Account dashboard". Below this is the main heading "Account dashboard" with an "Info" link. The main content area is titled "Sending limits" with an "Info" link. To the right of this title is a button labeled "Request a limit increase" with an external link icon. Below the title, there are two columns of information: "Daily sending quota" with a value of "74,900 emails per 24-hour period" and "Maximum send rate" with a value of "22 emails per second". At the bottom of this section, there is a link: "Learn more about monitoring your Amazon SES sending quotas" with an external link icon.

3. The form needs to be filled out with the details of your account. In addition to specifying what you intend to use Amazon SES for, you will also be asked to describe how you plan to build your mailing list

Request production access [Info](#)

To help us evaluate your request for production access, fill out the following form outlining how you plan to use Amazon SES to send email once your account has moved out of the sandbox.

Request details

Mail type [Info](#)
Choose the option that best represents the types of messages you plan on sending. A marketing email promotes your products and services, while a transactional email is an immediate, trigger-based communication.

Marketing
 Transactional

Website URL
Provide the URL for your website to help us better understand the kind of content you plan on sending.

Use case description [Info](#)
Explain how you plan to use Amazon SES to send email.

Maximum 5000 characters. (5000 remaining).

Additional contacts - optional
Specify up to 4 additional email addresses to include in communications from Amazon SES about your request.

Use commas to separate each additional email address.

Preferred contact language
Choose whether you want to receive communications about your request in English or in Japanese.

Acknowledgement

I agree to the [AWS Service Terms](#) and [Acceptable Use Policy \(AUP\)](#).
By checking the box, you agree to only send email to individuals who've explicitly requested it and confirm that you have a process in place for handling bounce and complaint notifications.

[Cancel](#)
[Submit request](#)

AWS will review your application carefully and provide a confirmation (or request for more information) within 24 hours.

Keep these points in mind

- Make sure you select the correct region on the top right of your screen if you want production access. As an example, production access may be granted in us-east-1 but not in us-west-1
- You must comply with the AWS Service Terms and Acceptable Use Policy (AUP) to get production access. Before submitting your application, please read them

Sending a Test Email

Following Amazon's confirmation, you can now test your account by sending test emails:

1. Go to Configuration > Verified Identities
2. You can choose between Formatted (for simple messages) and Raw (more complex emails involving HTML scripts).
3. Complete the rest of the fields and click "Send".
4. Ensure that the test was successful by checking your inbox

Your account is now fully set up!

