Requirement of sender authentication for all university email services

MaCS Service and Support <macs-services-support@oit.rutgers.edu>
Wed 8/17/2022 5:04 PM

To: **Rutgers IT <rutgers_it@rutgers.edu>**

Members of the Rutgers IT Community:

We are writing to let you know that we are in the process of implementing domain-based message authentication, reporting, and conformance (DMARC) for all university rutgers.edu email services to improve email security and deliverability for legitimate Rutgers email. We will be implementing this change beginning in January 2023. **If you, your team, or other members of the Rutgers community manage email services for your department/unit, please read the below carefully.**

What does this mean?
The Office of Information Technology (OIT) is implementing DMARC for all university email services, meaning that any mail sent using an email address that ends in rutgers.edu will require sender authentication.

If you are responsible for e-newsletters, bulk marketing, CRM systems, ticketing systems, event management systems, service monitoring systems, web forms, time shared systems, or any third-party vendors that send mail with a rutgers.edu "from" address, the university-wide DMARC implementation will affect you, regardless of whether your email is being sent to another rutgers.edu email address or someone outside of the university.

This new process will help verify whether an email was actually sent from a Rutgers account. If you do not set up sender authentication with the OIT Messaging and Collaboration Services (MaCS) team before January 2023, you will experience mail delivery failure when you try to send an email through your service.

Why is this happening?
This implementation is part of OIT's efforts to increase security for Rutgers against phishing, spoofing, and other growing email-related threats. The DMARC requirement follows the new industry best practices, allowing us to mitigate security risks, and maintain a functioning, secure email system across Rutgers.

What do I need to do?
If you or your team has NOT previously worked with the Office of Information Technology Messaging and Collaboration Services (MaCS) team to set up sender authentication for one of the services above, you should email the team directly to start this process as soon as possible.

If you connected with the MaCS team previously about this, there is nothing you need to do prior to the DMARC implementation in January 2023.

If you wish to have a better understanding of using third party bulk email vendors at Rutgers, please review our best practices and guidelines.

Questions?
If you have questions or concerns, please contact your department's IT staff or reach out to your local Office of Information Technology Help Desk.

Thank you,

Stan Kolasa
Director, OIT-EAS-Messaging and Collaboration Services