

JangoMail Reply Handling



User sends campaign with a FROM address of username@jangomail.com or someone@subdomain_name.com

JangoMail handles reply forwarding when FROM is a jangomail.com address or a branded subdomain

Branded subdomain

User's subdomain includes an MX record of mail.jangomail.com (subdomain info entered in admin)

Otherwise, regular replies go to the REPLY-TO address if one is included; then to the FROM address

If the FROM address is jangomail.com or a branded subdomain, then we forward the reply to the address shown in Settings

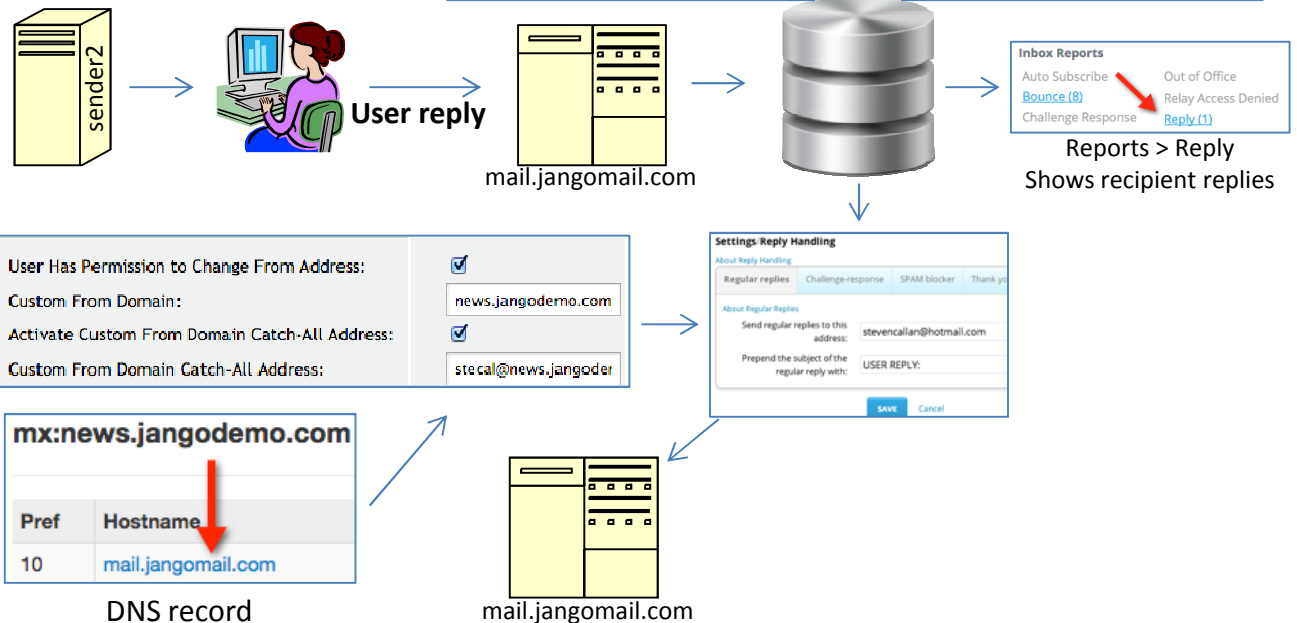
After the campaign is processed, mail senders send to recipients

User opens email and replies

When a recipient replies, the incoming mail server receives the message (JANGOMAIL-INCOM), and the record is inserted into incomingmails table as message type "f"

An "f" message is a user reply, so we then look at the user's Settings to see where we should forward the reply

A processed reply is shown in outgoingmails table



User Has Permission to Change From Address:

Custom From Domain: ☒ news.jangodemo.com

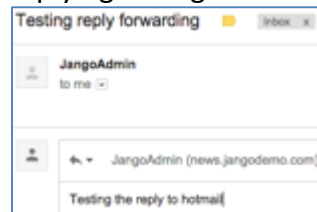
Activate Custom From Domain Catch-All Address: ☒

Custom From Domain Catch-All Address: stecal@news.jangodemo.com

mx:news.jangodemo.com	
Pref	Hostname
10	mail.jangomail.com

DNS record

Replying from gmail



Received: from mail.jangomail.com ([209.173.141.198])
Message-ID: <JANGOMAIL-INCOMCRGr00002ef6@mail.jangomail.com>



To Addresses	To Lists	From	Copies
Email Address: steve@news.jangodemo.com			
Display Name: JangoAdmin			
Subject: Testing reply forwarding			