

Why are people receiving email from my site with 'on behalf of' in the sender's name?

Article Number: 242 | Rating: 1/5 from 5 votes | Last Updated: Thu, Apr 23, 2015 at 11:46 AM

If your content management or e-commerce system is sending emails automatically, it may be sending them through a mail server. This means that the true 'return-path' (where the emails come from) will be domain@webserver.extendcp.com. 'domain' will be your domain name and 'webserver' will be the web server ID your site is on. This means that, no matter what particular email address in the 'From' field, it will still say 'on behalf of'. Our server is sending the email on behalf of the address, and, unfortunately, there is no way to override this if your system is using 'localhost' as the email network. However, many of the systems out there, you can use SMTP instead of localhost. This then sends the message from an actual email address on the server and removes the 'on behalf of'. Most content management and e-commerce systems have support for this. Typically only need the username and password of the mail box to set it up. Also, since emails are now being sent from a real mailbox, you will likely notice an increased delivery rate.

Posted - Fri, Mar 13, 2015 at 11:35 AM.

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<https://www.heartinternet.uk/support/article/why-are-people-receiving-email-from-my-site-with-on-behalf-of-in-the-sender-name>