



Quick Start Guide To:

Swiftpage's Compliance Feature

This Quick Start Guide explains Swiftpage's compliance features, including who might use it and why, and how to set it up.

What is the compliance feature?

Our compliance feature sends a copy of every email you send through Swiftpage to a separate email address (called a compliance address), so that you can have a copy of every communication you send out. If you send 1,000 emails in one day through Swiftpage to 1,000 different contacts, your compliance email address would receive 1,000 email copies, showing exactly what email was sent to which contacts (even if they are the same email).

Who most often uses the compliance feature and why?

The compliance feature is most commonly used by financial companies who need a backup record of every communication they have with a customer. That way, if there is ever a question as to whether or not Marilyn Jones was sent a particular email through Swiftpage, the company will have an exact copy of the message that was sent to her. Obviously, any company that needs their own backup copies is more than welcome to use the compliance feature.

How do I set up a compliance email address through Swiftpage?

The first step in setting up your compliance email address through Swiftpage is to increase your send limit by double. This is the cost of the compliance feature: you are essentially sending double the emails you would normally send (even though half of them are copies of the other half), so you must double your send limit accordingly.

The second step—a recommendation, not a requirement—is to set up an email address on your domain that can both accept a large number of incoming mail and does not belong to an individual (so that an individual's inbox is not suddenly hit with a large number of emails at once). For instance, you might set up an email address such as compliance@swiftpage.com.

Once you have increased your send limit and (if you desire) set up a new email address to be used as your compliance email address, contact Swiftpage support at 877-228-8337 (or +1-303-978-1000 internationally). Tell the Customer Support Representative whom you speak with that you would like to set up a compliance email address for your account and they will be happy to assist you with your request.