How to Set and Verify the System’s Email From Address

Emails · https://a2bmanager.com/docs/add-new-email-sender-address/

Embedded media: https://a2bmanager.com/wp-content/uploads/2026/10/add-new-email-sender-address-walkthrough-v3.mp4

Video walkthrough: set and verify the email from address

Until you add your own, system emails come from A2B Manager's address, **no-reply@a2bmanager.com**. Add and verify your club's email address so parents see emails coming from you. Everyone can send from the club default. A personal verified address can only be used by the person whose login email matches it.

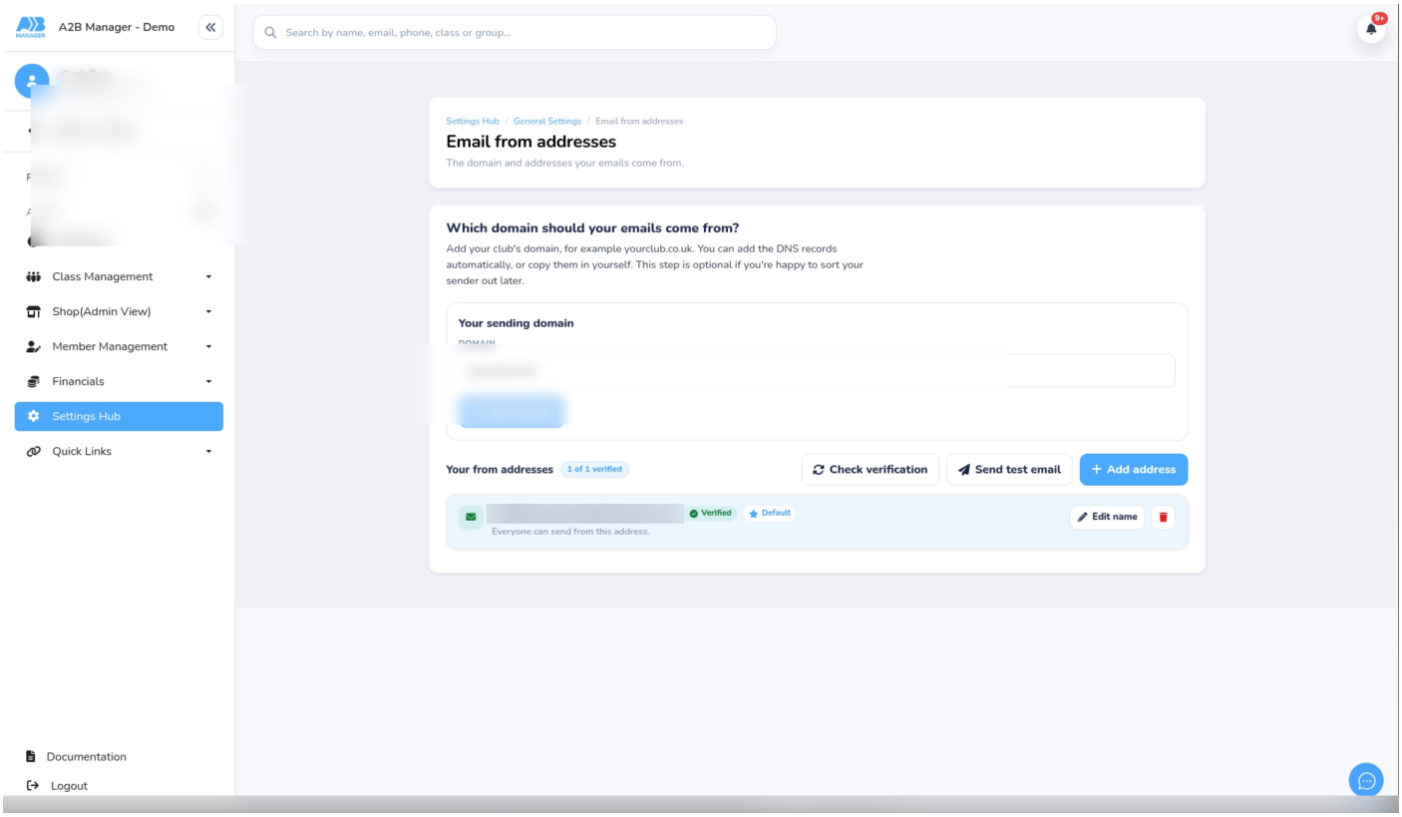
Before you start

- You need admin access to **Settings Hub** > **Settings** > **Email from addresses**.
- Adding an address or clicking **Send verification** / **Send test email** sends a real email — use a mailbox you control.

Adding and verifying a sender address

Step 1: Open Email from addresses

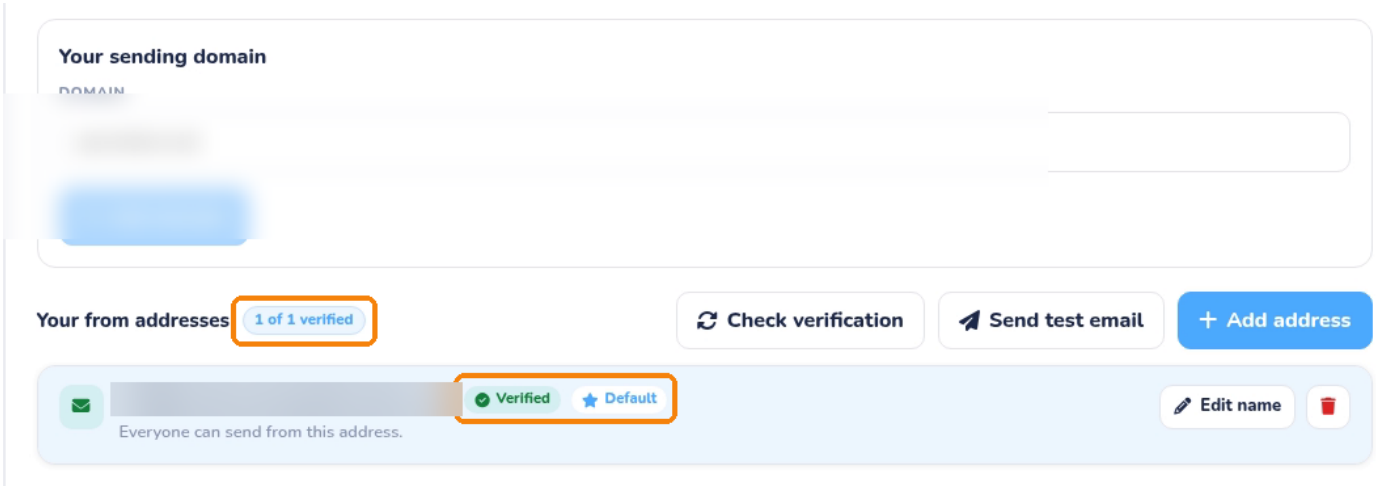
- Go to **Settings Hub** > **Settings** and open **Email from addresses**.
- If no addresses have been added yet, you'll see that none are configured, and emails are sent from no-reply@a2bmanager.com.



Step 1: Email from addresses tab

Step 2: Check your addresses

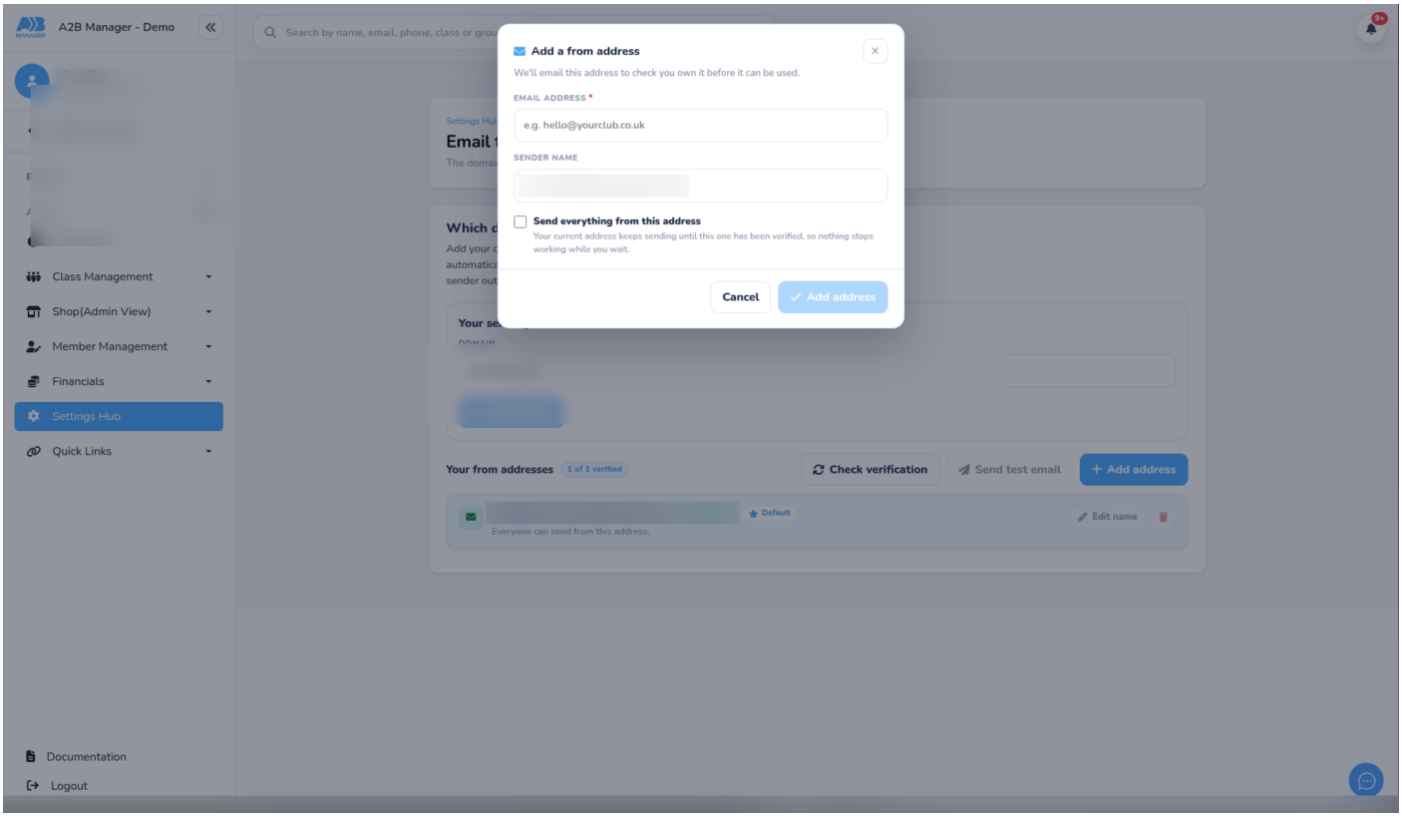
- The header shows how many addresses are verified. Only verified addresses are used to email parents.
- Each address shows **Verified** or **Pending verification**. The **Default** address is used when a personal from-address is not available.
- The club default shows that **Everyone can send from this address**.



Step 2: Verified club default address

Step 3: Add an address

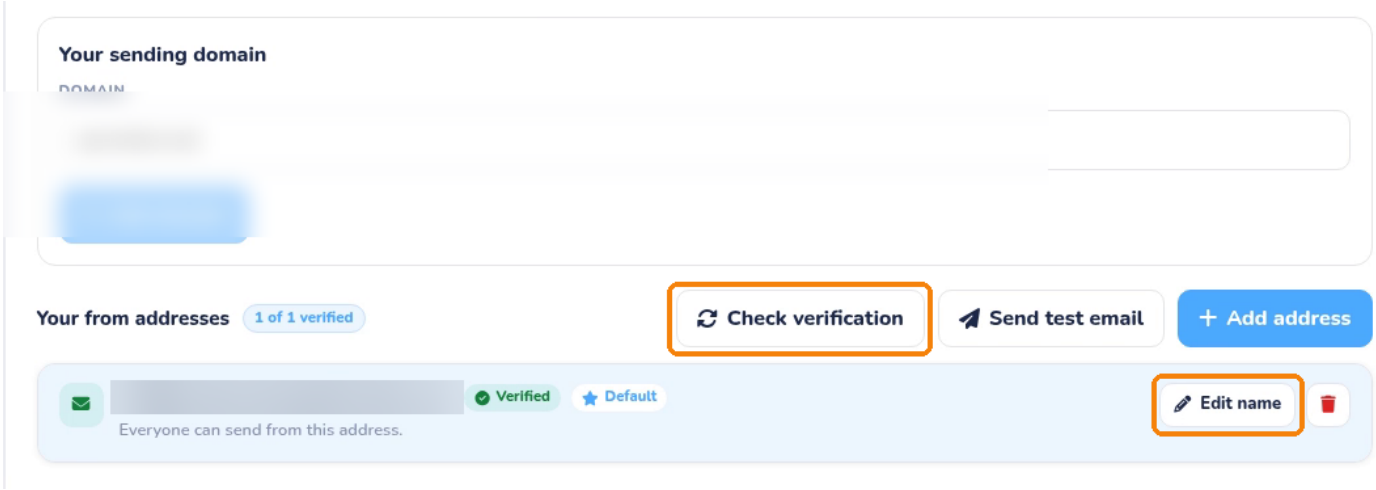
- Click **+ Add address**.
- Enter the **Email address** and a **Sender name** (the name parents see).
- Tick **Send everything from this address** if you want this to be the club default.
- Click **Add address**. A verification email is sent to that inbox.



Step 3: Add a from address form

Step 4: Verify it

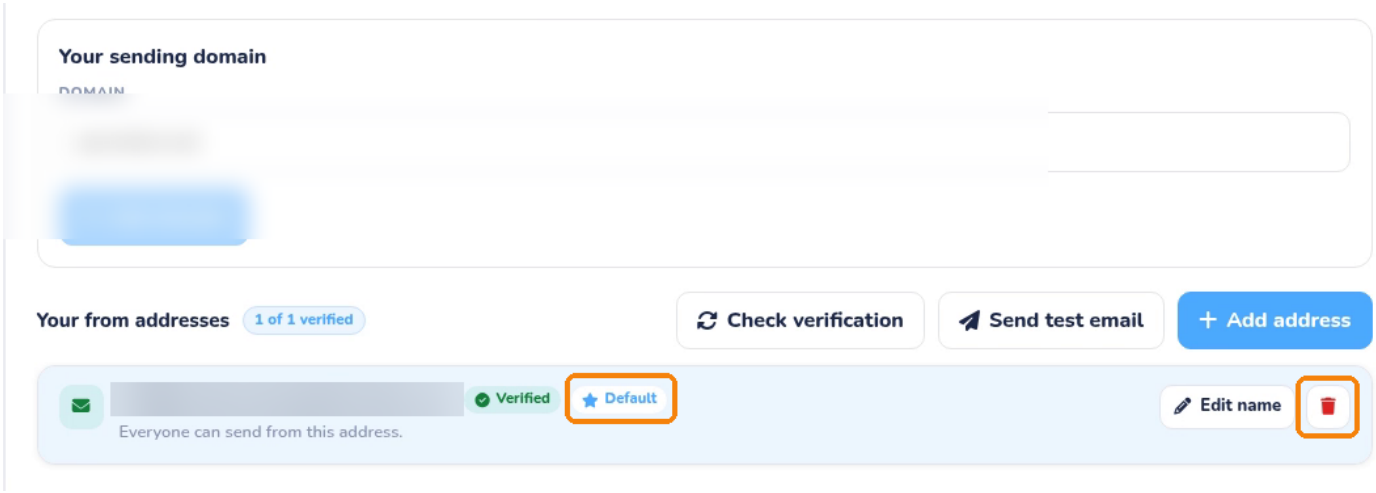
- The new address shows **Pending verification**. Open the verification email in that inbox and confirm it.
- Back on the tab, click **Check verification** to refresh the status. It also refreshes each time you open the page.
- Can't find the email? Check spam, or use **Send verification** on the address to send it again.
- Use **Edit name** to change the sender name.



Step 4: Check verification and edit name

Step 5: Default sender and removing

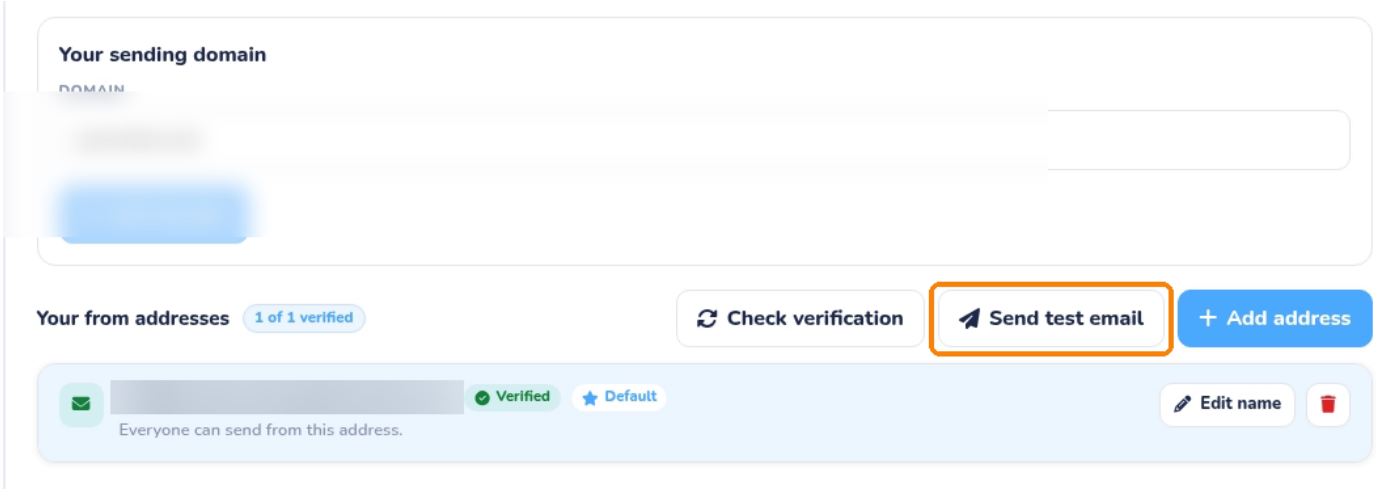
- Once you have more than one verified address, you can make another verified address the default.
- Click the bin to remove an address and confirm. Emails can no longer be sent from it, but emails already sent aren't affected.



Step 5: Default badge and remove

Step 6: Send a test email

- Use **Send test email** in the toolbar when you want to check delivery.
- Choose who to send to and which verified From address to use, then send and check that inbox (and spam).



Step 6: Send test email in the toolbar

Using your sender addresses

- Everyone can use the **club default** From address.
- A personal verified address only appears for the person whose **login email matches** that address. Colleagues' personal addresses are not offered to you.
- When you write an email or open a template, the From address defaults to your own verified address if you have one, otherwise the club default.
- If a template was saved with someone else's personal address, it switches to the club default when you open it.

FAQs

- **Why isn't my address in the From list?** It hasn't been verified yet, or it does not match your login email.
- **Why can't I see my colleague's from-address?** Personal addresses are only for the matching login. Everyone can still use the club default.
- **Does removing an address affect emails I've already sent?** No.

> **Tip:** Have each coach add and verify their own address that matches their login — then they send as themselves, and everyone else still has the club default.

Download the PDF guide (optional)