

Mailgun Info for Campus Cloud and Campus Cloud Choice

Last Modified on 07/20/2026 9:40 am CDT

Mailgun is a third-party email relay provider used by Infinite Campus. The use of Mailgun allows Campus Cloud and Campus Cloud Choice customers to send bulk emails at no additional cost.

Frequently Asked Questions

What limitations are there in using Mailgun?

The Mailgun domain is managed by Infinite Campus Support, meaning that districts cannot directly manage opt-out (Suppression) lists nor see statistics on email campaigns such as click or open rates.

What security practices does Mailgun implement?

Mailgun is built around security and data protection. Data is encrypted in transit and at rest, systems are continuously monitored, and the platform adheres to strict compliance standards including SOC 2 and GDPR.

Emails sent through Mailgun use TLS encryption when supported by the recipient's email server. If TLS is not available, emails will fall back to unencrypted delivery. Districts that require strict TLS enforcement can contact Infinite Campus Support to discuss configuration options.

How is Mailgun supported?

Districts do not need to contact Mailgun directly. Infinite Campus Support manages the Mailgun account on your behalf, including domain creation and Suppression List management.

Important Requirements

Domain Selection

Your district must decide whether to use a standard or non-standard Mailgun domain. See below for the differences:

Domain Type	Details
Standard Domain Example: example@SandhillMN.mg.infinitecampus.org	Standard sending domains are formatted as DistrictNameStateAbbreviation.mg.infinitecampus.org. The district can customize anything before the @ symbol. However, standard domains cannot receive replies to the email.

Domain Type	Details
Non-Standard Domain Example: example@sandhillschooldistrict.com	Non-standard sending domains are generally the district's primary domain. Non-standard domains can receive replies to email, but the district will need to configure their email inbox to receive replies. This is done outside of Campus. A DMARC policy must be enabled for setup, and DKIM will need to be configured in your DNS.

Default Sender Email Address (DSEA)

Your Default Sender Email Address domain and Mailgun domain must match on the [Email Settings](#) tab. Due to Google, Yahoo, and Xfinity DMARC requirements, emails will be automatically rejected by these providers if the domains do not match.

This means that if you do not want emails to deliver from your district with a format such as example@DistrictNameStateAbbreviation.mg.infinitecampus.org, you should use a non-standard domain.

Email Address Best Practices

- Avoid using "donotreply" or "noreply" in your Default Sender Email Address, as this increases the chance emails are flagged as spam.
- Do not include "infinitecampus" in the email address, as this incorrectly gives recipients the impression that emails are being sent by Infinite Campus the company.

Monitoring and Tracking Tools

When configured to use Mailgun, your district will have access to the [Mailgun Message Log](#). There are two instances of this log:

Tool	Path	Purpose
Mailgun Message Log	Communication > Messenger > Mailgun Message Log	Displays only messages sent by you, the logged in user.
Admin Mailgun Message Log	Communication > Messenger Administration > Admin Mailgun Message Log	Displays messages sent by all within the district.

These logs update hourly to display event status, email recipient, subject, and any error reasons for the last 30 days of messages. You can filter by date range, subject, event type, and more, and generate a CSV report.