



Email White Listing Instructions

Due to the high volume of email generated from our community, some email service providers (ESPs) incorrectly identify emails from your AIHA online community as “spam.” While we do everything possible to ensure strong deliverability rates, it is sometimes necessary that you add the community email addresses to your “white list,” which will tell your ESP that we are approved senders and not spam. If you stop receiving email from the community, this is the first and most critical step to take to ensure Catalyst emails can be delivered to you.

What is a white list?

A “white list” is a list of email addresses or domains, which you have manually approved to receive. By adding an address or domain to your white list, you are telling the email system not to filter email from that address or domain. Please follow the instructions below for the email service provider you are using in order to add us to your white list and ensure you receive our emails. Instructions are included in this document for the following possible ESPs:

- Organization/Work address
- AOL
- Yahoo!
- Gmail (Google)
- Windows Live/Hotmail

Organization / Work email address

If your preferred email address is your work email, you will need to work with your IT department or vendor. Please ask them to add the domain **connectedcommunity.org** to your organization's “white list.”

Alternatively, your organization can white list by IP address. We have six dedicated IP addresses from which our mail is sent:

54.240.14.78
54.240.14.79
54.240.14.80
54.240.14.31
54.240.14.32
54.240.14.106



AOL email

NEW SUBSCRIBERS

You will need to add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org to your AOL address book. Here's how to do this:

1. From your AOL email inbox, click the Mail menu and select Address Book.
2. Wait for the Address Book window to pop up, then click the Add button.
3. Wait for the Address Card for New Contact window to load.
4. Once loaded, cut and paste DoNotReply@connectedcommunity.org into the Other email field.
5. Make our address the Primary Email address by checking the associated check box.
6. Click the Save button.
7. Repeat the process for Mail@ConnectedCommunity.org.

EXISTING SUBSCRIBERS

If you are already a subscriber but our email isn't getting through, our e-mail may be in your AOL Spam Folder. Please use your web mail to check your Spam Folder. If our email is in your AOL Spam Folder, open our email and click the This Is Not Spam button. Lastly, please add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org into your Address Book as outlined above.

Yahoo!

NEW SUBSCRIBERS

You will need to set up a filter to redirect community email into your inbox. Here's how to do this:

1. Open your mailbox and click on "Mail Options" (upper right-hand corner).
2. Select Filters.
3. Click the "Add" link on the filters page.
4. Update the "From Header" rule with the following two pieces of information: "contains" and DoNotReply@connectedcommunity.org.
5. Click the "Choose Folder" pull-down menu and select "Inbox". Pick the "Add Filter" button.
6. Repeat for Mail@ConnectedCommunity.org.

EXISTING SUBSCRIBERS

If our emails are ending up in your Yahoo! "Bulk Folder", please open the email and click the "Not Spam" button. Next, check to see if DoNotReply@connectedcommunity.org or Mail@ConnectedCommunity.org is in your "Blocked Addresses" list. If you see DoNotReply@connectedcommunity.org or Mail@ConnectedCommunity.org on this list, select it and click the "Remove Block" button. Finally, please set up a filter as outlined above.



Gmail (Google)

NEW SUBSCRIBERS

Please add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org to your Gmail contacts list. Here's how to do this:

1. Please add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org to your Gmail contacts list. To add us to your contact list:
2. Click "Contacts" along the left side of any Gmail page.
3. Click "Add Contact".
4. Copy and paste DoNotReply@connectedcommunity.org into the primary email address dialog box.
5. Click "Save".
6. Repeat for Mail@ConnectedCommunity.org.

EXISTING SUBSCRIBERS

Check to see if your community email is in the "Spam" folder. Here's how to do this:

1. Click "Spam" along the left side of any Gmail page.
2. If you see any community email listed among the messages in this folder, check the box next to our email.
3. Click the "Not Spam" button along the top.

Windows Live/Hotmail

NEW SUBSCRIBERS

Please add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org to your Safe Senders list. Here's how to do this:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk Email Protection" link (top of page).
3. Select the "Safe List" link (second from bottom).
4. Copy and paste DoNotReply@connectedcommunity.org into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.
6. Repeat for Mail@ConnectedCommunity.org.

EXISTING SUBSCRIBERS

If your community email is in your "Junk Email Folder", open the email and click the "Not Junk" button. Next, check to see if our email address is in your "Blocked Senders" list. If you see DoNotReply@connectedcommunity.org or Mail@ConnectedCommunity.org on this list, select it and click the "Remove" button. Finally, if you have not done so, add this email address to your Safe Senders list as described above.