

# How to Engage

## Whitelisting Instructions

Due to the high volume of email generated from our community, some email service providers (ESPs) incorrectly identify the email 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 "whitelist" (this tells your ESP that we are approved senders and not spam). If you stopped receiving email from the community, this is the first and most critical step to take to ensure our email can be delivered to you.

What is a whitelist? A whitelist is a list of email addresses or domains that you want to receive emails from. By adding an address or domain to your whitelist, you are telling the email system not to filter email from that address or domain. Follow the appropriate instructions below for the email service provider you are using to add us to your whitelist and to ensure that you receive our emails.

### Organization email address:

If you use your work email address, such as name@higherlogic.com, you will need to work with your IT department or vendor. Please ask them to add the domain connectedcommunity.org to your organization's "whitelist."

Alternatively, they can whitelist by IP address. We have twelve 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  
54.240.14.216  
54.240.14.217  
54.240.14.218  
54.240.14.219  
54.240.14.220  
54.240.14.221

### AOL

#### New Subscribers

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

From your AOL email inbox, click the Mail menu and select Address Book.

Wait for the Address Book window to pop up, then click the Add button.

Wait for the Address Card for New Contact window to load.

Once loaded, cut and paste **[DoNotReply@connectedcommunity.org](mailto:DoNotReply@connectedcommunity.org)** into the Other email field.

Make our address the Primary Email address by checking the associated check box.



# How to Engage

Click the Save button.

Repeat the process for **[Mail@ConnectedCommunity.org](mailto: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](mailto:DoNotReply@connectedcommunity.org)** and **[Mail@ConnectedCommunity.org](mailto: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:

Open your mailbox and click on "Mail Options" (upper right-hand corner).

Select Filters.

Click the "Add" link on the filters page.

Update the "From Header" rule with the following two pieces of information: "contains" and **[DoNotReply@connectedcommunity.org](mailto:DoNotReply@connectedcommunity.org)**.

Click the "Choose Folder" pull-down menu and select "Inbox". Pick the "Add Filter" button.

Repeat for **[Mail@ConnectedCommunity.org](mailto: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](mailto:DoNotReply@connectedcommunity.org)** or **[Mail@ConnectedCommunity.org](mailto:Mail@ConnectedCommunity.org)** is in your "Blocked Addresses" list. If you

see **[DoNotReply@connectedcommunity.org](mailto:DoNotReply@connectedcommunity.org)** or **[Mail@ConnectedCommunity.org](mailto: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](mailto:DoNotReply@connectedcommunity.org)** and **[Mail@ConnectedCommunity.org](mailto:Mail@ConnectedCommunity.org)** to your Gmail contacts list. To add us to your contact list:

Click "Contacts" along the left side of any Gmail page.



# How to Engage

Click "Add Contact".

Copy and paste **DoNotReply@connectedcommunity.org** into the primary email address dialog box.

Click "Save".

Repeat for **Mail@ConnectedCommunity.org**.

Existing Subscribers:

How to check if your community email is in the "Spam" folder:

Click "Spam" along the left side of any Gmail page.

If you see any community email listed among the messages in this folder, check the box next to our email.

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. To add us to your Safe Senders list:

Open your mailbox and click "Options" (upper right hand corner).

Click the "Junk Email Protection" link (top of page).

Select the "Safe List" link (second from bottom).

Copy and paste **DoNotReply@connectedcommunity.org** into the dialog box titled "Type an address or domain".

Click the "Add" button next to the dialog box.

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.