

Online Community Allowlist Instructions

Updated as of 2020

Due to the high volume of email generated from our community, some **Email Service Providers (ESPs)** incorrectly identify the email messages as spam. While we do everything possible to ensure strong deliverability rates, it's sometimes necessary that you add the community email addresses to your "allowlist" (this tells your ESP that we are approved senders, not spam). If you stopped receiving email from the community, this is the first and most critical step to take to ensure our email messages can be delivered to you.

What is an allowlist? It's a list of email addresses and domains that you **want** to receive emails from. By adding an email address or domain to your allowlist, you're telling the ESP not to filter email from that address or domain.

Use the appropriate set of instructions below to add Higher Logic to your ESP's "allowlist" so you can continue to receive our email messages.

Organization/employer email address

If you use an employer- or organization-based email address (e.g., name@higherlogic.com), ask your IT department or vendor to add the following domain to your organization's allowlist.

`connectedcommunity.org`

Alternatively, they can allowlist by IP address. Higher Logic sends email messages from 12 dedicated IP addresses.

- 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` and `Mail@ConnectedCommunity.org` to your AOL address book.

To do this:

1. From your AOL email inbox, click the **Mail** menu and select **Address Book**.
2. In the resulting **Address Book** pop-up, click **Add**.
3. In the resulting **Address Card for New Contact** window, cut and paste `DoNotReply@connectedcommunity.org` into the **Other** email field.
4. Make our address the **Primary Email** address by checking the associated box.
5. Click the **Save** button.
6. Repeat these steps to add `Mail@ConnectedCommunity.org`.

Existing Subscribers

If you're already a subscriber but our email isn't getting through, it may be in your **AOL Spam Folder**.

1. Use your web mail to check your **Spam Folder**. If our email is there, open our email and click the **This Is Not Spam** button.
2. Add `DoNotReply@connectedcommunity.org` and `Mail@ConnectedCommunity.org` into your Address Book as outlined in the **New Subscribers** section above.

Yahoo!

New Subscribers

You need to set up a filter to redirect community email into your inbox:

1. Open your mailbox and click **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** menu and select **Inbox**. Pick the **Add Filter** button.
6. Repeat these steps to add Mail@ConnectedCommunity.org.

Existing Subscribers

If our emails are ending up in your Yahoo! **Bulk Folder**:

1. Open the email and click the **Not Spam** button.
2. Check to see if DoNotReply@connectedcommunity.org or Mail@ConnectedCommunity.org is in your **Blocked Addresses** list. If you see either or both of these on this list, select it/them and click the **Remove Block** button.
3. Finally, please set up a filter as outlined in the **New Subscribers** section above.

Gmail (Google)

New Subscribers

Add DoNotReply@connectedcommunity.org and Mail@ConnectedCommunity.org to your Gmail contacts list. To do so:

1. Click **Contacts** along the left side of any Gmail page.
2. Click **Add Contact**.
3. Copy and paste DoNotReply@connectedcommunity.org into the primary email address dialog box.
4. Click **Save**.
5. Repeat these steps to add Mail@ConnectedCommunity.org.

Existing Subscribers

Check to see if your community email is in the **Spam** folder:

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.

Taken from: <https://support.higherlogic.com/hc/en-us/articles/360043375232-Online-Community-Allowlist-Instructions>

3. Click the **Not Spam** button at the top.

Windows Live/Hotmail

New Subscribers

Add `DoNotReply@connectedcommunity.org` and `Mail@ConnectedCommunity.org` to your **Safe Senders** list. To do so:

1. Open your mailbox and click **Options** (upper right 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 **Type an address or domain** dialog box.
5. Click the **Add** button next to the dialog box.
6. Repeat these steps to add `Mail@ConnectedCommunity.org`.

Existing Subscribers

If your community email is in your **Junk Email Folder**:

1. Open the email and click the **Not Junk** button.
2. 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.
3. Finally, if you have not done so, add this email address to your **Safe Senders** list as described in the **New Subscribers** section above.