



# Leadership Councils

## Whitelisting Instructions

Some email service providers (ESPs) incorrectly identify the listserv emails 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 safe sender/white list.

### IF YOU DON'T FIND MESSAGES IN YOUR SPAM FOLDER

Please add [Mail@ConnectedCommunity.org](mailto:Mail@ConnectedCommunity.org) and [DoNotReply@connectedcommunity.org](mailto:DoNotReply@connectedcommunity.org) to your Safe Senders list.

To add us to your Safe Senders list (in Outlook):

1. Open your mailbox and search for Junk Email or Junk Email Options.
2. Click safe senders and then the "Add..." button.
3. Select the "Safe List" link (second from bottom).
4. Copy and paste [Mail@ConnectedCommunity.org](mailto:Mail@ConnectedCommunity.org) into the dialog box titled "Add address or domain".
5. Click the "ok" button next to the dialog box.
6. Repeat for [DoNotReply@connectedcommunity.org](mailto:DoNotReply@connectedcommunity.org).

### IF YOU DO FIND MESSAGES IN YOUR SPAM FOLDER

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 [Mail@ConnectedCommunity.org](mailto:Mail@ConnectedCommunity.org) and [DoNotReply@connectedcommunity.org](mailto:DoNotReply@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 (IF YOU DON'T FIND MESSAGES IN YOUR SPAM FOLDER).

## **ANOTHER OPTION**

You may want to ask your IT department or vendor to either white list the email addresses or the following 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**