

Email Deliverability and Whitelist

If you are not receiving emails, they may be blocked by the company's server. Please provide the following information to your IT Department.

If you have previously unsubscribed from any WISE email, please [contact us](#) to resubscribe you.

Newsletters

Please add to your whitelist: IP address **205.201.41.151**, the **wiseworks.org** domain and your chapter's domain.

Chapter Domains

Arizona	wisearizona.org	NYC Metro	wisenyc.org
Atlanta	wisearizona.org	Pittsburgh	wisepittsburgh.org
Boston	wisearizona.org	Portland	wisepittsburgh.org
Charlotte	wisearizona.org	San Diego	wisepittsburgh.org
Chicago	wisearizona.org	Seattle	wisepittsburgh.org
Cleveland	wisearizona.org	SF Bay Area	wisepittsburgh.org
DFW	wisearizona.org	South Florida	wisepittsburgh.org
Greater Orlando	wisearizona.org	Tampa Bay	wisepittsburgh.org
Greater Raleigh	wisearizona.org	Toronto	wisepittsburgh.org
Houston	wisearizona.org	Twin Cities	wisepittsburgh.org
Indianapolis	wisearizona.org	Utah	wisepittsburgh.org
Las Vegas	wisearizona.org	Washington DC	wisepittsburgh.org
Los Angeles	wisearizona.org		

Community Emails and Digests

Please add the domain **connectedcommunity.org** to your whitelist and consider whitelisting the following 12 dedicated IP addresses from which our community emails, digests, event autoresponders and transactional emails are sent.

54.240.14.78	54.240.14.32	54.240.14.218
54.240.14.79	54.240.14.106	54.240.14.219
54.240.14.80	54.240.14.216	54.240.14.220
54.240.14.31	54.240.14.217	54.240.14.221

See additional information on the following pages.

White Listing 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 "white list" (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 white list? A white list is a list of email addresses or domains that you want to receive emails from. 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. Follow the appropriate instructions below for the email service provider you are using to add us to your white list and to ensure that you receive our emails.

If you use your work email address (e.g., name@higherlogic.com), you'll need to work with your IT department or vendor. Please ask them to add the domain connectedcommunity.org to your organization's whitelist.

Outlook | Organization/Work Email:

Alternatively, they can whitelist by IP address. We have 12 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

Yahoo!

New Subscribers:

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

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:

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:

How to check 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.
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. To add us to your Safe Senders list:

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.