

Are you missing out??

Are you receiving emails sent through the ASPRS Community Pages? Make sure those emails are not being flagged as spam or junk. To avoid this, here is what you can do;

- Add the community email addresses to your allowlist (this tells your Email Service Providers that we are approved senders, not spam).

Note: The following IP and email address information is organized by country: United States and Canada. Be sure to use the appropriate information.

Organization/employer email address

Reference the information below based on your location;

United States

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 – United States
- onlinecommunity.ca - Canada

Alternatively, they can allowlist by IP address. Higher logic sends email messages from the following IP addresses.

United States (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

Canada (2 dedicated IP addresses)

- 23.249.209.184
- 23.249.209.185

AOL

New subscribers

United States

Add the following to your **AOL address book**:

- DoNotReply@connectedcommunity.org
- Mail@ConnectedCommunity.org

Canada

Add the following to your **AOL address book**:

- DoNotReply@onlinecommunity.ca
- Mail@onlinecommunity.ca

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, copy and paste one of the two addresses listed above 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 the other address.

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. Based on your location, add the two addresses listed above into your Address Book, as outlined in the **New Subscribers** section above.

Yahoo!

Based on your location, reference these addresses in the steps below.

United States

- DoNotReply@connectedcommunity.org
- Mail@ConnectedCommunity.org

Canada

- DoNotReply@onlinecommunity.ca
- Mail@onlinecommunity.ca

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 one of the addresses listed above that's appropriate for your location.
5. Click the **Choose Folder** menu and select **Inbox**. Pick the **Add Filter** button.
6. Repeat these steps for the other address.

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 either of the two addresses listed above (based on your location) is in your **Blocked Addresses** list. If you see either or both of these in this list, select it/them and click the **Remove Block** button.
3. Lastly, set up a filter as outlined in the **New Subscribers** section above.

Gmail (Google)

New subscribers

United States

Add the following to your **Gmail contacts list**:

- DoNotReply@connectedcommunity.org
- Mail@ConnectedCommunity.org

Canada

Add the following to your **Gmail contacts list**:

- DoNotReply@onlinecommunity.ca
- Mail@onlinecommunity.ca

To do so:

1. Click **Contacts** along the left side of any Gmail page.
2. Click **Add Contact**.
3. Copy and paste one of the two addresses listed above into the primary email address dialog box.
4. Click **Save**.
5. Repeat these steps to add the other address.

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

Windows Live/Hotmail

New subscribers

United States

Add the following to your **Safe Senders list**:

- DoNotReply@connectedcommunity.org
- Mail@ConnectedCommunity.org

Canada

Add the following to your **Safe Senders list**:

- DoNotReply@onlinecommunity.ca
- Mail@onlinecommunity.ca

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 one of the two addresses listed above 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 the other address.

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 either of the addresses listed above in 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.