

# How to “whitelist” IHCA, ICAL and ICHC emails



If you are not receiving emails from [info@iowahealthcare.org](mailto:info@iowahealthcare.org), please confirm that our emails are not blocked by your servers by following the “whitelist” instructions below.

## A couple of things you can do:

- 1. Server Level Whitelisting** – It’s possible our messages are being blocked by your organization’s spam filter. There are many reasons why a Spam filter might do this — it could be due to your email administrator taking an aggressive stance against commercial messages, or your filter may have been programmed to not allow the same message to be sent to many different recipients at the same time.

**Please share this whitelisting information your organization's IT team so they can adjust the Spam filter to accept IHCA's messages and place them in your inbox.**

**Assigned IP Address:** 209.18.93.36 AND 209.18.93.46

**Prepend Domain:** <http://www.mmsend1.com>

**Return Path:** [bounce@mmsend1.com](mailto:bounce@mmsend1.com)

**Sender Header Enabled:** Yes

- 2. Desktop Level Whitelisting** - If you have desktop-level spam filtering, you will need to indicate in our e-mail addresses and/or domain is a safe sender in your email program.

**Please make sure the following email domains are listed as approved senders in your Junk Email Options in order to ensure receipt of the IHCA, ICAL, ICHC, AHCA and NCAL e-newsletters and e-mails:**

@magnetdev.com  
@iowahealthcare.org  
@iowahealthcare.mmsend.com  
@ahcancal.org  
@ahca.org  
@ncal.mmsend.mmsend.com

Desktop level whitelisting is quick and easy and only needs to be done one time, but every email program does it slightly differently. Here are instructions for some of the most popular ones:

### Gmail (Web Email):

1. Find a message from the sender you want to whitelist
2. Hover your cursor over the Sender name and wait for a menu to pop up
3. Click ‘Add to contacts’ in the menu

phone: 515.978.2204

toll-free: 800.422.3106

fax: 515.978.2209



#### **Outlook/Hotmail/Windows Live & MSN (Web Email):**

1. Find and select a message from the sender you want to whitelist
2. Click 'Add to contacts' (next to the From name and address in the Preview pane)

#### **Yahoo (Web Mail):**

1. Find a message from the sender you want to whitelist
2. Right-click on the sender's From name and choose "Add Sender to Contacts" from the menu
3. In the 'Add to Contacts' dialog box, verify that the sender information is correct and click the 'Save' button

#### **AOL Web Mail**

1. Find a message from the sender you want to whitelist
2. Right-click on the sender's From name and choose "Add to Contacts" from the menu

#### **Outlook 2010:**

1. On the Home tab of the ribbon, click the 'Junk' button and then choose 'Junk Email Options...' from the menu
2. Select the 'Safe Senders' tab and click 'Add' and enter an e-mail address or Internet domain name to be added to the list box, and then click OK
3. Enter an e-mail address or domain name for the sender you want to whitelist and then click OK

#### **Outlook 2007:**

1. From your inbox, select a message from the sender you wish to whitelist
2. Select 'Actions' and then 'Junk Email'
3. Click 'Add Sender to Safe Senders List'

#### **Norton AntiSpam:**

1. In the Norton product main window, click 'Settings'
2. In the 'Settings' window, under 'Detailed Settings', click 'AntiSpam'
3. On the 'Filter' tab, in the 'Allowed List' row, click 'Configure'
4. In the 'Allowed List' window, click 'Add'
5. In the 'Add Email Address' dialog box, in the 'Address Type' drop-down list, select the address type
6. Select either 'Domain' or 'Address'
7. Enter the domain name or email address to be whitelisted
8. Click 'OK'
9. In the 'Allowed List' window, click 'Apply'
10. Click 'OK'

#### **Barracuda Networks:**

1. Click 'Add Sender Policy' and fill in the domain name or email address
2. Select 'Exempt' from the 'Policy' drop-down and then click the 'Add' button to save the new policy

#### **Cloudmark DesktopOne:**

phone: 515.978.2204  
toll-free: 800.422.3106  
fax: 515.978.2209



1. Open the Accounts window
2. Next to the account where you receive messages from this sender, click 'Configure....' to open the 'Account Settings' window
3. In the 'Account Settings' window, choose the 'Approved Senders' tab
4. Click the add (+) button to open the 'Edit Approved Senders' window
5. In the 'Edit Approved Senders' window, enter the domain name or email address to be whitelisted
6. Click 'OK' to save the new setting and close the 'Edit Approved Senders' window
7. Click 'OK' to close the 'Account Settings' window

## For More Information:

Also see the Real Magnet whitelisting instructions at <https://realmagnethelp.com/whitelisting/>.

## Questions?

If you need any test messages sent to check if whitelisting changes worked, email [info@iowahealthcare.org](mailto:info@iowahealthcare.org).

If after following these instructions you still cannot find a resolution to the problem, contact Real Magnet support at [support@realmagnet.com](mailto:support@realmagnet.com) or 240-743-2940.

phone: 515.978.2204  
toll-free: 800.422.3106  
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