

How to “whitelist” IHCA, ICAL and ICHC emails



If you are not receiving emails from 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 multiple recipients on your email domain at the same time.

Please share this whitelisting information with 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: 205.201.46.161 AND 205.201.47.189

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

Return Path: bounce@mmsend1.com

Sender Header Enabled: Yes

- 2. Desktop Level Whitelisting** – If you have desktop-level spam filtering, you will need to indicate 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 emails:

@magnetdev.com
@iowahealthcare.org
@iowahealthcare.mmsend.com
@ahcancal.org
@ahca.org
@ncal.mmsend.mmsend.com
No-reply@verificationemail.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



Iowa Health Care Association
Iowa Center for Assisted Living
Iowa Center for Home Care

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 2013 & newer:

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'
3. Enter an e-mail address or Internet domain name to be added to the list box, and then click OK
4. The click Apply and OK.

Cloudmark DesktopOne:

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 here: <https://support.higherlogic.com/hc/en-us/articles/360043808671-IP-Address-Allowlist-Communications-Enterprise->

Questions?

If you need any test messages sent to check if whitelisting changes worked, email 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 or 240-743-2940.

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