

AONE Real Magnet Whitelisting Information

Below is the whitelisting information for Real Magnet, our third party email marketing vendor from which we send all AONE newsletters. Part one includes instructions on how to whitelist at the desktop level. Part two includes instructions for recipient email administrators on how to whitelist at the server level.

To ensure that you continue receiving emails from the AONE and the American Hospital Association, please take these measures:

1. Desktop Level Whitelisting.

You will need to flag our return email address/domain (<http://www.realmagnet.com>) in your various email clients as a safe sender. Here's how that is accomplished with the major email clients:

AOL Web Mail:

- Open the e-mail containing the e-mail address(es) you want to add.
- Hover the mouse over the sender's name or address, and click on **Add Contact**.

Windows Live Hotmail:

- Open a message from the desired sender.
- Click **Mark as safe** next to the From: name and address.
- Now click **Add contact**.

Gmail Subscribers:

- From your inbox, select a message from the sender you wish to whitelist.
- Click on the **down arrow icon** (next to the Reply button at the top of the message).
- In the resulting drop down list, click on **Add <sender's address> to contacts**.
- At the top of your message you will see **The sender has been added to your Contacts list** when the sender has been added.

Yahoo Subscribers:

- From your inbox, select a message from the sender you wish to whitelist.
- Click the **+ Add** icon next to the return email address.
- Click **Save** on the **Add Contact** dialog box that appears.

MSN Subscribers:

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- Click on Email Settings.
- Click on the Junk Mail link.
- Click on Safe List.
- Click on Add an item to this list.
- Type in or cut and paste the supplied return email address into the Safe List box and then click Add.

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- Click the e-mail from the sender that you want to add to your Safe List.
- Click **Click "Always show from this sender"** to automatically add the sender to your Safe List.

Juno/Netzero Subscribers:

- Click **Options** and select **Junk Mail**.
- In the **Do Not Block** section, you can type an address in the box (or copy and paste it) under **Add Address to Do Not Block List**.
- Click the **Add** button to add the address to the list on the right.
- When you are finished, click the **Save** button.

Earthlink Webmail Subscribers:

- Open a message from the sender you wish to whitelist.
- Click the **Add to Address Book** link to the right of the sender's email address.
- The **Add Contact** page opens with the email address populated.
- Click **Save**.

Outlook 2003/2007:

- From your inbox select Actions then select Junk Email and click on Junk Email Options Address Book.
- Click the Safe Senders tab.
- Type in or cut and paste the supplied return email address into the block area, and then click the OK button.

Outlook 2007/2010:

- Go to the Inbox and right-click on the sender you wish to whitelist.
- Choose **Junk E-Mail** and select **Add Sender to Safe Senders List**.
- Click **OK**.

2. Server Whitelisting

If you think the issue may be organization-wide, please provide this information to your e-mail postmaster or IT group. Overtime, it may be necessary to add additional IP addresses for AONE and AHA mailings therefore we respectfully request that the following C-block be whitelisted: 209.18.93.0/24

Currently, AONE and AHA are provisioned on the following specific IP addresses:

209.18.70.0/24
64.27.72.0/24
209.18.93.85/28
209.18.93.86/28