AONL Whitelisting Information

Below are whitelisting instructions for AONL emails, at both desktop and server level.

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

1. **Desktop Level Whitelisting.**

You will need to flag our return email address/domain in your various email clients as a safe sender. Here is how hat is accomplished with the major email clients:

AOL Web Mail:

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

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 Email** 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 email postmaster or IT group. Overtime, it may be necessary to add additional IP addresses for AONL and AHA mailings therefore we respectfully request that the following C-block be whitelisted: 209.18.93.0/24

Currently, AONL 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