NADP / CADP Whitelist Instructions

To ensure our members are receiving all the knowledge and information that come with membership, NADP is providing the following information to share with your IT department to make sure you receive newsletters, Dental Interact postings, research requests and webinar notifications.

Following are the services NADP currently uses to send and collect member information:

Newsletters and Promotional Emails

Every member company contact in the NADP / CADP database is eligible to receive the NADP / CADP newsletters. To receive these publications and other important information, please ask your IT department to add the domain **"Informz.net" and/or IP Address "64.132.221.169."**

Dental Interact (mynadp.org) / mycadp.org

Due to the high volume of email generated from our community, some email service providers (ESPs) incorrectly identify the email as spam. While we do everything possible to ensure strong deliverability rates, it is sometimes necessary that you add the community email addresses to your "white list" (this tells your ESP that we are approved senders and not spam). If you stopped receiving email from the community, this is the first and most critical step to take to ensure our email can be delivered to you.

What is a white list? A white list is a list of email addresses or domains that you want to receive emails from. By adding an address or domain to your white list, you are telling the email system not to filter email from that address or domain. Follow the appropriate instructions below for the email service provider you are using to add us to your white list and to ensure that you receive our emails.

Organization/Work address
AOL
Yahoo!
Gmail (Google)
Windows Live/Hotmail

Organization email address:
If you use your work email address, such as name@higherlogic.com, you will need to work with your IT department or vendor. Please ask them to add the domain connectedcommunity.org to your organization's "white list."

Alternatively, they can white list by IP address. We have six dedicated IP addresses from which our mail is sent:

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

AOL account:

New Subscribers
You will need to add **DoNotReply@connectedcommunity.org** and Mail@ConnectedCommunity.org to your AOL address book. Here's how to do this:

1. From your AOL email inbox, click the Mail menu and select Address Book.
2. Wait for the Address Book window to pop up, then click the Add button.
3. Wait for the Address Card for New Contact window to load.
4. Once loaded, cut and paste **DoNotReply@connectedcommunity.org** into the Other email field.
5. Make our address the Primary Email address by checking the associated check box.
6. Click the Save button.
7. Repeat the process for Mail@ConnectedCommunity.org

Existing Subscribers
If you are already a subscriber but our email isn't getting through, our e-mail may be in your AOL Spam Folder. Please use your web mail to check your Spam Folder. If our email is in your AOL Spam Folder, open our email and click the This Is Not Spam button. Lastly, please add **DoNotReply@connectedcommunity.org** and Mail@ConnectedCommunity.org into your Address Book as outlined above.

Yahoo!
New Subscribers:
You will need to set up a filter to redirect community email into your inbox:

1. Open your mailbox and click on "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 **DoNotReply@connectedcommunity.org**.
5. Click the "Choose Folder" pull-down menu and select "Inbox". Pick the "Add Filter" button.
6. Repeat for Mail@ConnectedCommunity.org.

Existing Subscribers:
If our emails are ending up in your Yahoo! "Bulk Folder", please open the email and click the "Not Spam" button. Next, check to see if **DoNotReply@connectedcommunity.org** or Mail@ConnectedCommunity.org is in your "Blocked Addresses" list. If you see **DoNotReply@connectedcommunity.org** or Mail@ConnectedCommunity.org on this list, select it and click the "Remove Block" button. Finally, please set up a filter as outlined above.

Gmail (Google)
New Subscribers:

1. Please add **DoNotReply@connectedcommunity.org** and Mail@ConnectedCommunity.org to your Gmail contacts list. To add us to your contact list:
2. Click "Contacts" along the left side of any Gmail page.
3. Click "Add Contact".
4. Copy and paste **DoNotReply@connectedcommunity.org** into the primary email address dialog box.
5. Click "Save".
6. Repeat for Mail@ConnectedCommunity.org.

Existing Subscribers:
How to check 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 along the top.

Windows Live/Hotmail
New Subscribers:
Please add **DoNotReply@connectedcommunity.org** and Mail@ConnectedCommunity.org to your Safe Senders list. To add us to your Safe Senders list:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk Email Protection" link (top of page).
3. Select the "Safe List" link (second from bottom).
4. Copy and paste **DoNotReply@connectedcommunity.org** into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.
6. Repeat for Mail@ConnectedCommunity.org.

Existing Subscribers:
If your community email is in your "Junk Email Folder", open the email and click the "Not Junk" button. Next, check to see if our email address is in your "Blocked Senders" list. If you see **DoNotReply@connectedcommunity.org** or Mail@ConnectedCommunity.org on this list, select it and click the "Remove" button. Finally, if you have not done so, add this email address to your Safe Senders list as described above.

Webinar Instructions

Individuals who submit the registration for webinars will receive the link to handouts in an email from info@nadp.org*.* These individuals should add this email to their list of approved senders to insure delivery.

Research Requests

For information requests such as volunteer sign-ups or surveys, NADP uses Question.Pro.com. Please forward the following information to your IT department to ensure your ability to submit data via this software:

QuestionPro Outbound Mail Servers and IP Addresses

mail.questionpro.com (72.5.52.206)
mail1.questionpro.com (72.5.52.207)
mail2.questionpro.com (70.42.174.91)
mail1.surveyanalytics.com (70.42.174.189)

Subnet Mask
72.5.52.0/24 and 70.42.174.0/24
The IP address range for QuestionPro is: 72.5.52.200 - 72.5.52.255 and 70.42.174.0 - 70.42.174.255. If you have any questions regarding these instructions, contact NADP Director of Membership and Communications Rene Chapin (972-458-6998 x110).

MemberSuite (Emails for Password Resets and Creating an nadp.org account)

If you are not receiving auto-generated database emails from NADP concerning invoices, passwords, etc., there are 2 reasons that this can occur:

1. Bad Email Address Information

2. The user's provider or email server is not allowing the NADP database, MemberSuite, to send emails to that domain.

The email settings may need to be adjusted and the user may need to contact their Provider or IT for additional assistance.

AOL

You will need to add our "From address", messages@app.production.membersuite.com to your AOL address book:

1. Click the Mail menu and select Address Book. PROBLEM: AOLuot;Address Card for New Contact" window to load.
2. Once loaded, cut and paste messages@app.production.membersuite.com into the "Other E-Mail" field.
3. Make our From address the "Primary E-Mail" address by checking the associated check box.
4. Click the Save button.
5. Repeat the process with the messages@app.production.membersuite.com address.

Yahoo!

You will need to set up a filter to redirect our mailing into your inbox:

Open your mailbox and click on Mail Options (upper right hand corner).

1. Select Filters (bottom left corner).
2. Click the Add link on the Filters page.
3. Update the "From header" Update the "From header:" rule with the following 2 pieces of information: "contains" and 'meetingmade.com'. This essentially allows the mail server to identify our mailing based on the email From address.
4. Click the Choose Folder pull down menu and select inbox. Add Filter button.
5. Repeat the process with the "meetingmade.com" domain.

Hotmail

You will need to add our From addresses, messages@app.production.membersuite.com, to your Hotmail Safe List:

1. Open your mailbox and click "Options" (upper right hand corner).
2. Click the "Junk E-Mail Protection" link (top of page).
3. Select the "Safe List" link (2nd from bottom).
4. Copy and paste messages@app.production.membersuite.com into the dialog box titled "Type an address or domain".
5. Click the "Add" button next to the dialog box.
6. Repeat the process for the messages@app.production.membersuite.com address.

Gmail

You will need to add our From addresses, messages@app.production.membersuite.com, to your Gmail Contacts List:

1. Click Contacts along the left side of any Gmail page.
2. Click Add Contact.
3. Copy and paste our From address, messages@app.production.membersuite.com into the primary email address dialog box.
4. Click Save.
5. Repeat the process with the messages@app.production.membersuite.com address.

Mozilla Thunderbird

You will need to add our From address, messages@app.production.membersuite.com, to your Thunderbird Address Book and configure your Junk Mail Controls to whitelist your address book.

Add our From address into your Personal Address Book:

1. Click the Address Book button.
2. Make sure the Personal Address Book is highlighted.
3. Click the New Card button. This will launch a New Card window that has 3 tabs: Contact, Address & Other.

4. Under the Contact tab, copy and paste our "From"
address, messages@app.production.membersuite.com into the Email dialog box.
5. Click OK.
6. Repeat the process with the messages@app.production.membersuite.com address.

Outlook 2003

You will need to add our From address, messages@app.production.membersuite.com to your Safe Senders list:

1. On the Tools menu, click Options.
2. On the Preferences tab, click Junk E-mail.
3. On the Safe Senders tab, click Add.
4. In the Add address, copy and paste in our From address, messages@app.production.membersuite.com
5. Click OK.
6. Repeat the process with the messages@app.production.membersuite.com address.