

Resolving AHRI Connect Email Delivery Issues & Whitelisting Instructions, updated 4/29/20

After you've logged into AHRI Connect for the first time, the following are isteps you must take to ensure you receive communications from the AHRI Connect system.

1. Verify your Email Preferences

Go to Profile>My Account>Email Preferences. Verify the displayed email address is the one which should receive AHRI Connect communications. Verify you have selected "Yes" for Systems, Community, Participation and Promotional Emails.

The screenshot shows the AHRI Connect user interface. At the top, the AHRI logo is visible with the tagline "we make life better®". The user is logged in as "Test User1" with the email "TestUserA1@gmail.com". A red circle highlights the "Profile" link in the top navigation bar. Below the navigation bar, the user's profile information is displayed, including a placeholder for a photo and the name "Test User1". The "My Account" menu is highlighted with a red circle, and a dropdown menu is open, showing "Email Preferences" selected with a red arrow. The "Email Preferences" section is visible, showing the email address "aandrews@ahrinet.org" circled in red. Below this, there are four sections: "System Emails", "Community Emails", "Participation Emails", and "Promotional Emails", each with a "Yes" button circled in red. The footer of the page reads "Copyright 2020. All rights reserved."

2. Verify the level of communication you have elected to receive from each of your communities.

When you join a community, you will be prompted to select your Consolidated Digest and Discussion Digest frequencies for that community.

We highly recommend you “Include” the community in a Daily Consolidated Digest. This will ensure you are notified of all Discussion posts, Library items, and Events posted in the past 24 hours. Additionally, if you are a member of multiple AHRI Connect communities, you will receive all your community information in one organized email instead of a separate email from each community.

The Discussion Digest is intended to inform you of information added to the Discussion board only. This digest will not inform you of direct uploads to the Library or Events lists (which is why we highly recommend opting to receive the Daily Consolidated Digest). If you have opted to receive the Daily Consolidated Digest, you *could* consider opting out of receiving discussion digests because this would be duplicate information. However, if your community is very active and/or dealing with time-sensitive information, you should opt to receive real-time discussion digests.

You should never choose to “not include” a community in Consolidated Digest AND opt out of discussion digest emails.

You may review or edit your community notification settings at any time by going to Profile>My Account>Community Notifications.

The screenshot shows the AHRI Connect user profile page for 'Test UserA1'. The user is logged in as 'Test UserA1' with email 'TestUserA1@gmail.com'. The page has a navigation bar with 'Home', 'Communities', 'My Community Events', and 'AHRI Connect Libraries / Help'. The main content area is titled 'Test UserA1' and includes a profile picture placeholder with 'UPLOAD A PHOTO' and 'Actions' buttons. Below this are sections for 'Community Notifications', 'Topic Notifications', and 'Notification Settings'. The 'Community Notifications' section shows the primary email address 'TestUserA1@gmail.com' and options for 'Daily Consolidated Community Digest' and 'Weekly Consolidated Community Digest'. The 'Topic Notifications' section shows a dropdown for 'Email Delivery' set to 'Personalized Digest & Real-Time Discussion Emails'. The 'Notification Settings' section has a checkbox for 'Automatically set community discussion emails to "No Email" when a community is added to a consolidated digest' which is checked. Below this is a table for community notification settings:

Community	Discussion Email	Consolidated Daily Digest	Consolidated Weekly Digest
Internal_Webpage_Profile_Community-1	Real Time	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Internal_Webpage_Profile_Community-2	Real Time	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Red arrows in the original image point to the 'My Account' menu item, the 'Community Notifications' option in the dropdown, and the 'Real Time' dropdown menu in the notification settings table.

3. **Verify AHRI Connect notifications, which all come from the connectedcommunity.org domain, are not going to your Spam, Junk, or any sort of Quarantine folders.**
4. **Verify your email service provider and/or threat protection software is not identifying messages from AHRI Connect as suspicious or spam.**

Request your email service provider or IT department to whitelist AHRI Connect email addresses or domains. Specifically, they need to add the connectedcommunity.org domain to your organization's whitelist. Alternatively, they can whitelist by IP address. The IP addresses to be whitelisted are:

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