The Central AZ Chapter of ACP has been using “Constant Contact” (CC) for several months to communicate key information to our members such as meeting announcements, newsletters, meeting surveys, and special notices. While some members are able to receive via CC, we have data and member feedback stating not everyone is.

One reason we are aware of why this is occurring and think this is a leading cause is that your respective company security policies are treating CC as spam or junk and you may not receive it at all or it’s sitting in one of those folders unseen.

To help correct this issue I have compiled helpful information from the CC website. I hope the below is useful and you take the necessary steps to resolve the issue. Let us know if you encounter any issues after following the below steps. The Board will continue to send information via email and CC until we feel satisfied all members are able to receive Constant Contact communications directly then we will cease using email in addition to CC.

**Pertinent information copied from the Constant Contact website. For full review please go to**

[*https://support2.****constantcontact****.com/articles/FAQ/2753*](https://support2.constantcontact.com/articles/FAQ/2753)

### Why some contacts aren't receiving emails that you send with Constant ContactOccasionally, emails sent from Constant Contact don't reach certain contacts. As with any email program, there are some common issues that can be easily fixed to allow mail to be received.If members did not receive an email sent with Constant Contact, ask them to:

* **Check Their Spam** - Instruct them to look in their spam, junk, or bulk folder for the email. If the email is in one of those folders, ask your contact to [add your email address to their safe sender list](https://support2.constantcontact.com/articles/SupportFAQ/2753?l=en_US&fs=RelatedArticle) in their email client.
* **Contact their ISP** - If the email isn't in their spam, junk, or bulk folder, their Internet Service Provider (ISP) may be blocking one of Constant Contact's IP (Internet Protocol) addresses. Ask them to [contact their ISP so they can whitelist all of Constant Contact's addresses](https://support2.constantcontact.com/articles/SupportFAQ/1773?l=en_US&fs=RelatedArticle). We don't always send your email from the same IP address, so we can't determine which particular IP address has been blocked.

### Whitelist or add email addresses to your safe sender list in your security software or email client

You can allow mail from specific email addresses to safely come into your inbox without it being placed in your junk or spam folder by whitelisting email addresses within your email client or Internet security software and adding email addresses to a safe senders list.
**Without an example email address in your inbox:**

1. Select Actions from the toolbar at the top of the screen.
2. Select Junk E-mail.
3. Select Junk E-mail Options...
4. Click the Safe Sender tab.
5. Click Add.
6. Type in the email address you wish to add to your safe sender list.
7. Click OK.

**MEMBERS:** If you are adding contacts to your safe sender lists, add the below email address AZ ACP sends from using Constant Contact.

information.arizona@chapters.acp-international.com

Each program has different steps in order to do this. Please click on the link for the software you have and follow the instructions:

* [AOL](https://support2.constantcontact.com/articles/FAQ/2753#AOL)
* [AVG](http://ctctmarketplace.force.com/support/articles/FAQ/2934)
* [BellSouth / AT&T webmail](https://support2.constantcontact.com/articles/FAQ/2753#Bellsouth)
* [Comcast SmartZone](https://support2.constantcontact.com/articles/FAQ/2753#comcast)
* [Cox.net Email](https://support2.constantcontact.com/articles/FAQ/2753#cox)
* [EarthLink](https://support2.constantcontact.com/articles/FAQ/2753#EL)
* [Entourage](https://support2.constantcontact.com/articles/FAQ/2753#entourage)
* [Gmail](https://support2.constantcontact.com/articles/FAQ/2753#gmail)
* [MacMail](https://support2.constantcontact.com/articles/FAQ/2753#mac)
* [McAfee](https://support2.constantcontact.com/articles/FAQ/2753#McA)
* [Mozilla Thunderbird](https://support2.constantcontact.com/articles/FAQ/2753#thunder)
* [MSN](https://support2.constantcontact.com/articles/FAQ/2753#MSN)
* [Norton AntiSpam](https://support2.constantcontact.com/articles/FAQ/2753#Norton)
* [Outlook](https://support2.constantcontact.com/articles/FAQ/2753#Outlook)
* [Outlook.com (Formerly Hotmail)](https://support2.constantcontact.com/articles/FAQ/2753#hotmail)
* [Road Runner](https://support2.constantcontact.com/articles/FAQ/2753#RoadRunner)
* [Spam Assassin](https://support2.constantcontact.com/articles/FAQ/2753#SA)
* [Verizon](https://support2.constantcontact.com/articles/FAQ/2753#verizon)
* [Windstream](https://support2.constantcontact.com/articles/FAQ/2753#wind)
* [Yahoo](https://support2.constantcontact.com/articles/FAQ/2753#yahoo)