



Not receiving communications from MHA?

Incoming emails blocked by spam filters

To make sure you receive communications from the Minnesota Hospital Association, please see the information below. These steps can help prevent MHA's communications from being blocked by filters that may be implemented at your organization. MHA requests that your organization add the root domain information (@mnhospitals.org) and the following email addresses to your safe senders list.

Email from MHA staff are sent from the **@mnhospitals.org** domain.

Additional email addresses to add to your safe senders list:

- accounting@mnhospitals.org
- confirmations@mnhospitals.org
- data@mnhospitals.org
- info@mnhospitals.org
- mm.mnhospitals.org
- performancematrix@mnhospitals.org
- qualityandpatientsafety@mnhospitals.org

Whitelisting

MHA uses the email marketing service Mailchimp to manage some newsletter communications (Newslines, Opinion Leader, etc.). If you are not receiving email communications from Mailchimp, it is likely due to your organization's email firewall. Mailchimp provides the following information to help you prevent incoming email from being blocked by your organization's servers.

Emails from Mailchimp are sent from **info@mnhospitals.org**.

You can ask your organization's IT department to use the following information to whitelist Mailchimp's servers to avoid delivery issues. View [whitelisting information](#) for Mailchimp delivery servers.

Specific IPs sending from this range:

- 205.201.128.0/20
- 198.2.128.0/18
- 148.105.0.0/16

Community Hub

In fall 2019, MHA launched a new Community Hub that allows users to manage their own profiles, registrations and member resources. If you are not receiving communications related to activities on MHA's website (such as event registration confirmations, reset password emails, order confirmations), it is likely due to your organization's firewall.

Your organization's IT department should run a [Salesforce email deliverability test](#) to learn if any emails are being blocked by their systems.

You can ask your organization's IT department to use the following information to whitelist [Salesforce email service IP addresses](#). They should whitelist the IP ranges in the ARIN section of the tables in the email specific sections or whitelist the entire Salesforce IP ranges at the top.

For IT/technical assistance, contact [Charles Kronschnable](#), director of IT and information security, MHA.