

Mailjet Tips for Coalition Manager

Below are several tips for making sure emails reach inboxes.

Create a Contact

Inside your email account, create a new contact and save the "no-reply@cmemails.sccadvasa.org" email as a contact.

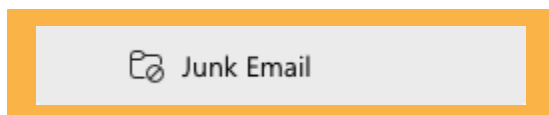
Certain email providers will also allow you to mark specific domains as safe. If you have this ability, make the "@cmemails.sccadvasa.org" domain safe. This will ensure any email from this domain reaches your inbox.



Check Filters & Quarantine Features

Check your "Junk" and "Spam" folders for any CM emails. Mark them as "Not Junk" or "Not Spam" from those folders. Gmail Email Outlook Email

- [Gmail Email](#)
- [Outlook Email](#)



Check quarantine features and mark our emails as safe. Quarantine features are not part of your main email inbox; they can be accessed by logging into your account via a web browser.

- [Google Workspace](#)
- [Office365](#)

Update Staff Lists

If you are a user admin at your organization, keep your organization's staff lists current by adding, editing, or archiving staff. This confirms our database emails are going to active emails. Inactive emails "hard bounce" and impact deliverability over time.



Connect with IT

Hospitals/health care organizations, government agencies, and law enforcement departments will need to work with their IT departments to allow the "@cmemails.sccadvsa.org" domain to pass their filters.

IT staff can check to make sure Global Filters allow your specific domain.

Whitelisting the domain through the email provider's admin area will mark the IP address as safe.

- [Google Workspace](#)
- [Office365](#)

IT staff can also whitelist the originating IP addresses:

- 185.211.121.17
- 185.250.236.54

PRO TIP

Mailjet has servers in Europe and some of our database emails will come from those servers, so IT staff can allow emails from European countries.

