Issues receiving emailed messages from the Asphalt Institute's web portal?

We have been made aware that some users are not receiving the email messages generated by our new web portal. For example, password resets, event registration notifications, purchase invoices and receipts, etc. It is reported that these emails are being deposited into the user's Spam, Junk or Clutter folders. However, quite a few are not receiving these messages to any mailbox.

Our web portal uses an email relay service named SendGrid.net. Microsoft and SendGrid are working on correcting the root cause of this issue but until a resolution is created and distributed we only have a few options available.

The **first option** is client level whitelisting. Whitelisting refers to the process of granting a specific IP address, domain or email address access to a server or system. With client level whitelisting you would be telling your email client (Microsoft Outlook, Mozilla Thunderbird, Gmail, etc.) that specific messages are being sent by a known, safe sender.

- You can read more about Whitelisting from SendGrid:
  https://sendgrid.com/docs/glossary/whitelist/
- You can find instructions on how to add email addresses to your safe senders list:
  https://kb.benchmarkemail.com/what-is-whitelisting-how-do-i-add-email-addresses-to-my-safe-senders-list-in-my-email-client-or-my-security-software/
- Microsoft instructions on blocking or allowing (junk email settings):
  https://support.office.com/en-us/article/block-or-allow-junk-email-settings-48c9f6f7-2309-4f95-9a4d-de987e880e46

The Asphalt Institute uses the following:

- DOMAIN: asphaltinstitute.org
- EMAIL: info@asphaltinstitute.org

The Asphalt Institute also uses the following:

- DOMAIN: asphaltmagazine.com
- EMAIL: aimagazine@asphaltinstitute.org or directly from our Media and Publications Manager
- DOMAIN: asphaltfoundation.org
- EMAIL: directly from the AIF Program & Development Manager

The **next option** is IT level whitelisting. This refers to passing this document to your company's IT department, so they can update the company email server settings. The IT department should whitelist the Asphalt Institute domains listed above as well as the SendGrid.net domain. This will tell the email server that it should expect to receive emails from any *from* address containing these domains.

Your IT department is also welcome to contact the Asphalt Institute's IT department directly if they have any questions. Email aiitmgr@asphaltinstitute.org or by phone 859.288.4992.