

IPWA Email Correspondence Safe List and Troubleshooting

The Indian Peaks Wilderness Alliance (IPWA) is a 100% volunteer-run organization. We do not have paid staff or paid IT support, so please use this guide before contacting us.

The IPWA uses “Constant Contact” (CC) to communicate with our contacts (including interested parties, members/donors, and volunteers). We use Constant Contact to send out email campaigns such as our monthly newsletter, event announcements, special notices, and key volunteer information (including new volunteer application announcements, registration and training dates, etc.) Volunteers **MUST** keep their primary email address subscribed to Constant Contact – if you unsubscribe, you’ll miss important announcements and correspondence.

The IPWA also uses “Jotform” to create and manage our volunteer forms and reports. Volunteers receive automated emails after filling out IPWA forms, including a copy of the application/registration paperwork and a copy of each patrol hike scheduled and the report to fill out.

While most people receive our email correspondence and forms without issues, occasionally contacts may not receive emails from us. The primary reason that you may not receive our emails is due to your respective email provider’s settings treating our correspondence emails as spam/junk. Your email provider may have firewalls and spam filtering settings that prevent our emails from getting to you or may route them to a junk/spam or trash folder where they will sit unseen.

If you are not receiving our emails, please try the following troubleshooting steps:

1. Please open the computer/smartphone/tablet that you use to access our sites and make sure your preferred **browser has the latest updated version** (such as Chrome, Internet Explorer, Microsoft Edge, Safari, Firefox, etc.) – see instructions here: <https://browser-update.org/update-browser.html>
2. Please **clear your browser's history/cache and cookies** - see instructions here: <https://clear-my-cache.com/>.
3. **Open your email and check your spam/junk/trash folders** for any missing emails from the IPWA, then move them to your inbox and mark as “not spam/junk” if you have that option.
4. Safelisting (formerly referred to as "whitelisting") an email address ensures that emails sent from specific addresses reach your email’s Inbox, instead of being marked as spam. In some cases, you simply need to update the safelist (also known as safe sender list or white list) in your email service, but sometimes you may also need to update the safelist in your security settings/program (such as MacAfee, Norton, Spam Assassin, etc.).

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Each email provider or security service has their own instructions for adding email addresses to a safelist. Click on the links below for additional instructions:

- [Safelist an email address in an email client](#)
- [Safelist an email address in a security program](#)

For Jotform specific troubleshooting (scheduling and reporting forms), visit <https://www.jotform.com/help/chapter-12-email-problems/>

Copy the following IPWA email addresses and add them to your contacts and to your email contacts and “safelist”:

- hikers@indianpeakswilderness.org
- noreply@jotform.com
- noreply@formresponse.com

If your email or security program allows website URLs, copy the following URLs and add them to your safelist:

- indianpeakswilderness.org
- jotform.com
- formresponse.com
- constantcontact.com
- r20.rs6.net
- a.rs6.net
- rs6.net
- s3.amazon.com
- files.ctctcdn.com
- files.constantcontact.com
- files.ctctusercontent.com

5. If you use an email application such as Outlook or Apple Mail, please check if you have firewalls preventing the mail from getting to you. For Apple mail, please try the troubleshooting tips on the following page: <https://support.apple.com/guide/mail/if-you-cant-receive-emails-mlhlp1138/mac>. For Outlook follow these steps: <https://support.microsoft.com/en-us/office/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>.
6. If all else fails and you continue to have problems accessing our emails or correspondence, please consider getting a new email address with a different provider (such as Gmail) and access it from the web instead of an email application. Then follow the steps to add our email addresses to your contacts and safe sender list.

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IPWA Website and Volunteer Portal Access Troubleshooting (Active Volunteers Only)

The Indian Peaks Wilderness Alliance (IPWA) has a public website at www.indianpeakswilderness.org.

The website has a “Volunteer Portal” section (tab in the upper right) that is restricted to current active volunteers via a login page. Note: If you are applying to be a new volunteer, you will not receive login access until you’ve been accepted into the program and have completed training.

The Volunteer Portal section has buttons to “View All Reports”, “View Schedule” and “Schedule Patrol”. Note that only active volunteers for the current season (summer or winter) will have full access to the scheduling form (seasonally inactive volunteers will have “view only” access to the other portal pages until the season starts).

If you are having trouble accessing our website or volunteer portal section is not loading (such as the report or schedule pages), please open the computer/smartphone/tablet that you use to access our website and **update your browser** (<https://browser-update.org/update-browser.html>), then **clear your browser's history/cache and cookies**, see instructions here: <https://clear-my-cache.com/>. (Admins only: logout of Jotform first).

