

# Email Communication Service

Please review the information below regarding the Email Communication Service.

The Email Communication Service includes campaign-related emails, newsletters, and other communications that keep you informed about our work and upcoming events.

To ensure reliable delivery, the Email Communication Service's sending/originating IP addresses listed below should be added to your spam filter's allowlist and exempt from rate controls. Without this, emails may be delayed or rejected.

Email Communication Service sending/originating IP Addresses:

- smtp1.upicsolutions.net (52.86.171.35)
- smtp2.upicsolutions.net (34.232.26.125)
- smtp3.upicsolutions.net (34.230.104.208)

If these IP addresses cannot be added to your allowlist, we have implemented several features to help reduce the chances of email misclassification. These include:

**SPF Records (Sender Policy Framework):** Specifies which IP addresses are allowed to send emails for a domain. Learn more here: <http://www.open-spf.org/>

**DKIM Signing (DomainKeys Identified Mail):** Ensures emails are signed with a unique signature for verification. Learn more here: <https://www.dkim.org/>

**DMARC (Domain-based Message Authentication, Reporting & Conformance):** Builds on SPF and DKIM to handle email authentication failures and send reports. Learn more here: <https://dmarc.org/>

These enhancements help ensure our emails reach your inbox safely and reliably. If you are still experiencing issues, please contact [donor.services@unitedwaytoledo.org](mailto:donor.services@unitedwaytoledo.org).