

Safelist Us!

With the launch of GoWest Credit Union Association, new domains and staff email addresses have been set up. Please “safelist” our new domain, IP ranges, and staff email addresses, so you don’t miss important messages from GoWest!

Please work with your IT department if you need assistance with the following steps.

1. Domains, IP Ranges, & Third-Party Domains

Our Domains

- gowestassociation.org
- gowestfoundation.org
- gowestsolutions.org

Our IP Ranges

CIDR	Range of IP Addresses
• 173.236.20.0/24	• Start: 173.236.20.2 End: 173.236.20.254
• 192.92.97.0/24	• Start: 192.92.97.2 End: 192.92.97.254
• 52.128.40.0/21	• Start: 52.128.40.0 End: 52.128.47.255

Our Third-Party Domains

- cuwebtraining.com
- app.socio.events/
- game.socio.events/
- restream.io
- .restream.io
- api-iam.intercom.io/
- api.segment.io/
- js-agent.newrelic.com/nr-spa-1177.min.js
- player.live-video.net/1.0.0/amazon-ivs-wasmworker.min.wasm
- ff39bcb7eb65.us-east-1.playback.live-video.net/api/
- chime.aws & amazonaws.com/

2. Save GoWest Staff Email Addresses

All GoWest staff email addresses are formatted as follows: First letter of first name, followed by full last name, followed by “@GoWest.org”. For example, Troy Stang’s email is now tstang@gowest.org. Find our full staff directory [here](#).)

3. Configure Your Email Client

After safelisting our domains, IP ranges, and third-party domains, you also may need to configure your specific email client (like Outlook, Yahoo, Gmail) to allow our emails to reach you.

Try These Steps First:

CHECK SPAM/JUNK FOLDER: *If you find an email in your spam folder that is not spam, take a moment to mark it as “not spam” or “not junk.” This automatically tells your email program to add GoWest to your safelist.*

SAVE EMAIL ADDRESSES: *For a list of all staff contact emails to add to your directories, view them [here](#). Additional contact emails that should be saved as well are the following:*

- onthego@gowest.org
- programming@gowest.org
- training@gowest.org
- webmaster@gowest.org
- solutions@gowest.org
- editor@gowest.org
- compliance@gowest.org
- advocacy@gowest.org
- support@gowest.org
- foundation@gowest.org

If you continue to experience issues receiving our messages, follow the steps below for your specific email client:

Microsoft Outlook

- Search for messages from GoWest in your spam/junk folder. If you find one, open it and indicate that it is **NOT** junk/spam.
- On the “Tools” menu, click “Options.”
- On the “Preferences” tab, click “Junk E-mail.”
- On the “Safe Senders” tab, click “Add.”
- Add **ALL** GoWest staff contact emails, (Ex. Name: Troy Stang Email: tstang@gowest.org) where it says, “Add address.” *You can find a list of staff contact emails [here](#).*
- Click “OK.”

Gmail

- Search for messages from GoWest in your spam/junk folder. If you find one, open it and indicate that it is **NOT** junk/spam.
- Open an email that you have received from GoWest.
- Click on the small down-arrow next to "Reply."
- Click "Add ___@gowest.org to Contacts list."
- Repeat these same steps to add other contacts to the Contacts list.

Yahoo! Mail

- Search for messages from GoWest in your spam/junk folder. If you find one, open it and indicate that it is **NOT** junk/spam.
- You must set up a "filter," but first:
- If you find email from gowest.org in your "Yahoo! bulk" folder, open the email and click "**NOT** Spam,"
- If you find mail from gowest.org in your "Blocked Addresses" list, select the email and click "Remove Block."
- Now create the filter:
- Open Yahoo! Mail and click on "Mail Options" in the upper right corner.
- Select "Filters" in the bottom left corner.
- On the Filters page, click "Add".
- Select the "From header:" rule and add "contains" and "gowest.org" to match all mail from gowest.org.
- Click the "Choose Folder" pull down menu and select "Inbox."
- Pick the "Add Filter" button.

AOL.com Webmail

- Search for messages from GoWest in your spam/junk folder. If you find one, open it and indicate that it is **NOT** junk/spam.
- Click the "Contacts" link (or open your AOL Address Book).
- Click the "+New" button.
- In the "New Contact" window, enter "___@gowest.org" into the "Primary E-Mail 1" field. Add **ALL** GoWest staff contact emails, (Ex. Name: Troy Stang Email: tstang@gowest.org) under "New Contacts." **You can find a list of staff contact emails [here](#).**
- Click "Create."

AOL Email Client

New Subscribers: Add the "From" address to your AOL address book:

- Click the Mail menu and select "Address Book."
- Wait for the "Address Book" window to pop up, then click the "Add" button.

- Wait for the “Address Card for New Contact” window to load.
- Once loaded, cut and paste the “From Email Address” into the “Other E-Mail” field.
- Make our “From Address” the “Primary E-Mail” address by checking the corresponding checkbox.
- Click the “Save” button.
- Repeat these same steps for nwcuf.org.

Existing Subscribers: If you are already a subscriber but the email isn't getting through, the email may be in your AOL Spam Folder.

- Open web mail and look in your Spam Folder.
- If you find a message from GoWest in your spam folder open it and click the “This Is Not Spam” button.
- Then add the “From address” onto your Address Book as outlined in the “New Subscribers” instructions above.

Apple Mail/OSX

- Search for messages from GoWest in your spam/junk folder. If you find one, open it and indicate that is it **NOT** junk/spam.
- Go to “Mail” > “Preferences,” then go to the “Rules” tab.
- Select “Add Rule.”
- Give this rule a name such as “Email from gowest.org”.
- Create a rule that says, “If any of the following conditions are met: ‘From’ ‘Contains’” and then paste in “gowest.org.”
- From the actions, select “Move message” to mailbox “Inbox.”
- Click “OK.”