

## **AOL and Yahoo DMARC Policy Issue FAQs**

### **What is this issue with my emails not being received?**

In an effort to prevent or lessen email spoofing attacks on [aol.com](http://aol.com) and [yahoo.com](http://yahoo.com) addresses, Yahoo has changed their DMARC Policy or Domain-based Message Authentication, Reporting & Conformance Policy. This new policy mandates that any email coming from a @AOL or @Yahoo email address must be sent through AOL or Yahoo versus any outside mail servers. Any emails sent from an outside server with a @AOL or @Yahoo address will be blocked by any mailbox that adopts DMARC policy.

### **What does this mean to you?**

If you are sending emails from any ACTIVE system (Registration Center, ACTIVEWorks, ACTIVE Giving, LeagueOne, eteamz, Thriva, Swim Manager) using an email address with @AOL or @Yahoo, you are now in jeopardy of your emails not being received by a majority of your recipients. This also applies to any other non-ACTIVE related systems you use.

### **What do you need to do now?**

The best solution to this issue is to change the email address you are using in any ACTIVE or other outside systems to a non-AOL or non-Yahoo email address. Please keep in mind that this change was implemented by Yahoo and not related to ACTIVE functionality. Our team is actively researching the issue on our end to see how we can lessen the issue for our customers using our products. For now the best solution is to change your email address. For more information on this issue, please refer the following article.

Yahoo: <https://help.yahoo.com/kb/mail/SLN24016.html?impressions=true>

AOL: <http://postmaster-blog.aol.com/2014/04/22/aol-mail-updates-dmarc-policy-to-reject/>