

INSTRUCTIONS FOR IT DEPARTMENTS

Updated Feb 2019

To ensure that participants can access all components of your wellness program, please ensure that:

- The applications and domains listed below are accessible across all networks and remote locations
- SPAM filtering, settings, and restrictions have been tested even for those with the lowest IT privileges
- Firewall settings have been updated to allow for a high volume of emails from a single source at one time
- Hosting the Limeade platform in an HTML frame is not supported

For more information, please contact support@limeade.com.

COMPUTER APPS

Adobe Flash Player 8 and higher

Skype for Business Web App or Desktop App (Used for presentations by Limeade employees)

WEB BROWSERS

Limeade supports major vendor-supported browsers and must support TLS 1.1 and higher, including regularly updated versions of Chrome, Edge, Internet Explorer, and Safari. For more information about Limeade mobile, please see [Limeade Apps & Mobile Web Support](#).

FOR EMAIL ADMINISTRATORS

Limeade uses Sender Policy Framework (SPF) standard for email delivery from our domains. It includes email from our corporate Office365, Salesforce, and the Limeade application from our datacenters. If you use any of our partners, see Limeade Partner section below for more domains to whitelist.

Limeade uses SPF, DKIM, & DMARC to protect its email domains (see <https://dmarc.org/wiki/FAQ> for more info). You should **NOT** need to whitelist our source IPs, but in case you do here is current list:

66.23.243.158 – Our main datacenter

209.134.156.137 - limeade.net with DKIM (Bolger, Inc. – a 3rd party email service)

67.210.230.168 - Disaster Recovery Location (Only for true disasters and our staging environment)

Domain Whitelisting (If required by your email protection platform)

*@limeade.com (entire domain)

*@limeade.net (entire domain)

*@notify.limeade.net (entire domain)

If full domain whitelist is not available, our default email addresses include no-reply@limeade.net, support@limeade.net, support@limeade.com, support+autoresponse@limeade.com, support@limeade.com, notifications@limeade.com, and feedback@limeade.com.

If using Limeade Communication Toolkit:

162.213.47.250, 162.213.47.251, 162.213.47.252, 162.213.47.253

notification@pti.com

notification@app.pti.com

Limeade utilizes partners to deliver quality services that may email from their platform. Please see Limeade Partners section below and find appropriate partners your company has signed up to use for more email domains that may need whitelisting.

FTP WHITELIST

Limeade Provided FTP Services

Limeade recommends using DNS name for FTP whitelisting as IP addresses for these services may change without prior notice.

SFTP/FTPS connections – limeade.brickftp.com – partial IP address list available upon request.

If the brickftp.com 3rd party service isn't allowed:

- We can use your ftp server (initiated ftp will come from 66.23.243.150),
- or as a last measure our Microsoft FTPS server that requires all data to be encrypted and received address of ftp.limeade.com – 66.23.243.133 as of August 2017.

FOR SYSTEM/NETWORK ADMINISTRATORS

We source content from these sources over HTTPS.

DOMAIN	PURPOSE	ACCESS DESCRIPTION
<u>*.limeade.com</u>	Limeade Platform	Where our product is hosted.
<u>*.bolgerapps.com</u>	HIPAA compliant email monitor	Web beacons for email
<u>*.cloudfront.net</u>	Amazon Content Delivery Network	Image caching
<u>*.newrelic.com</u>	Application monitoring service	End-user browser performance monitoring/reporting
<u>ajax.googleapis.com</u>	JavaScript Framework	Google Analytics
<u>translation.googleapis.com</u>	Language Translation	End-user browser may use for website language translations.
<u>vimeo.com</u>	Promo bars & content	End-user's receive video content from Limeade and Partners within Limeade Service.
<u>static.zdassets.com</u> <u>limeade.zendesk.com</u>	Zendesk support built into Limeade product.	End-users asking for help can use this in product.
<u>*.bolgerinc.com</u>	HIPAA compliant email service	(Configuration dependent) HR may use to configure add-on services.
<u>*.marcomcentral.com</u> <u>*.marcomcentral.app.pti.com</u>	Communications Toolkit	(Configuration dependent) HR may use for creating end-user email campaigns.

EXTERNAL CONTENT REFERRERS

If external links need to be whitelisted, please reach out to your account manager to get updated list of external links to content outside of our webservers.