



## IT Whitelisting Guide

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## Introduction:

Local security policies may block video streaming or emails from unknown sources. To ensure that your Subscribers can receive content from the ReachOut365® platform, you may need to ask your IT Department to “whitelist” certain IP addresses, domains, and email addresses.

This document provides information about whitelisting the ReachOut365® system in your Internet security and anti-spam approved-access lists.



## Email Whitelisting:

- Email sending domains: **reachout365.com** and **email.reachout365.com**
- Email default sending “From” address: **noreply@reachout365.com**

**Note:** If any of your ReachOut365® Subscriptions use a custom “From” address (Example: “noreply@yourcompanydomain.com”) or bounce processing, your IT Department should also configure your organization’s domain [SPF](#) records to permit emails to be sent via the following server:

- ```
yourdomain.com.          21598   IN      TXT
"v=spf1 a mx mx:yourdomain.com include:sendgrid.net
~all"
```



## Video Streaming Whitelisting:

- Domains to be whitelisted:
  - **videos.reachout365.com**
  - **cdn.reachout365.com**
- IP address: **74.205.75.160**
- Ports that must be open to enable video streaming:
  - HTTP: **80**

