



## IT Department Awareness:

At Juvare, we are dedicated to helping you protect the people, property, and brands that are important to you and your organization. As you know, notifications are an essential part of the process when using Juvare emergency management and healthcare solutions. In order to receive those critical notifications, it is essential that you and your end-users are familiar with the domains through which we send notifications.

In addition to receiving emails from **@juvare.com** and **@\*.juvare.com**, you may receive emails from our supplemental domains.

- **@login.juvare.com**
- **@appmail.juvare.com**
- **@get.juvare.com**
- **@webeocasp.com**
- **@juvare.us**

Specific types of emails are sent through each domain. For example, account-related notifications, such as welcome emails and password reset emails originate from [no-reply@login.juvare.com](mailto:no-reply@login.juvare.com). Meanwhile, incident alerts, availability requests, and objective assignments originate from [no-reply@appmail.juvare.com](mailto:no-reply@appmail.juvare.com) or [respond@appmail.juvare.com](mailto:respond@appmail.juvare.com). Having separate domains for different types of emails helps you anticipate the type of information you are receiving before you even open the email.

Juvare also uses a URL shortener in many solutions to reduce the number of characters in notifications. The short domain, <https://juva.re>, is used when a URL is added for message responses.

To ensure the proper delivery of these emails and enable access to embedded links, we recommend that your **IT Team complete the following tasks**.

1. Adjust your spam filters to make sure all Juvare domains are trusted.
2. Adjust your security systems to make sure URLs in these emails are trusted.
3. Permit outbound traffic to **juvare.com** and **juva.re** domains.
4. Adjust your email filters to make sure the following SMTP sender IP addresses are trusted.
  - 159.183.193.109
  - 159.183.213.105
  - 159.183.213.107
  - 159.183.214.96
  - 159.183.213.204
  - 159.183.200.101

- 149.72.233.170
- 149.72.90.103
- 192.254.124.136
- 54.240.61.81
- 54.240.61.82
- 54.240.61.83
- 54.240.61.84
- 54.240.61.85
- 54.240.61.86
- 54.240.61.87
- 54.240.42.188
- 54.240.42.189
- 54.240.42.190
- 54.240.42.191
- 54.240.42.192
- 54.240.42.193
- 54.240.42.194
- 23.249.209.177
- 23.249.209.178
- 23.249.209.179
- 23.249.222.37
- 23.249.222.38
- 23.249.222.39
- 23.249.222.40
- 69.169.234.100
- 69.169.234.101
- 69.169.234.102
- 69.169.234.103
- 23.249.212.31
- 23.249.212.32
- 23.249.212.33
- 23.249.212.79
- 23.249.212.80
- 23.249.212.81
- 23.249.212.82

Please share this information with your solution administrators and end-users so that they are familiar with the notification domains and know what to do when receiving messages during an incident. For more information, please contact your Client Success Manager (CSM) or the Juvare Support Center.

Thank you for being a valued client.