**Wellable Whitelist Instructions**

It is important to optimize engagement in email communications being sent from Wellable to participants as this strongly correlates with sustained program participation. Below is an email template you will send to your IT department, instructing them to “whitelist” email communications sent from Wellable. This ensures emails go straight to the inbox of participants, not their junk/spam folder. Please copy and send the email template below to your IT department. You will need to update all items highlighted in yellow.

The default From Email Name and From Email Address for all emails sent from Wellable to participants will be *CompanyName Wellness* and C*ompanyName@wellable.co*, respectively, where “CompanyName” will be your company or organization’s name. For example, the default From Email Name and From Email Address for Dunder Mifflin Paper Company, Inc. would be *Dunder Mifflin Wellness* and *dundermifflin@wellable.co*, respectively. Please note the default option is a no reply email address.

If you would like to customize the From Email Name and/or From Email Address, please inform your Account Manager of this update via your Implementation Survey. Most commonly, groups that take advantage of this feature have a wellness or human resources email address (e.g., wellness@domain.com, hr@domain.com, etc.) that they would like to set up as the From Email Name and From Email Address.

Feel free to reach out to Wellable Account Manager with any questions.

**Whitelist Email Template**

Hi [FirstName],

We are launching a new program with an employee wellness vendor, Wellable, who will be communicating with our employees through their work emails. Better communications delivery will lead to better wellness program engagement, so it is important that these messages get delivered to their inboxes, not their junk/spam folders. Please help us drive participation and engagement in our company’s wellness efforts by completing the items below.

1. Add Wellable’s domain name (wellable.co) to the safe senders/white list.
2. Add the email ID ending with Wellable’s domain name (@wellable.co) to the safe senders/white list.
3. Add Wellable’s IP addresses (192.254.121.56 and 54.82.46.208) to the safe senders/white list.

Thank you,

[Signature]