

I.T. Side
Instructions for Ensuring SmartTRAK Emails
Do Not Go to Junk or Quarantine



I.T. Instructions

Please Whitelist these emails

1. no-reply@sg-smtp.siliconmtn.com -- this is the company we use for sending the updates emails, the underlying email header on Outlook systems reflects this email address and sometimes catches this email
2. info@smartrak.com -- this is used for both Updates and SmartTRAK Corporate emails

Please whitelist these ip address

1. 167.89.35.200 - HubSpot Sending Email Servers used for SmartTRAK
2. 167.89.32.12 - HubSpot Sending Email Servers used for SmartTRAK
3. 50.31.55.87 - SendGrid Sending Email Servers used for SmartTRAK

This may take a conference call with SmartTRAK Technology Team and your I.T. group to complete. Please be patient with this process. I.T. Messaging teams work hard to keep their clients safe from junk mail, we support this process and want to do whatever it takes to ensure they are comfortable with these instructions.