**Whitelist Communications from Exxat PRISM**

Encountering challenges in email communication with your clinical site partners through Exxat Prism? This article is your go-to guide to swiftly resolve any issues hindering the smooth flow of emails. Discover effective solutions to ensure seamless communication between your program and site partners via Exxat Prism.

**Why does this happen?**

On occasion, some clinical sites will have security firewalls set up on their email systems that prevent them from receiving emails from Exxat. If this happens, they may need to add Exxat's IP Addresses to their whitelist to allow our emails to get through.

**What to do?**

Send out the email template curated between the dotted line below to your clinical sites to help them with this process.

Make sure to send the email from your personal or school email and not through the Exxat Prism.

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Dear [FIRST NAME],

We are excited to inform you that our school has transitioned to using Exxat to streamline our clinical education processes. Exxat brings a host of features designed to enhance communication and simplify the process of receiving and reviewing student documents, as well as completing student evaluations.

To ensure that you receive all communication seamlessly, we kindly ask you to take a moment to make a small adjustment to your email settings. Occasionally, some security firewalls may block emails generated by the Exxat system, and we want to make sure you don't miss out on important updates.

Please reach out to your IT team and request them to add the following email addresses to the whitelist:

* notifications@exxat.com
* exxat.com

Additionally, to guarantee uninterrupted email delivery, kindly unblock the following IP addresses:

[159.183.127.158](http://159.183.127.158/)

[159.183.123.80](http://159.183.123.80/)

[20.242.145.220](http://20.242.145.220/)

Please note that these IP addresses may be subject to change in the future. Rest assured, we will keep you informed of any updates.

If you have any questions or encounter any difficulties, please do not hesitate to reach out to us.

Thank you for your cooperation in ensuring smooth communication through Exxat Prism.