

Attention: IT Department

As you know, we are going to be using Share911 to manage our emergency communications. To ensure that the Share911 software works properly in our environment, please perform the following tasks:

1. Whitelist Share911

Share911 will send email alerts to all employees. This email blast can be blocked or severely slowed by some email servers. We request the share911.com be whitelisted. If you do not support SPF/DKIM, please whitelist by their IP addresses:

IP Addresses: 166.78.70.21, 166.78.70.9

NOTE: If SPK/DKIM is supported please whilelist Share911.com. While Share911 does not anticipate changing IP addresses, they may in the future.

2. Check Settings for Rate Control

Some Share911 customers have a strict "Rate Control" settings for receiving emails from an outside source. Rate Control helps protect against denial of service attacks on your email servers. However, it can also reject Share911 emails. Please make sure that Share911 emails can get through in a timely manner.

3. Install Desktop Notification

The Share911 Desktop Notification Application can be downloaded by individual users. However, if you prefer to push out the applications to the end user, here is the link to the application: <https://share911-desktop.herokuapp.com/>