

# CARROT

## Carrot's Safelisting Instructions

Thank you for your continued support in bringing the Carrot benefit to your employees. In an effort to confirm that you are receiving communications from Carrot, please see the information below about safelisting, including what it is, why it is important, and how to safelist emails from Carrot.

### What is safelisting:

- Safelisting (sometimes referred to as whitelisting) email addresses is a process of adding select email addresses and domains to an approved list. This allows companies, such as Carrot, to email you and your company's employees without being caught in email or security blocks. By safelisting Carrot, you're telling your email vendor that Carrot is a trusted source.

### Why is safelisting important:

- Safelisting enables Carrot to contact you, your employees, and other teams, such as billing departments, without being caught in email client spam traps. Carrot will periodically need to share relevant information with these parties.

### How to request safelisting from your IT department:

- Emails sent by Carrot will always contain the domain **@get-carrot.com**. Feel free to provide your IT department with the instructions below to ensure the delivery of Carrot's email correspondence while continuing to prevent spam emails from being sent to your company.

### Instructions for safelisting (to send to your IT department):

- If available from your email client administration, you may add a role to all safelisting for all emails coming from **@get-carrot.com**. In other words, add Carrot's domain to your Allow List.
  - Additionally, we recommend safelisting the following email addresses: **no-reply@get-carrot.com, support@get-carrot.com, quickbooks@notification.intuit.com, lets@get-carrot.com, ar@get-carrot.com, and system@sent-via.netsuite.com**.
    - The last three emails are important to ensure your finance team receives Carrot's invoices and billing statements.
- Add the following IP address to trusted senders.
  - 168.245.37.204

Again, we appreciate your collaboration to ensure that your eligible employees are aware of the resources available to them through Carrot. If you have any questions, please don't hesitate to reach out to your Implementation or Customer Success Manager.