

IT/Network Security Request: Preparing for Your Software Upgrade

Our linen software is being **upgraded** to provide a **modernized, more intuitive experience**. To ensure a **smooth transition**, please work with your IT team to complete the following steps:

Whitelist Wildcard FQDN

- Add ***.ipaclarify.com on port 443** to allow uninterrupted access.
- If wildcard whitelisting is not possible, contact clarify_support@thinkipa.com for a specific URL.

Safe Sender Rule for Email Notifications

- Add **noreply@ipaclarify.com** to your organization's safe sender list to prevent important system emails from being blocked.
- Individual users should also add this address to their personal safe sender list.

What Happens If These Steps Are Not Completed?

- Users may be unable to access the new *clarify*™ software.
- Important system emails, including notifications and updates, may be blocked or sent to spam.
- Service interruptions could occur.

Thank you for your cooperation in ensuring a seamless transition.