



Ensuring Email Receipt

What steps can I take to ensure VITAL WorkLife emails are delivered to my inbox?

As a VITAL WorkLife Client, Consultant or Business Partner, you want to be able to receive important communications from us via email. Occasionally, anti-spam software filters or stringent firewall settings can be too restrictive to allow delivery of VITAL WorkLife email communications. The following steps should improve deliverability of our email communications.

4 steps to improve deliverability of VITAL WorkLife emails

1. Add our “from” address to the address book in your email client. This will tell the inbox it should expect to receive emails from our address. Each email client has a different process for adding addresses. The “from” addresses we use regularly are:

- news@VITALWorkLife.com
- marketing@VITALWorkLife.com
- susr_mail4_auth@hubspot.com
- susr_mail4@hubspot.com
- mail4.shared.hubspot.com

2. Ask your IT/Email team to add our IP addresses and email sending domains to your network-level allow list. This will tell the email server to expect to receive emails from any address containing our domains. The following IP addresses and domains are used for email communications:

- 54.174.60.0/23
- 143.244.80.0/20
- 18.208.124.128/25
- 158.247.16.0/20
- 54.174.59.0/24
- 54.174.63.0/24
- 3.93.157.0/24
- 54.174.52.0/24
- 139.180.17.0/24
- 54.174.57.0/24

3. If you are receiving Marketing and Sales emails from us, make sure to open and click links in them. This will help train your inbox to trust emails coming from our IP addresses and email sending domains. An email client is always learning; if you continue to open and click on your emails, the email client will learn to accept those email communications in the future.

4. Move any emails from VITAL WorkLife found in your spam/junk folder back to your inbox. This teaches the inbox where to place these emails in the future.

Taking the steps above should increase success deliverability of VITAL WorkLife email communications.

Please contact your Account Manager if you have any questions or need assistance.