

Technical Administrator Checklist

Here is some specific technical information about running your survey on Emprising, by Great Place to Work®. Please carefully read over the following information and use this checklist to ensure you have met each of these requirements.

Survey Access

- Participants should be configured with a recent web browser. We test the survey with the two most recent major versions of Edge, Chrome, Firefox, Safari, and Opera.
- Screen resolution should be set to 1024x768 or higher.
- The browser must support JavaScript and Cookies.
- Survey takers must be able to access any domain or subdomain ending with emprising.com (in general *.emprising.com) via SSL.
 - Please consult with your IT Administrator to ensure our email invitation survey links are on the allowlist and will not be modified by any security systems.
- The survey application uses cookies to identify users while they are completing the survey. The cookie does not capture any personal information and is removed when the browser is closed.

E-Mail Communications

If you are sending survey communications via Emprising you should be aware:

- Our e-mail infrastructure can deliver thousands of emails in a very short time. It may be necessary to configure your spam infrastructure to ensure reliable delivery of these e-mails.
- Survey communications will be sent from hello@invite.emprising.com. We highly recommend that you add this email address to your allowlist, if possible.
- When inviting Manager Access or additional Admin Users, the invite to Emprising comes from support@greatplacetowork.com.
- We have set up an SPF record and DKIM keys for invite.emprising.com to improve delivery.
- The originating mail server will be the following: *.sendgrid.net.
- The domain on the envelope From address will be one of the following. It will be one of the two sets below depending on where your account is located.
 - Emails from the US server (app.emprising.com)
 - em4124.greatplacetowork.com
 - em9154.invite.emprising.com
 - Emails from the EU server (eu-app.emprising.com)
 - em1976.greatplacetowork.com
 - em1919.invite.emprising.com
- We have five dedicated IP addresses to distribute the delivery of the emails from SendGrid:
 - 159.183.215.127
 - 167.89.90.171
 - 159.183.219.42

- 159.183.215.9
- 149.72.250.128

- If you are using Microsoft as your email provider, please use the Microsoft Email Connection Filter guide to add our dedicated IP addresses to your connection filter and allow emails to be received without rate throttling.

Testing

At any time before your survey launches you can use several Emprising features to test the survey process:

- Share: When previewing your survey, you can Share a link with others in your organization to make sure they can access the survey as well as review its content.
- E-Mail Test: When previewing or reviewing your survey you can conduct an E-Mail Test with a small group of team members to make sure they can receive our emails.
 - This will ensure that your SPAM filters are not catching emails that are on their way to your invitees.
- Global Link: If you are using the Global Link feature, please ensure that when this link is created, it can be reached from any networks inside your organization.
 - Make sure that your IT Security Firewalls are not stopping outbound traffic making your survey takers unable to reach an outside URL.

Common Questions

Q: Can we have the IP address of the originating mail server?

- **A:** We have several dedicated IP addresses the emails may originate from:

- 159.183.215.127
- 167.89.90.171
- 159.183.219.42
- 159.183.215.9
- 149.72.250.128

Q: Can we have the name of the mass mailer email service provider you use?

A: SendGrid is our email delivery provider

Q: What if some of my employees are reporting that the survey won't load?

A: Please have those employees try it on a different device or browser. If the survey still won't load, please confirm that your company's security system did not modify the survey links. (Ex. Proofpoint)

Q: What if some of my employees do not receive the survey invitation?

A: Please check junk mail folders and organization level spam filters. You can also check individual communications in Emprising to see whether we were unable to deliver some e-mails due to errors.

Q: What if I still need help?

A: Get in touch with us at support@emprising.com and we'll help you out.