

Preparing to Receive Important Email Communications from WageWorks

WageWorks has partnered with Lyris, a trusted third party vendor to send our email communications. We follow the email guidelines closely to ensure that no SPAM laws are broken. Occasionally your SPAM filter may consider the email SPAM. In order for these important communications to reach your employees please follow the steps below.

Action Items

1. White-list **elabs7** as a domain and ServiceNotice@wageworks.com and help@wageworks.com as email addresses.
2. Allow the following dedicated IP address to send to the company's mail server: **208.66.207.125**
Also allow the following range of IP addresses to send to the company's mail server: 142.0.163.142 through 142.0.163.144.

Information

- ▶ Links in the email are created in a way to facilitate tracking click-throughs. In certain instances, people might report these as SPAM. These links all begin with <http://lists.wageworks.com/> and generally are written out within the email body itself, for example <https://www.wageworks.com>, and can be manually entered into a browser address if there are doubts.
- ▶ ALL login requests will direct the participant to log in to their participant account via the home page with SSL encryption at <https://www.wageworks.com>
- ▶ All email communications are sent to email addresses either provided by the employer or drawn from the email address listed in our records and communications are not sent unless *requested* by the employer or in response to an account related issue.
- ▶ No replies to these communications are read, replied to or processed. This is stated in the email.