

# Whitelisting the CC Platform

*Updated; 10th January 2024*

If your delegates will be accessing the app via a VPN or other secured network, you may need to add some entries to your internal network whitelists for the app to function correctly.

If you are on a secured network and your delegates are experiencing problems accessing the app, please try whitelisting the items below to see if this resolves the issue.

## Event Platform / App (Front end, user view)

\*.crowdcomms.com

App media served from: <https://media.crowdcomms.com/>

<https://www.google-analytics.com>

wss://realtime.ably.io

\*If using a custom domain, it may be beneficial to whitelist this also

## Live Stream

\*.mux.com

## Stripe

To ensure your customers receive their receipts and payment related emails you will also need to white list the Stripe Domain '\*@**stripe.com**'.

## In-Platform Breakout Rooms

[This document](#) details the various ports which need to be opened on a network firewall in order for the CrowdComms Breakout Rooms to operate on a secure network.

## Event Platform, Registration, App Emails

You should whitelist all addresses @m.crowdcomms.com. Most email correspondence will be sent from the following addresses

[appconcierge@m.crowdcomms.com](mailto:appconcierge@m.crowdcomms.com)

[no-reply@m.crowdcomms.com](mailto:no-reply@m.crowdcomms.com)

## Email Sending IP addresses

```
54. 240. 99. 144  
54. 240. 99. 146  
54. 240. 99. 142  
54. 240. 99. 145  
54. 240. 99. 143
```

## Video Calls

1-2-1 video calls use Twilio infrastructure. Please refer to this guide to whitelist Twilio services:

<https://www.twilio.com/docs/video/ip-addresses>

Break out calls use LiveKit infrastructure. Please refer to this guide to whitelist LiveKit services:

<https://docs.livekit.io/cloud/firewall/>

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Revision #18

Created 13 June 2019 10:30:26 by Chris

Updated 3 July 2024 16:40:40 by Jane Rinn