



IP Address Allow Listing

Sending communications and files to and from Benefitsolver is a critical component of our system. Dedicated to providing you and your members with the best technology, we are continually increasing the capacity on our system for faster processing and reduced load times. To ensure uninterrupted connections as we perform these continued upgrades, we request that you provide the below instructions to your IT department to allow (previously known as whitelisting) the IP addresses documented.

Please allow (previously known as whitelist) the following IP addresses for the files that will be coming from our system:

- 18.235.190.170
- 44.218.75.62
- 107.23.32.89
- 44.239.185.193
- 100.21.161.208
- 44.224.23.205

- 216.243.192.96/27
- 216.243.192.97
- 216.243.192.98
- 3.14.234.35
- 3.141.245.159
- 216.81.139.192/27
- 216.243.192.96/27
- 216.81.139.198
- 216.81.139.193
- 216.243.192.98

- 35.174.196.204
- 3.212.69.216
- 35.82.46.20
- 44.224.19.190





Inbound SFTP IP Address

- 52.55.71.103
- 54.160.167.110
- 54.200.174.45
- 35.164.193.213
- 34.223.244.208
- 35.83.149.68
- 34.235.179.108
- 35.173.153.73

MyChoice® Accounts IP Addresses

For MyChoice Accounts clients only

- 3.229.231.44
- 3.234.193.107
- 34.228.138.199
- 34.200.101.212

Vanity URL IP Address

Some clients opt to use a **vanity URL**. For example, members are directed to use *mycompanybenefits.com* instead of *benefitsolver.com* and the URL directs them to Benefitsolver. When a client requests a vanity URL, non-IT Solvers should send a request to Helpdesk.

Clients who use a vanity URL must have their IT team allowlist the following IP: **104.18.158.38**

Email IP Address

Clients who utilize our email service (Action Manager email communications) should have their IT teams allowlist the following IPs:

- 216.81.144.165
- 149.72.75.249

If you do not need to update the Allow list for email, you may still need to update spam filters and add a domain exception to blocked lists. The domain is: **wrqvqbfw.outbound-mail.sendgrid.net**

The Protocol we are using is: **TCP**

If you or your IT team has additional questions or needs more information about allowlisting (whitelisting) these IP addresses, please direct them to: TDISSO@Businessolver.com. Thank you for your partnership.





ServiceNow Update: 2.12.26

Email allowlisting: For clients with stricter requirements

As of March 2, 2026, we are transitioning to ServiceNow for client service cases. Most clients will not need to take any action to support the transition to ServiceNow email. However, some organizations with stricter email-security requirements, like those that rely on IP-based allowlisting, may need to update their configurations to ensure ServiceNow messages are delivered successfully.

Because ServiceNow sends outbound email from the `service-now.com` domain (rather than Businessolver's infrastructure), it uses a wide and frequently changing range of IP addresses. For this reason, IP-specific allowlisting is not recommended.

Instead, ServiceNow strongly advises allowlisting their SPF records, which automatically include all relevant IPs and keep them updated as changes occur. Clients who require allowlisting should include all three of the following:

- **b.spf.service-now.com** – Canada data centers
- **c.spf.service-now.com** – US/Europe data centers
- **d.spf.service-now.com** – All other data centers

While Businessolver's ServiceNow instance primarily uses IPs associated with **c.spf.service-now.com**, including all SPF records helps prevent issues during system maintenance, outages, or failover events when traffic may route through other regions.

Share this [ServiceNow article](#) with clients who need further guidance on how to allowlist emails from their system.

If their mail server cannot allowlist SPF records, their IT team may perform a DNS lookup (e.g., using `dig` or similar tools) to retrieve the current IP addresses associated with these domains. However, since ServiceNow's IPs can change without notice, this method requires ongoing reviews and updates and is not recommended as a long-term approach.

