

Requirements for Using Business Email Address on Hosted Servers

When hosting with MaxIT using AbilityLMS, most customers prefer to have all email communications from the system use their business email address (i.e. trainingadmin@customer.com or something similar). For this to happen as a hosted AbilityLMS customer, there are two requirements that the customer must address internally with their IT resources.

1. Create an [SPF record](#) in the DNS server that manages your domain record to permit MaxIT's email server domain - **learnerhall.com** - to send emails using your email domain. A sample spf entry would look something like this: **@ TXT v=spf1 a mx include:learnerhall.com ~all**
2. Whitelist MaxIT's emailserver IP address which is: **172.98.195.248**

If the customer prefers not to use their business email address, MaxIT can provide them with a @learnerhall.com email address which will be set up to forward email to any internal email address they assign. The @learnerhall.com email address will appear on any correspondence that is sent to their users or customers.