

# PI Software Technical Recommendations

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This article serves as a guide to help ensure the best possible results when using the PI software. Some companies have heightened IT or email security policies (typically, but not limited to banks, financial institutions, and other high-security firms) that require a few extra steps to avoid errors in the software or prevent PI software-related emails from being delivered. There are also recommended web browsers.

Whitelisting of PI's URLs and email servers is to be completed by your internal IT team; these actions are not performed from within the PI software. Whitelisting is a process which allows website access for designated URLs (shared below) to prevent access issues or other errors related to your company's unique network settings.

## Whitelisting URLs

The Predictive Index software utilizes several URLs. In order to prevent errors, and provide the best possible experience with the PI software, we recommend clients who may have strict IT security policies have their IT department whitelist the PI URLs, found below:

Adding **\*.[predictiveindex.com](https://predictiveindex.com)** would be the best solution, as it would cover all PI URLs.

If that is not possible, here is a list of all PI URLs that should be added to ensure access and limit errors:

- [pi.predictiveindex.com](https://pi.predictiveindex.com)
- [app.predictiveindex.com](https://app.predictiveindex.com)
- [assess.predictiveindex.com](https://assess.predictiveindex.com)
- [pi.assess.predictiveindex.com](https://pi.assess.predictiveindex.com)
- [checklist.predictiveindex.com](https://checklist.predictiveindex.com)
- [api.predictiveindex.com](https://api.predictiveindex.com)
- [assessment.predictiveindex.com](https://assessment.predictiveindex.com)
- [cog.predictiveindex.com](https://cog.predictiveindex.com)
- [puppeteer.predictiveindex.com](https://puppeteer.predictiveindex.com)
- [snapfactory.predictiveindex.com](https://snapfactory.predictiveindex.com)
- [tpi-auth.predictiveindex.com](https://tpi-auth.predictiveindex.com)
- [tpi.getfeedback.com](https://tpi.getfeedback.com)
- [\\*.rollout.io](https://*.rollout.io)
- [analytic.rollout.io](https://analytic.rollout.io)
- [conf.rollout.io](https://conf.rollout.io)
- [statestore.rollout.io](https://statestore.rollout.io)
- [push.rollout.io](https://push.rollout.io)

## Email Servers

The Predictive Index software sends emails from several places. Per our SPF record for the [predictiveindex.com](https://predictiveindex.com) domain, emails are sent from several hosted cloud systems without dedicated IP addresses. Email servers typically look at the SPF records for incoming email to make sure the email is coming from an approved source. To ensure delivery all of all PI software-related emails, please ensure your IT team has whitelisted the following, as email from [predictiveindex.com](https://predictiveindex.com) will come from one of the below clustered environments:

- 192.254.123.39
- [predictiveindex.com](https://predictiveindex.com)
- [mailer.predictiveindex.com](https://mailer.predictiveindex.com)

For whitelisting, having a user add [predictiveindex.com](https://predictiveindex.com) to their whitelist would be the broadest way to allow mails from us.

## Recommended Web Browsers

Due to their native compatibility settings, for best results with the PI software, please use Google Chrome or Mozilla Firefox as your browser.

