



Personify Health
IT
REQUIREMENTS

EFFECTIVE DATE 08/01/2024

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REVISION HISTORY

Version	Date	Section	Description of Changes
20.0	April 6, 2020	All	<p>Reorganized document; provided additional contextual information throughout document</p> <p>Consolidated Personify Health Domain List and updated use descriptions</p> <p>Added Accounts Payable to Personify Health Email Communications</p> <p>Updated Zendesk sending domain for Personify Health Email Communications</p> <p>Added Ayco, Enrich, FinFit, Monj, MeQuilibrium, and Ovia to Partner Domain List & Email</p>
20.1	October 7, 2020	All	<p>Added SilverCloud and WorkplaceOptions to Partner Domain List & Email</p> <p>Added Secure Email to Personify Health Email Communications</p> <p>Updated Error Reporting in Personify Health Email Communications</p> <p>Updated Mobile Requirements (iOS OS version)</p> <p>Minor formatting and wording changes</p>
22.0	February 7, 2022	All	<p>Updated Mobile Requirements</p> <p>Updated Browsers Requirements</p> <p>Updated domain list for Clients</p>
22.1	March 28, 2022	All	<p>Added Tango URLs</p>
22.2	June 2, 2022	All	<p>Updated Browsers Requirements for Tethered Health Station</p>
23.0	March 15, 2023	All	<p>Updated Mobile Requirements</p> <p>Updated Platform Communication Vendors</p>
23.1	May 12, 2023	All	<p>Reflected rebranding changes - Whil to RethinkCare</p>
23.2	August 1, 2023	All	<p>Updated Mobile Requirements</p>

23.3	September 11, 2023	All	Updated Domain list for all Clients Updated Domain List for Clients using Extended Functionality
23.4	October 27, 2023	All	Updated Partner Domain list & Email; added Headspace
24.0	January 4, 2024	All	Updated Mobile Requirements
24.1	February 20, 2024	All	Updated Personify Health Domain list; added Teams App- teams.virginpulse.com
24.2	April 9, 2024	All	Updated listed domain of whilconcepts.zendesk.com to rethinkcare.com/support
24.3	July 1, 2024	All	Rebranded guide to Personify Health branding Added new personifyhealth domains for platform communications
24.4	July 1, 2024	All	Updated Mobile Requirements

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INTRODUCTION

Personify Health offers a Software-as-a-Service (SaaS) platform that is accessible online through a web browser and through our native Android and iOS mobile applications. This document specifies the technical requirements for clients to successfully implement the Personify Health platform and ensure a smooth experience for members.

Note that the information in this document is largely provided for context. While some clients have restrictive outbound policies for web traffic or inbound mail filtering and will need to perform some level of configuration, many do not and therefore will not need to make any changes to rules or filters for the platform or communications to work.

If clients choose not to implement trusts or filters to explicitly allow traffic to the applicable endpoints listed in this document, it is recommended that clients test the platform to ensure the user experience is acceptable. You can work with your designated Implementation Project Manager or Client Success team to obtain test credentials, if required.

It should also be noted that not all URLs in this document will render in a web browser as some may be API services which require an authentication token or calls to other background services.

For email specifically, it is recommended that filters and trusts for inbound email be based on SPF and DKIM. If this can be supported, allowing specific IP addresses and domains will not be needed as email communications can be identified as valid or invalid based on the SPF and DKIM pass or fail. If this cannot be supported, the sending domains, servers, and IPs have been provided.

Additionally, Personify Health email communications are in HTML format by default. HTML format for emails allows a richer user experience than plain text or rich text emails. If your organization does not support HTML emails, please let your Personify Health account team know.

Please contact your Personify Health Implementation Project Manager, or Client Success team with any questions regarding this document.

ACTIVITY TRACKER

Personify Health Max Buzz and Max Go

The Max Buzz and Max Go devices sync with the Personify Health mobile application using Bluetooth 4.0+ (Bluetooth LE Support).

MOBILE REQUIREMENTS

Device & Operating System (OS) Support

The table below outlines the minimum mobile device and OS versions required to interact with the Personify Health Android and iOS mobile applications.

Personify Health Android App	
Android Operating System	Requires Android 10.0+ Max Buzz and Max Go syncing requires Android 10.0+ with Bluetooth 4.0+ (Bluetooth LE support)
Android Device Steps/Activity Data	Requires either Samsung Health or Google Fit Samsung Health version should be 6.12+ and it runs only on Android 10.0+

Personify Health iOS App	
Apple iOS Operating System	Requires iOS 15.0+ Requires iPhone 6s and higher
Apple Watch Steps/Activity Data	watchOS 7+ Apple Watch Series 3+

Mobile App Security

The Personify Health app implements certificate pinning to help prevent “man in the middle” attacks. This prevents attackers from intercepting calls, which would give them the ability to view and/or alter requests and responses made from the app to Personify Health servers.

To implement this, the Personify Health apps are set to only trust and communicate with the certificates known to the Personify Health apps at the time of shipping a given release. In general, an end-user will not be aware of this security feature, however, some corporate environments install their



own certificates on mobile devices within their corporate network. Since this certificate is not listed as a trusted source within the Personify Health apps, the request will not be trusted, and the communication will be blocked.

Because of this, Personify Health domains (*.personifyhealth.com) should be exempt from traffic inspection/certificate manipulation on corporate-issued or -managed mobile devices.

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WEB REQUIREMENTS

Web Browser Support

As part of the development cycle, the Personify Health QA team tests the application against multiple web browsers to ensure consistent user experience for visitors to the web portal. The following tables outline the web browsers that are currently validated by Personify Health.

Validated Browsers
Google Chrome (latest version) Microsoft Edge (latest Chromium version) Mozilla Firefox (latest version)

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PERSONIFY HEALTH DOMAIN LIST & EMAIL

Domain List for all Clients

The Personify Health platform needs to communicate with the following domains for basic functionality. Please ensure access to the following domains is permitted on port 443 on firewalls and web proxies.

Domains/URLs 2024	Domains/URLs 2025	Use Case
*.virginpulse.com *.virginhealthmiles.com	*.personifyhealth.com	Web Application & Services
virginpulse.zendesk.com	personifyhealth.zendesk.com	Member Support Portal (via Zendesk)
zopim.com	zopim.com	Member Support Chat Functionality (via Zendesk)
ws.pusherapp.com	ws.pusherapp.com	Dynamic Notification Web Service (via Pusher)
ajax.cloudflare.com	ajax.cloudflare.com	DDoS Protection / Content Delivery Service (via Cloudflare)
cdnjs.cloudflare.com	cdnjs.cloudflare.com	DDoS Protection / Content Delivery Service (via Cloudflare)
js-agent.newrelic.com	js-agent.newrelic.com	Site Performance Monitoring (via New Relic)
bam.nr-data.net	bam.nr-data.net	Site Performance Monitoring (via New Relic)
google-analytics.com	google-analytics.com	Site Analytics (via Google)
google.com	google.com	Mapping / Charting API Services (via Google)
ajax.googleapis.com	ajax.googleapis.com	Mapping / Charting API Services (via Google)
fonts.googleapis.com	fonts.googleapis.com	CSS / Font Tools (via Google)

fonts.gstatic.com	fonts.gstatic.com	CSS / Font Tools(via Google)
virginpulse.cloud.microstrategy.com	personifyhealth.cloud.microstrategy.com	Business intelligence and analytics tool
teams.virginpulse.com	teams.personifyhealth.com	Microsoft Teams App

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Domain List for EU Clients

If utilizing the EU datacenter for eligibility and enrollment, please ensure the following domains are permitted by your corporate firewalls and web proxies.

Domains/URLs 2024	Domains/URLs 2025	Use
*.virginpulse.eu	*.personifyhealth.eu	Manual / Automated Eligibility File DeliveryMember Enrollment Links

Domain List for Clients using Extended Functionality

If the client chooses to utilize extended functionality and/or has contracted for any of the following add-on services, please ensure the following domains are permitted by your corporate firewalls and web proxies.

Domains / URLs	Use
dialog.filepicker.io	If rewarding for user profile image upload (via Filepicker)
playerserver.walkme.com	If using custom navigation / tutorial pop-ups (via Walkme)
s3.maketutorial.com	If using custom navigation / tutorial pop-ups (via Walkme)
d3sbxpiag177w8.cloudfront.net	If using custom navigation / tutorial pop-ups (via Walkme)
d3b3ehuo35wzeh.cloudfront.net	If using custom navigation / tutorial pop-ups (via Walkme)
itunes.apple.com	If allowing employees access to mobile app download
play.google.com	If allowing employees access to mobile app download
*.surveymonkey.com	If opted-in to product research surveys(via SurveyMonkey)
strava.com	If allowing members access to connect their Strava account (standard connection).
polar.com	If allowing members access to connect their Polar account (standard connection).
fitbit.com	If allowing members access to connect their Fitbit account (standard connection).
garmin.com	If allowing members access to connect their Garmin account (standard connection).
withings.com	If allowing members access to connect their Withings account (standard connection).

Email Communications

Sender email addresses are not provided as it is not recommended to solely build trusts and filters on the sending email as they can easily be spoofed. As such, and as mentioned in the Introduction, it is recommended that filters and trusts for inbound email be based on SPF and DKIM. If this can be supported, allowing specific IP addresses and domains will not be needed as email communications can be identified as valid or invalid based on the SPF and DKIM pass or fail. If this cannot be supported, the sending domains, servers, and IPs have been provided where available.

For Accounts Payable

Netsuite		
Domains/URLs	2024	2025
Sending Domains	ap.virginpulse.com	ap.personifyhealth.com
Outbound Servers	sent-via.netsuite.com	sent-via.netsuite.com

For Corporate Communications

Exchange 365		
Domains/URLs	2024	2025
Sending Domains	virginpulse.com	personifyhealth.com
Outbound Servers	*.messaging.microsoft.com	*.messaging.microsoft.com

For Error Reporting

Paubox		
Domains/URLs	2024	2025
Sending Domains	virginpulse.com	personifyhealth.com
Outbound Servers	*.paubox.net	*.paubox.net

For Member Support Services

Zendesk		
Domains/URLs	2024	2025
Sending Domains	support.virginpulse.com	support.personifyhealth.com

Sending IP Addresses	192.161.144.0/20 185.12.80.0/22 96.46.150.192/27 174.137.46.0/24 188.172.128.0/20 216.198.0.0/18
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For Platform Communications

	Custom (via Salesforce Marketing Cloud)	Engagement (via Sendgrid)	Engagement (EU) (via Mailgun)	Transactional (via AWS)
Sending Servers 2024	*.mail.virginpulse.com	o2.ptr6362.mail02.virginpulse.com em4844.mail02.virginpulse.com mail02.virginpulse.com	m32-19.eu.mailgun.net a238-249.eu.mailgun.net info.virginpulse.eu virginpulse.eu	platform.virginpulse.com
Sending Servers 2025	*.mail.personifyhealth.com	em7539.info.personifyhealth.com mail11.info.personifyhealth.com em5844.personifyhealth.com mail11.personifyhealth.com	personifyhealth.eu info.personifyhealth.eu	platform.personifyhealth.com
Sending IP Addresses	13.111.77.198	50.31.34.107	141.193.32.19 143.55.238.249	54.240.46.225 54.240.46.226 54.240.46.227

For Secure Mail

Egress	
Sending Domains	us1.reader.egress.com
Sending IP Addresses	52.177.232.4 52.143.243.148 51.11.59.37 20.40.108.245

PARTNER DOMAIN LIST & EMAIL

The Personify Health platform integrates with a number of partners to provide additional content and services to members. Please ensure the domains are permitted by your corporate firewall or web/mail gateway for the services and partners that are being used as part of your specific program design.

BIOMETRICS

Quest Diagnostics

Domains / URLs	
*.questforhealth.com	
*.contentz.mkt4332.com	

Email Communications	
Sending Domains	email.examone.com email.questdiagnostics.com email.questforhealth.com
Sending IP Addresses	198.70.194.232 198.70.194.234 198.70.194.131 74.121.48.220

Wellness Corporate Solutions (WCS)

Domains / URLs	
labcorp.com	
wellconnectplus.com	

Email Communications	
Sending Domains	wellnesscorporatesolutions.com
Sending IP Addresses	168.245.48.240

COACHING

SelfHelpWorks

Domains / URLs
*.selfhelpworks.com

Email Communications	
Sending Servers	notifications.selfhelpworks.com o1.notifications.selfhelpworks.com
Sending IP Addresses	167.89.45.244
Member Support Services	
Sending Servers	email.freshdesk.com sender1.freshdesk.com sender2.freshdesk.com sender3.freshdesk.com
Sending IP Addresses	167.89.103.32 167.89.104.34 167.89.108.81 167.89.11.179 167.89.11.190 167.89.110.191 167.89.127.244 167.89.29.164 167.89.31.27 167.89.33.104 167.89.33.2 167.89.33.214 167.89.4.19 167.89.69.3 167.89.69.61 167.89.72.118 167.89.76.158 167.89.76.163 198.21.4.52 167.89.100.196 167.89.101.129 167.89.102.14

Wellness Corporate Solutions (WCS)

Domains / URLs
wcshealthcoaching.com

Workplace Options (WPO)

Domains / URLs
advantageengagement.com

Email Communications	
Sending Domain	resourcesforyour.life

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FINANCIAL WELLBEING

Ayco

Domains / URLs
*.ayco.com

Enrich

Domains / URLs
*.enrich.org

Email Communications	
Sending Domains	email.igradautomail.com
Sending IP Addresses	167.89.11.184 167.89.81.180 168.245.97.21 192.254.126.207 192.254.115.23 192.254.114.44

FinFit

Domains / URLs
finfit.com finfitinfo.com finfitloans.com myfinfit.com

Email Communications	
Sending Domains	finfitnow.com

FITNESS

Wellbeats

Domains / URLs
*.wellbeats.com

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HEALTH RISK ASSESSMENT (HRA)

Info Tech (Wellness Checkpoint)

Domains / URLs
*.wellnesscheckpoint.com

Wellsource

Domains / URLs
*.wellsource.com

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MENTAL WELLBEING

meQuilibrium

Domains / URLs
*.mymeq.com
*.getmeq.com
*.mequilibrium.com

Email Communications	
Sending Domains (standard)	From address: info@mailer.mequilibrium.com Envelope sender / return-path: bounce.mailer.mequilibrium.com. Example return-path: vlpifpm_mdpedoocf_fbdahpab_fbdahpaa_a@bounce.mailer.mequilibrium.com
Sending Domains (transactional)	From address: info@mequilibrium.com. Envelope sender / return-path: email.mequilibrium.com Example return-path: bounces+1258285-9fe0-ned=meq90.com@email.mequilibrium.com
Sending IP Addresses	192.156.219.217 167.89.24.8

SilverCloud

Domains / URLs

Email Communications	
Sending Domains	silvercloudhealth.com

RethinkCare

Domains / URLs
*.rethinkcare.com

rethinkcare.com/support/

Headspace

Domains / URLs
*.headspace.com *.amplitude.com *.statsigapi.net *.listenernow.com

Email Communications	
Sending Domains	*.headspace.com
Sending IP Addresses	167.89.3.82 (info.headspace.com) 167.89.3.91 (info.headspace.com) 167.89.3.94 167.89.3.98 167.89.16.249 (mail.headspace.com) 167.89.7.26 (mail.headspace.com) 167.89.38.198 (Headspace Care) 167.89.58.132 (Headspace Care)

NUTRITION

Monj

Domains / URLs
*.contentful.com
*.flowplayer.org
*.imgix.net
*.monj.com
amber-inferno-4253.firebaseio.com

Zipongo

Domains / URLs
*.zipongo.com

Email Communications	
Sending Domains	zipongo.com webcasts.com
Sending IP Addresses	129.33.240.211 184.173.153.186

SLEEP

Sleepio

Domains / URLs
*.bighealth.com
*.sleepio.com

Email Communications	
Sending Domains	*.bighealth.com *.sleepio.com infusionmail.com mg.sleepio.com trydaylight.com

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Tango Card

Domains / URLs
*tangocard.com
*rewardlink.io
*rewardlink.tangocard.com
*rl.tangocard.com
*click.rewardlink.com
*prepaiddigitalsolutions.com
*secure.rewardcodes.com

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WELLNESS

LifeSpeak

Domains / URLs
*.lifespeak.com
lifespeak.s3.amazonaws.com
releases.flowplayer.org

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WOMEN'S HEALTH

Ovia

Domains / URLs
*.oviahealth.com
*.ovuline.com

Email Communications	
Sending IP Addresses	50.31.58.254 167.89.32.89

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HEALTH STATIONS

Please review the following requirements if either the tethered or wireless Health Station is part of your specific program design.

TETHERED HEALTH STATION (THS)

The Tethered Health Station uses the AX-K03057-200 cable to communicate and is lightweight and portable. As is the case with all Health Stations, the Tethered Health Station will need an Internet connection provided by the client.

The following is a list of prerequisites for using the Tethered Health Station (THS):

- Windows 7 (64-bit version)
- .NET 4 framework installed
- Accepting Cookies must be enabled
- Access to connect on port 443 to the URL's defined on page 4
- Temporary Internet Files should not be cleared
- Fixed structure or large object to secure cable

In addition to the above, your firewall or proxy will need to be configured to allow the download of “.application” files. Downloads for the most recent version can be found on the Client Admin Portal under the Downloads tab.vi

Members will log in to the Personify Health member portal using their Personify Health account. Once logged in, the user can choose to measure their weight or blood pressure.

The scale is used to measure weight and calculate body mass index (BMI). The cuff is used to measure blood pressure.

System Requirements

PC / Laptop must be signed-in with Administrative Rights during install, Windows 7(64-bit only), 2GB Ram, 1024 x 768 minimum screen resolution, Internet Explorer 9 or higher, minimum of 2 USB ports available, high speed internet connection and one standard electrical outlet. Personify Health recommends that the devices be no more than 5 feet (1.5 meters) apart.

Hardware Specs

Blood Pressure Cuff:

- Model: UA-789PC
- Dimensions: 4.4” (L) x 6.4” (W) x 2.4” (H) (112 x 163 x 62 mm)
- Weight: 12.3 oz (350 g) without batteries
- Power Source: Four type AA alkaline batteries (1.5 volt) or 120V AC Adapter (TB-235) (batteries not included)

Scale:

- Model: UC-321PL
- Dimensions: 12.3” (L) x 12.6” (W) x 1.4” (H) (312 mm x 320 mm x 36 mm)
- Weight: Approx. 4.85 lb (2.2 kg)
- Capacity: 450 lb (200 kg)
- Power Four type AA batteries (batteries included)

WIRELESS iPad HEALTH STATION (BTLE)

The Wireless iPad Health Station (BTLE) uses the Bluetooth Low Energy protocol to communicate, is lightweight and portable. As is the case with all Health Stations, the iPad used will need an Internet connection provided by the client.

The following is a list of prerequisites for using the Wireless iPad Health Station (BTLE):

- Health Station Admin Account
- Desk with sufficient space (see hardware specs below)
- Fixed structure or large object to secure cable
- Corporate iTunes Account to facilitate app download

Members will log in to the Personify Health Health Station application using their Personify Health account. Once logged in, the user can choose to measure their weight, blood pressure, or even sync their Max device.

The scale is used to measure weight and calculate body mass index (BMI). The cuff is used to measure blood pressure.

System requirements: Personify Health iPad application, Apple iPad, high-speed Internet connection, and one standard electrical outlet.

Personify Health recommends that the devices be no more than 5 feet (1.5 meters) apart.

Hardware Specs

iPad:

- Model: Any running iOS 8 and above (Wi-Fi) 16GB
- Height: 9.50 inches, Width: 7.31 inches, Depth: 0.37 inch
- Weight: 1.44 lbs

Blood Pressure Cuff:

- Model: UA-651BLE
- Dimensions 5.12" (W) x 4" (D) x 7.64" (H)
- Power supply 4 x 1.5V batteries (R6P, LR6 or AA) or AC adapter (TB:233 – sold separately)
- Wireless communication VZ (MURATA Manufacturing Co.Ltd.) Bluetooth Ver. 4.0LE BLP

Scale:

- Model: UC-352BLE
- Dimensions 11.8" (W) x 11.8" (D) x 1.2" (H)
- Weight 4.7 lb (2.1kg) (including batteries)
- Capacity 450 lb/200 kg
- Wireless communication VZ (MURATA Manufacturing Co.Ltd.) Bluetooth Ver.4.0LE
- Power source Four AAA size alkaline batteries