



CRM User Suggestions / Trouble Shooting Updates

- **Partner Portal Access**

The recommended browser(s) for the Simpleview Partner Portal (Extranet) are *Chrome* or *Firefox*. Should your company prefer *Internet Explorer*, please ensure that you are on the latest update(s) at all times to allow access to lead distribution and responses.

Additional Steps you can take:

- Clear browser cache, cookies, etc. on your internet on a consistent basis
- If using IE, set your computer up to automatically update to the newest version

- **Whitelist Update**

Due to recent improvements to our email systems, it is urgent that your IT Manager or Network Administrator update your email whitelist. This will ensure that you do not miss any potential leads, service requests or special communications from Visit Fort Worth. Our data research shows that some or all individuals at your organization are not receiving these important communications due to either fire wall restrictions or other means to block unwanted email, and it could mean lost business to your company.

Please add either "spf.dynect.net"<email://>, OR all of the following IP addresses to your whitelist:

ip4:208.76.56.0/21
ip4:216.146.32.0/20
ip4:80.231.25.0/24
ip4:80.231.219.0/24
ip4:91.198.22.0/24
ip4:103.11.200.0/22
ip4:199.19.0.0/21
ip4:203.62.195.0/24
ip4:204.13.248.0/22
ip4:208.78.68.0/22
ip4:162.88.36.0/24
ip4:162.88.4.0/24

If you are not the IT Manager or Network Administrator for your organization, please forward this email to the appropriate party, so he or she may make the changes for you.