

Participant Communications-Whitelisting

Participants may be sent communications (i.e. enrollment information, campaigns, regulatory information, etc.) from Empower or one of our vendors. Below are domains, IP addresses and sender names for your IT department to whitelist. In general, a whitelist is an index of approved entities and your approval of these in your system will allow our communications through your SPAM and junk email filters and firewall. These include every vendor who may send emails and the websites used. From time to time we update this list.



Domains and email addresses (sender, reply to)

- Sender Name: Empower Retirement
- Main participant website: empowermyretirement.com
- Secondary participant website: empower-retirement.com/participant
- Enrollment Microsites: myempowerwelcome.com
- @empowermyretirement.com
- @brf.empowermyretirement.com
- @brf.retirementpartner.com
- @brf.greatwest.com
- Importantinformation@brf.empowermyretirement.com
- @mail.empower-retirement.com (Salesforce Marketing Cloud)
- no-reply@sfdc.empowermyretirement.com (Salesforce Marketing Cloud)
- noreply@mta.empowermyretirement.com
- returnmail@marketingfulfillment.com
- noreply@timetap.com
- @mail.retirementpartner.com
- @retirementpartner.com

Media hosting domains:

- click.mail.empower-retirement.com
- wistia.com (Empower videos)
- empower.wistia.com (Empower videos)
- zmags.com (digital content creation site)
- viewer.zmags.com (digital content creation site)
- Brainshark.com (recorded presentations)
- https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network#id_135400 (Webex sessions/education meetings)

Document hosting documents:

- dcprovider.com
- docs.greatwest.com
- docs.empower-retirement.com

IP addresses:

- 209.191.158.252 (Broadridge – Empower vendor)
- 167.212.2.56 (Broadridge – Empower vendor)
- 167.212.16.108-112 (Broadridge – Empower vendor)
- 167.212.1.108-112 (Broadridge – Empower vendor)
- 198.245.80.108 (Salesforce Marketing Cloud – Empower email system)
- 199.122.123.87 (Salesforce Marketing Cloud – Empower email system)
- 208.85.51.88 (Silverpop website – vendor Mittera/Storefront)
- 50.31.156.96/27 (50.31.156.96-127)
- 104.245.209.192/26 (104.245.209.192-255)
- 50.31.205.0/24 (50.31.205.1-255)

Empower HSA with communications sent from Optum:

- Account transition: empowerhsa@yourhealth-wellnessteam.com
- Welcome kit: empowerhsa@yourhealth-wellnessteam.com
- Onboarding series: empowerhsa@yourhealth-wellnessteam.com
- Quarterly education emails: empowerhsa@yourhealth-wellnessteam.com
- Service communications: norespond@optum.com
- For vetting emails: HSA@optumbank.com

Browser details:

Empowermyretirement.com is best viewed using the latest version of Chrome, Firefox, Safari or Internet Explorer. While many browsers automatically update themselves, you can also update them manually.

You can download the latest browser version using the links below:

- Google Chrome: google.com/chrome/
- Mozilla Firefox: firefox.com
- Apple Safari: apple.com/safari
- Microsoft Edge: microsoft.com/en-us/windows/microsoft-edge
- Microsoft Internet Explorer: windows.microsoft.com/en-us/internet-explorer/download-ie

If you are using an older browser with outdated security, you will be redirected to update your browser in order to log into the Empower Retirement website.