

E-mail Domain Change

Customize the email sender of the mails that your counterparties receive from you.

This explanatory material shows Avallone's white-labeling functionality for customers to customize what third parties see when they receive KYC information.

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Changing the email sender

Additionally, Avallone offers the option to change the sender email address of the notification that your customers receive from the Avallone email to one of your company's email addresses.

Overview: Requirements for Customers

Avallone's products are browser-based products, requiring only a modern browser and an internet connection. However, there are some specific requirements for the products to work correctly on the customer's site and to work with the customer's other systems and infrastructure.

Supported browsers

Avallone's products are tested with the following browsers running on Windows or macOS.

The browser must be a stable release version; not an alpha, beta, nightly, or development build. This applies to all browsers, regardless of the operating system.

Supported browsers (family and version)

- Google Chrome: latest two versions
- Mozilla Firefox: latest two versions
- Apple Safari: latest two versions
- Microsoft Edge (Chromium version): latest two versions

Browser configuration requirements

- JavaScript must be enabled
- Cookies must be enabled
- Local storage must be enabled
- TLS v1.2 or above

Firewalls

Users must have an internet connection that allows them to connect to Avallone's products that are served on subdomains under avallone.io. Avallone recommends that all HTTPS traffic to *.avallone.io is allowed. Avallone only uses HTTPS.

Content in Avallone's products can be delivered via Amazon Web Services (AWS) Content Delivery Network (CDN) which also must be allowed.

Email delivery

Avalone sends emails to users with notifications, alerts and status updates from the platform.

The emails are delivered via AWS Email service (SES).

The emails are sent from a no-reply email address on avallone.io (no-reply@avallone.io)

The emails are always sent from the same IP address that is private to Avalone and not shared with other AWS clients

Avalone has DKIM and SPF records setup for email delivery via SES and should be able to deliver emails to most mail servers that accept email according to those standards.

Should the customer want to whitelist the sender IP address, the IP address is:
69.169.226.12

For sending emails from your own domain, for example kyc@customer.com instead of no-reply@avallone.io, we need to configure the domain to be able to send emails. To avoid getting caught in spam filters, all email is rejected if the domain does not specifically allow the IP address to send email on behalf of the domain. This is done via DKIM records that are handled via DNS records on the customers domain.

To do this, Avalone first needs to set up the records on its mail service (SES on AWS), and share that information with the customer. The customer's DNS administrator then adds the records to their domain. This serves as validation that Avalones mail server can, in fact, be allowed to send emails on behalf of the customer's domain.

Important info for the customers security team:

Avalone does not share the IP address with any other companies. This means that the IP reputation risk for the customer is low as it is only used to send email from the platform.

Avalone cares deeply about the IP address reputation as it is used for the platform globally.

The IP address blacklist status and reputation can be seen here:

<https://mxtoolbox.com/SuperTool.aspx?action=blacklist%3a69.169.226.12&run=toolpage>

If emails should be sent from a customized domain (such as the customer's own domain) please reach out to Avallone's support team at Support@Avallone.io.

If you have any queries or require additional assistance, please feel free to use the comment function or reach out to support@avallone.io. Our customer success team is always available to help you and ensure that you derive the most out of our platform.