

Whitelist for Harmony Email & Collaboration in Microsoft 365 and Google Workspace

If your organization uses Harmony Email & Collaboration (formally Avanan), you can whitelist CyTech in Microsoft 365 and Google Workspace to ensure that our simulated phishing and training notification emails are delivered. To whitelist CyTech, you can create rules in Microsoft 365 and Google Workspace to communicate to Harmony Email & Collaboration that messages from CyTech don't need to be blocked or filtered. These rules can help our emails reach your users' Microsoft Exchange and Gmail inboxes.

If you experience issues whitelisting CyTech for Avanan, we recommend directly reaching out to Harmony Email & Collaboration for assistance. You can also contact our support team and we'll be happy to assist you.

Important: Some whitelisting configurations may not be available in environments outside of the US.

Whitelisting in Harmony Email & Collaboration for Microsoft 365

To whitelist CyTech in Microsoft 365, you will need to create a mail flow rule in the **Exchange admin center**. This rule will look for CyTech's IP addresses and add a header that lets Harmony Email & Collaboration know that the email is safe.

To set up this mail flow rule, follow the steps below:

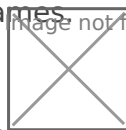
1. Log in to your Microsoft Admin console.
2. From the navigation panel, navigate to **Admin centers > Exchange**. You can also access the **Exchange admin center** by navigating to admin.exchange.microsoft.com.
3. From the navigation panel, navigate to **Mail flow > Rules**.
4. At the top of the page, click **Add a rule**.
5. From the drop-down menu, select **Create a new rule**. The **New transport rule** pop-up window will open.
6. In the **Name** field, enter a name for the rule, such as "CyTech whitelisting".

7. In the **Apply this rule if** drop-down menu, select **the sender**. Then, select **IP address is any of these ranges or exactly matches**. When you select this option, a **specify IP**



address ranges pop-up window will display.

8. In the pop-up window, enter CyTech's IP addresses. After entering each IP address, click **Add**. **Note:** Contact CyTech for a list of IPs or hostnames.



9. After you've entered all the IP addresses, click **Save**.

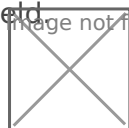
10. In the **Do the following** drop-down menu, select **Modify the message properties**.



Then select **set a message header**.

11. Click the first **Enter text** option under the **Do the following** menu.

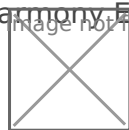
12. The **message header** pop-up window will open. In the text field, enter "X-CLOUD-SEC-AV-Info" into the field.



13. Click the **Save**.

14. Select the second **Enter text** option.

15. The **message header** pop-up window will open. In the text field, enter "[portalname],office365_emails,inline", but replace "[portalname]" with the name of your Avanan Harmony Email & Collaboration portal.



16. Click the **Save**.

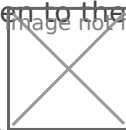
17. Click **Next** at the bottom of the page. You'll be taken to the **Set rule settings** page.

18. In the **Rule mode** section, select **Enforce**.



19. Select the **Stop processing more rules** check box.

20. Click **Next** at the bottom of the page. You'll be taken to the **Review and finish** page.



21. Ensure your settings are correct, then click **Finish**.

22. Move the priority of the rule you just made above your Avanan Harmony Email - Protect mail flow rule.

Whitelisting in Harmony Email & Collaboration for Google Workspace

To whitelist CyTech for Gmail, you will need to create a new content compliance rule and modify an existing Harmony Email & Collaboration rule. The new rule will identify CyTech's IP addresses and

add a header that lets Harmony Email & Collaboration know that the message is safe. Creating this rule will prevent SmartPhish and any sandboxing tools that your organization uses from blocking simulated phishing tests and training notifications.

First, create a content compliance rule by following the steps below:

1. Log in to your Google Admin console.
2. From the Admin console home page, navigate to **Apps > Google Workspace > Gmail**.

Tip: If you manage more than one organization, select the organization where you would like to apply the rule from the navigation panel.

1. Select the **Compliance** section.
2. Navigate to the **Content Compliance** subsection.
3. Click the **Configure** or **Add Another** button, depending on whether you have already

added a rule. The **Add setting** pop-up window will open.

4. Under **Content compliance**, enter a description of this rule, such as "CyTech whitelisting".

5. In the **Email messages to affect** section, select the **Inbound** check box.

6. In the **Expressions** section, click **Add**. A pop-up window will open.

7. In the first drop-down menu, select **Metadata match**.

8. Under the **Attribute** drop-down menu, select **Source IP**.

9. In the **Match type** drop-down menu, select the **Source IP is within the following range**.

10. In the **Match type** field, enter one of CyTech's IP addresses. **Note:** Contact CyTech for a

list of IPs.

11. Click **Save**. Repeat steps 8-12 for each of CyTech's IP addresses.

12. Below the **Expressions** section, click **Add**.

13. In the first drop-down menu, select **Metadata match**.

14. Under the **Attribute** drop-down menu, select **Source IP**.

15. In the **Match type** drop-down menu, select **Source IP is not within the following range**.

16. In the **Match type** text box, enter one of CyTech's IP addresses.

17. Click **Save**.

18. Repeat steps 14-19 for each of CyTech's IP addresses.

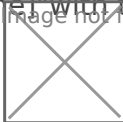
19. In the **Headers** section, select the **Add custom headers** check box.



20. In the **Custom headers** field, click **Add**.

21. In the **Header key** field, enter "X-CLOUD-SEC-AV-Info".

22. In the **Header value** field, enter "[portalname],google_mail,inline", but replace "[portalname]" with the name of your Harmony Email & Collaboration portal.



23. Click **Save**.

24. Review your settings, then click **Save**.

If you need further assistance, kindly contact our support at support@cytechint.com for prompt assistance and guidance.

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