

# For IT Departments

Your facility has recently purchased a subscription that grants unlimited access to our educational webcasts, e-books, charts, and more. This is a web-based education platform that requires users to log in to gain access to our library.

Please perform the whitelisting operations in the Access section of this document and refer the privacy section to your compliance department if required.

## Access

We use a few different hosting platforms for our content and communicate with our subscribers using some email domains that should be whitelisted to ensure uninterrupted access.

Our web-based products are compatible with the current supported versions of all major operating systems and browsers. We recommend keeping both operating systems and browsers up to date to ensure the most compatible access.

If you experience access issues, please try some of the following common fixes to restore access.

- Clear your browsers cache (may be called history).
- Close all instances of the browser and reopen the browser again.
- Try accessing the site from another device or another internet connection.
- Reboot your computer.

### **Hosting domains to allow access to:**

- \*.racmonitor.com
- \*.icd10monitor.com
- \*.medlearn.com
- \*.medlearnmedia.com (CEU certificate storage)
- \*.classmarker.com (post-event tests and exams)
- \*.webcasts.com (on-demand Mp4.s)

### **Email domains to allow access from:**

- @racmonitor.com
- @medlearnmedia.com
- @icd10monitor.com
- @medlearn.com

### **IP Addresses to allow access to and from:**

We recommend allowing access by domain name whenever possible and not relying on specific IP addresses or blocks of addresses. If your facilities policies will not allow granting access by domain

name, please see the following list of links to the current providers IP ranges to use as a reference. You can periodically reference this document to ensure your systems are up to date.

- <https://docs.microsoft.com/en-us/microsoft-365/enterprise/urls-and-ip-address-ranges?view=o365-worldwide#skype-for-business-online-and-microsoft-teams>
- <https://webcasts.com/networkresources/>

## Privacy

Our sites do not contain any protected health information (PHI) or personally identifiable information (PII). Any personal data has been de-identified. We also do not save any information on our subscribers with the exception of the fields listed below.

- Email Address (used as username)
- First Name
- Last Name
- Facility Name
- Job Title (optional)

## Questions

If you have any questions, please contact us at [portal@medlearnmedia.com](mailto:portal@medlearnmedia.com)