

teamSalient[®] IT technical guidance for practitioners and clients

This document provides the technical guidance that you and/or your IT Department, may need to set up and use teamSalient[®] successfully, and who to contact for technical support/help.

1. Whitelisting website domains

A 'whitelist' allows you to manage those website domains that you can use safely - ones you have accepted, approved and/or recognized. Adding the teamSalient[®] domain to a whitelist may be required in the following areas:

- domains that your organisation allow you to visit or browse,
- domains that can be used during work hours, and
- domains that can be used on organisational IT hardware.

To use teamSalient[®], please make sure your IT Department adds the teamSalient[®] domain(s) to its whitelist. The different domains that teamSalient[®] uses are listed below:

- teamsalient.com
- admin.teamsalient.com
- coach.teamsalient.com
- yourcompany.teamsalient.com

2. SSL:

An SSL certificate is a digital document that ensures the content provided is from the correct (verified) sender. SSL certificates are widely used to secure electronic information.

All teamSalient[®] domains are backed by an SSL certificate issued by Amazon/Avast trusted CA. It is:



teamsalient.com

Issued by: Amazon

Expires: Monday, 25 October 2021 at 13:00:00 British Summer Time

✔ This certificate is valid

* [.team.teamsalient.com](https://team.teamsalient.com)

3. 3rd party services:

Some parts of teamSalient[®] use third party services to operate effectively. These include:

3.1 Stripe:

- .stripe.com

teamSalient[®] uses 'Stripe' to provide internet commerce (on-line payment) services to enable you to buy credits to then use the tools. Further details can be found at:

<https://stripe.com>

3.2 Calendly:

- calendly.com

teamSalient[®] uses 'Calendly' to help you schedule meetings with your coach (optional) quickly and easily avoiding the usual back-and-forth e-mails. Further details can be found at:

<https://calendly.com>

3.3 Avatar:

- avatar.teamsalient.com

teamSalient[®] uses a sub-service for generating user images. This service is located on the teamsalient.com sub-domain and uses the same Amazon SSL certificate authority.

3.4 E-mail Verification:

- <https://verify-email.org>

teamSalient[®] uses a sub-service for verifying e-mail addresses that connects to the mail server and checks whether a mailbox exists or not.

3.5 Error Tracking:

teamSalient[®] uses a Sentry.io for error tracking with full stack traces and asynchronous context.

3.6 Hosting:

teamSalient[®] uses Amazon Web Services (AWS). AWS has certification for compliance with ISO/IEC 27001:2013, 27017:2015, and 27018:2014.

4. Technical support and help:

If you require further technical support or help to set up the teamSalient[®] tool, please contact support@teamsalient.com. We will respond quickly during standard working hours.