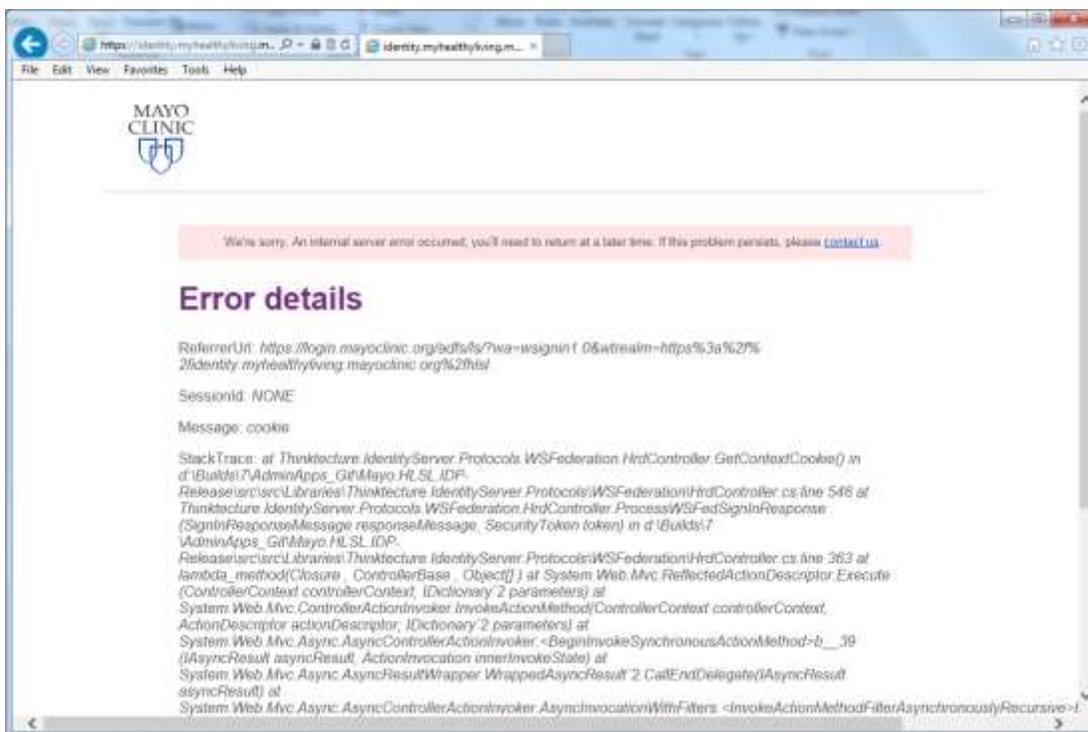


## Healthy Living Online Error Message: Cookie

When an employee encounters an error message like the one pictured below it is often a cookie issue with the web browser. Due to security on Healthy Living online sometimes end users will encounter this error message when trying to access HLO.

This happens if someone bookmarks the landing page of Healthy Living online and not the direct URL – [bewellstaywell.az.gov](http://bewellstaywell.az.gov).



If end users encounter this error message one potential solution is to ask the end user to make sure they are not using a bookmark and if they are not the next step should be to open the web browser and clear the cookies and cache on their computer. Once they take this step they should completely close down the web browser and wait a couple of minutes and then launch the browser and directly type in the URL – [bewellstaywell.az.gov](http://bewellstaywell.az.gov) and this should help. IF this does not solve the problem the end user should attempt to contact Mayo customer service for additional support.

## **Firewall specifications**

If your company has restricted Internet access outside your firewall, the following need to be allowed:

\* For site access, the entire class 'B' address range of 129.176.0.0 to 129.176.255.255. This range is owned by Mayo and multiple addresses are used for load balancing. Additionally, use the IP address 67.202.219.19 for site access

\* If your firewall restricts traffic to port 80 or Port 443, Mayo's class B range of IP addresses will need to be added to the rules allowing for both inbound and outbound traffic.

## **Email and spam filter specifications**

\* Each individual must be able to send and receive email from an external source.

\* Email addresses need to be able to receive HTML or hybrid (multi-mime-type) emails.

\* The domains @mayo.edu, @mayoclinic.com and @everydayhealth.com must be added as allowed, safe senders to any email or spam filters. These domains are used for various forms of communication, such as messaging from our password recovery system and customer service.

If filtering is based on IP address rather than domain name, the following mail server IP addresses need to be allowed: 129.176.115.1, 129.176.115.19, 129.176.115.9, 129.176.115.2, 129.176.115.4, 129.176.251.188, 129.176.187.189, 10.133.107.129, 10.133.107.130, 10.133.107.131.

Spamming software that quarantines based on subject line verbiage should be set to accept subject lines such as "Activating your new online services account with Mayo Clinic" and "There's a personalized message waiting for you" from [services@support.mayoclinic.com](mailto:services@support.mayoclinic.com).