

Ensuring Email Delivery from Navanta

The purpose of this document is to help Navanta clients, and their IT teams ensure continued email delivery from Navanta following our recent brand transition.

Overview: Why You May Not Be Receiving Some Navanta Emails

After a brand or domain change, some email systems may reroute messages to Spam, Promotions, or quarantine them due to security filtering.

This does not affect all recipients and there are a few simple steps that can usually resolve the issue.

Quick Fixes for All Recipients

- Check Spam or Junk folders and move any Navanta emails to the Inbox.
- Gmail users should also check the Promotions tab and move Navanta emails to the Primary tab.
- Add Navanta email addresses to your address book or contacts.

Navanta Email Addresses to Add as Contacts

We recommend adding the following common sender addresses:

- marketing@navanta.com
- servicealerts@navanta.com
- eric.jones@navanta.com

Improve Future Deliverability

Opening Navanta emails and clicking links helps email providers recognize Navanta as a trusted sender.

When to Contact Your IT Team

Guidance for recipients who still cannot find Navanta emails:

- Ask IT to check email quarantine or security logs
- Share the subject line, sender, and approximate delivery date if known
- Note that recipients can email marketing@navanta.com for help retrieving message details.

Support & Contact Information

- If you have questions or require assistance, please email: marketing@navanta.com

Technical Information for IT & Security Teams (Non-tech readers can skip this section)

Sending IP Addresses to Allowlist:	Email Sending & Hosting Domains:
141.193.184.64/26	navanta.com
141.193.185.128/25	info.navanta.com
18.208.124.128/25	shared.hubspot.com (optional)
141.193.184.128/25	hubspotemail.net (optional)
141.193.185.64/26	
158.247.16.0/20	
3.93.157.0/24	
216.139.64.0/19	
108.179.144.0/20	
54.174.60.0/23	
143.244.80.0/20	
54.174.59.0/24	
54.174.63.0/24	
3.210.190.0/24	
141.193.184.32/27	
54.174.52.0/24	
139.180.17.0/24	
141.193.185.32/27	
54.174.57.0/24	
216.139.95.49	