Whitelist Information for SurveyMonkey

If you are having trouble accessing SurveyMonkey or are not receiving their emails, add their domains and IP addresses to your whitelist.

Note: SurveyMonkey periodically updates their site domains and IP addresses. For the most current information, please refer to this [link to the source information.](#)

For Viewing the Site

If you're experiencing issues with the website (certain pages won't load or you can't upload or view files), check to see if your network is behind a firewall. If your firewall blocks access to all traffic except for certain domains or IPs, you'll need to grant access to all SurveyMonkey domains and IPs, not just www.surveymonkey.com.

Site Domains and IP Block

*.surveymonkey.com
*.surveymonkey.net
*.surveymk.com
*.research.net
*.outbound.surveymonkey.com
*.surveymonkeyuser.com
*.smassets.net
surveymonkey-assets.s3.amazonaws.com
sm-fileupload.s3.amazonaws.com

The asterisk (*) is a wildcard used to account for any subdomains we use. The last item in the list is for Amazon Web Services, which we use to host logos, images, and file uploads added in your survey design.

- IP Block: 64.191.16.0/24
- [Public IP ranges](#) for AWS Cloudfront

For Receiving Emails

Certain filters and firewalls may prevent emails from reaching inboxes. This may be the case if you're not receiving SurveyMonkey emails or your [email invitation](#) messages and [commenting](#) or [survey notifications](#) aren't being delivered. You or your IT department can add our sender domains and mail IP addresses to your email allow list. If people still [aren't receiving your email invitations](#), ask them to add our domains and IP addresses to their email clients too.

Mail IPs and Sender Domains

IP	Fully Qualified Domain Name
12.130.138.182	go.surveymonkey.com
12.130.139.200	go.surveymonkey.com
54.186.77.157	mta1a1.outbound.surveymonkey.com
52.88.240.248	mta1b1.outbound.surveymonkey.com
192.174.81.47	mta-81-47.sparkpostmail.com
192.174.81.42	mta-81-42.sparkpostmail.com
192.174.81.55	mta-81-55.sparkpostmail.com
192.174.81.46	mta-81-46.sparkpostmail.com
192.174.81.54	mta-81-54.sparkpostmail.com
192.174.81.62	mta-81-62.sparkpostmail.com
192.174.81.53	mta-81-53.sparkpostmail.com
192.174.81.61	mta-81-61.sparkpostmail.com
192.174.81.43	mta-81-43.sparkpostmail.com
192.174.81.41	mta-81-41.sparkpostmail.com
192.174.81.51	mta-81-51.sparkpostmail.com
192.174.81.52	mta-81-52.sparkpostmail.com
192.174.81.56	mta-81-56.sparkpostmail.com
192.174.81.50	mta-81-50.sparkpostmail.com
192.174.81.49	mta-81-49.sparkpostmail.com
192.174.81.58	mta-81-58.sparkpostmail.com
192.174.88.13	mta-88-13.sparkpostmail.com
147.253.212.105	mta-212-105.sparkpostmail.com
147.253.214.58	mta-214-58.sparkpostmail.com
147.253.218.1	mta-218-1.sparkpostmail.com