

Elevate invites your staff by email, and they can sign in with their district Google account. Some email filters and Google Workspace settings block one or both of these. Many districts don't need to change anything, so treat each step below as a check. If one applies to you, it is a one-time setting.

WHEN

Before your district finishes self-onboarding. Invitations go out as soon as setup is submitted.

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☐ Let our invitation emails through

Mimecast, Proofpoint, Barracuda, Microsoft 365, Gmail

Add our sender as a trusted or permitted sender in your mail filter. Allowing the address or the whole domain is enough. The other details are here if your filter asks for them.

FROM	Elevate by Tandem <noreply@tandem-education.com>
DOMAIN	tandem-education.com
SUBJECT	You're invited to join Elevate · later Reminder: Your Elevate invite expires soon
SENT THROUGH	MailerSend SPF include:_spf.mailersend.net IPs 212.11.79.0/24
DKIM	mlsend2._domainkey.tandem-education.com

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☐ Trust Elevate for Google sign-in

Google Workspace districts only

Elevate asks Google for **name, email and profile picture only** (openid, email, profile). It has no access to Drive, Gmail or Classroom. Trust it for your **staff** organizational unit; students never use Elevate. Trusted lets an app request any scope, but Elevate only ever asks for these three.

In the Google Admin console: **Security** › **Access and data control** › **API controls** › **Manage Third-Party App Access** › **Add app** › **OAuth App Name or Client ID**. Search by the client ID below, choose your staff OU, and set access to **Trusted**.

OAUTH CLIENT ID 525075765238-018igj845fc8lsfpbmoilicac0crln43.apps.googleusercontent.com

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☐ Allow the app and the microphone

Web filter, firewall, managed Chrome

Elevate runs in the browser and transcribes live while an evaluator observes. Allow these if your web filter restricts traffic:

- elevate.tandem-education.com
the app and sign-in
- *.googleapis.com and accounts.google.com
data and Google sign-in
- Pop-ups** from elevate.tandem-education.com
Google sign-in opens one
- stt-proxy-525075765238.us-central1.run.app
live transcription (secure WebSocket)
- us-central1-project-elevate1.cloudfunctions.net
invitations and reports
- Microphone** for elevate.tandem-education.com
on managed Chromebooks, add it to AudioCaptureAllowedUrls

IF SOMEONE STILL CAN'T FIND THEIR INVITATION

- Check junk and quarantine** for "Elevate by Tandem". If the email reached your server, sending it again will land in the same place, so release it from quarantine.
- Request a fresh link** at
elevate.tandem-education.com/resend-invite using
the address you were invited with.
- Use the newest email.** Each new invitation replaces the last one, and older links stop working. Invitations last 30 days.
- Skip the email entirely:** once step 2 is done, invited staff can click **Sign in with Google** at
elevate.tandem-education.com/login.