



## Whitelisting the new notification email From-addresses

### Purpose

As part of system improvements, we're gradually moving the sending of email notifications to a new platform to ensure delivery remains efficient and reliable as our platform grows. As a consequence, we need to align the domains of our notification From-addresses to the @mimics.cloud domain. During the months March and April 2026 we will gradually move existing @materialise.com From-addresses to @mimics.cloud.

***To ensure all users keep receiving email notifications, the new domain or From-addresses need to be whitelisted.***

### From-address details

Service	Previous From-address	New From-address
SurgiCase Online surgicaseoos.materialise.com	<a href="mailto:surgicase_noreply@materialise.com">surgicase_noreply@materialise.com</a>	<a href="mailto:surgicase_noreply@mimics.cloud">surgicase_noreply@mimics.cloud</a>
ProPlan CMF Online online.customizedsurgicalsolutions.com	<a href="mailto:ppcmf_noreply@materialise.com">ppcmf_noreply@materialise.com</a>	<a href="mailto:ppcmf_noreply@mimics.cloud">ppcmf_noreply@mimics.cloud</a>
Mimics Viewer mimicsviewer.materialise.com	<a href="mailto:mv_noreply@materialise.com">mv_noreply@materialise.com</a>	<a href="mailto:mv_noreply@mimics.cloud">mv_noreply@mimics.cloud</a>

It is recommended to whitelist the entire mimics.cloud domain.

### Contact Information

If you encounter issues or need assistance, please contact our support team:

[MimicsFlow@materialise.be](mailto:MimicsFlow@materialise.be)

We'll be happy to provide technical guidance or additional information as needed.