**Troubleshooting non-delivery of a Survey Gizmo link**

1) Check the junk mail folder and look for the following Invite Address:
   invites@mailer.surveygizmo.com

2) Contact the college Information Technology Department (IT) for them to check the college firewall for the following Invite Address:
   invites@mailer.surveygizmo.com

3) The college IT Dept. will need to contact Survey Gizmo directly and provide the following information to help resolve bounced/undeliverable emails from Survey Gizmo.

   A) Go to [Whitelisting Survey Gizmo IP Addresses and Domains](https://www.surveygizmo.com/help/whitelist-ip-addresses) webpage to complete the IP Address Request Form. *(screenshots below)*

   B) Account ID: **33727**

   C) Survey Title: **2016-17 Annual Library Data Survey**