
Troubleshooting non-delivery of a Survey Gizmo link

- 1) Check the junk mail folder and look for the following Invite Address:
invites@mailers.surveymogizmo.com
- 2) Contact the college Information Technology Department (IT) for them to check the college firewall for the following Invite Address:
invites@mailers.surveymogizmo.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](#) webpage to complete the *IP Address Request Form*. (screenshots below)

The image contains two screenshots from the SurveyGizmo website. The left screenshot shows the article page titled "Whitelisting SurveyGizmo IP Addresses and Domains". It includes a breadcrumb trail "Documentation > Best Practices & FAQs", a sub-header "Whitelisting SurveyGizmo IP Addresses and Domains", and a "Related Articles" section with links to "SPF Records", "Email Deliverability Best Practices: Making Sure Your Email Gets Where It's Going", "Best Practices: How To Improve Your Survey Email Invitations and Deliverability Rate", "Why Are My Emails Not Being Delivered?", and "SurveyGizmo Security Overview". The right screenshot shows the "IP Address Request Form" with the heading "What are you looking to whitelist? *". It features a list of checkboxes: "IP Addresses for Survey Invites and Email Actions", "Webhook (Formerly HTTP Connect)", "Main Site Links", "Email Invite Domains", "File and Image Library URLs", and "FTP". Below the list is a text box labeled "Please provide a detailed explanation as to why you're requesting this information. *" and a "Next" button.

- B) Account ID: **33727**
- C) Survey Title: **2016-17 Annual Library Data Survey**