
Troubleshooting non-delivery of a SurveyGizmo 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 left screenshot shows the SurveyGizmo article page for "Whitelisting SurveyGizmo IP Addresses and Domains". It includes a "Related Articles" section with the following links: "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 following options:

- IP Addresses for Survey Invites and Email Actions
- Webhook (Formerly HTTP Connect)
- Main Site Links
- Email Invite Domains
- File and Image Library URLs
- FTP

Below the checkboxes is a text area for a detailed explanation and a "Next" button.

- B) Account ID: **33727**
- C) Survey Title: **2015-16 Annual Library Data Survey**