For Internal IT Department: Ensure Receipt of PLTW Messaging

PLTW emails are not reaching the intended recipient. Please follow the instructions below to enable deliverability of PLTW messaging.

1. Do a message trace to see where messages have been dropped/quarantined.
   a. Most mail systems will provide a tool that can do this. In most cases, you simply add the sender address and the recipient address and search. This will return a list of emails with full details on the final results of the trace. Please see below for links to the instructions for Gmail and Office 365 message traces:
      ii. [https://support.google.com/a/answer/2604578?hl=en](https://support.google.com/a/answer/2604578?hl=en)

2. Confirm that the following IP address is whitelisted:
   a. 13.111.0.129

Please contact the PLTW Solution Center at 877-335-7589 or [schoolsupport@pltw.org](mailto:schoolsupport@pltw.org) if you have further questions.