



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:
 - i. <https://support.office.com/en-us/article/Troubleshoot-email-delivery-using-the-Exchange-Online-message-trace-tool-e7758b99-1896-41db-bf39-51e2dba21de6>
 - ii. <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 if you have further questions.