

Newsletter Delivery Troubleshooting Tips:

If you believe you are on our newsletter distribution list and are not receiving our e-news, our emails may be getting caught on their way to your inbox. We've found that the best way to ensure you receive all future communications from us is to have your IT department 'whitelist' NICHQ's email addresses.

Below, you will find proposed language that you can send to your IT department to address this:

Hello,

We've recently noticed that emails from the National Institute for Children's Health Quality (NICHQ) are being spammed due to what appears to be our mail server's policies/rules. These communications are important for our project's success, and all those who receive them have explicitly opted into receiving the emails, so we want to be sure that they are actually delivered to their inboxes.

NICHQ identified a couple of measures that might potentially fix this issue:

Could you please whitelist their email sending domain (nichq.org)? That would ensure that our mail server expects emails from any address in their company, including communications@nichq.org and healthystart@nichq.org which are the sender for most of their communications.

Could you also please whitelist their NICHQ Sending IP Addresses? They use HubSpot as our marketing platform, so I've provided a list of these IP addresses.

I really appreciate any assistance you can provide, and please let us know if there's anything more you can tell us as to why our mail server may be rejecting their emails—such as language/content, frequency of communications, or otherwise.

Attachment: [NICHQ Sending IP Addresses](#)