



## Information Technology Department

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May 7, 2020

Dear Washington Township Families,

Earlier this week, I informed you of issues with WTPS emails suddenly going into spam/junk mailboxes along with directions for adjusting spam settings. Since then, we have learned that Verizon, Yahoo, and AOL are now also delaying the delivery of our emails. Based on the information provided by some families, it appears that the delayed delivery is approximately 6 hours from the time it was sent. Since this is based on other people's experiences, I cannot guarantee the timeframe nor that every email will be delivered.

Given the significant increase in emails teachers and staff have been sending to families during the past few months, it comes as no surprise that the systems of some email providers have misclassified us as "bulk senders." We have submitted a formal request to each provider to remove this designation. Unfortunately, we do not have an estimated timeframe for resolution, but we are investigating what, if anything, we may do proactively to quickly resolve the issue.

Assignments for students in grades 3- 12 will continue to be sent to their district student email accounts. For students in K-2, assignments will be emailed to families tomorrow, Friday, May 8. If you do not receive an email for the day, kindly notify your child's teacher so we may document the issue; however, please understand that you will not be able to receive a response. All K-2 teachers will allow an extension for any work assigned during this time period. If the issue is not resolved by the end of the day Friday, K-2 teachers will post their daily plan on their Teacher Page located on the individual school's website beginning on Monday, May 11. This procedure will continue until the email issue has been resolved.

My team and I will continue to monitor the situation and do everything within our means to get this resolved as quickly as possible.

Thank you for your patience and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Joseph Konecki', written in a cursive style.

M. Joseph Konecki  
Director of Information Technology