Checkout Verification Sends Codes Even When Disabled

Troubleshooting · https://wpfactory.com/docs/checkout-verification-codes-issue/

If checkout verification sends codes even when disabled, or logged-in users are not prompted, note that the Pro checkout verification is designed for guest users only. Check the Checkout verification setting at WooCommerce > Email Verification. If codes are still sent while it is disabled, update the plugin, clear caches, and re-check the settings.

Problem description

Admins report that even when checkout verification is disabled, codes are still being sent, or they expect checkout verification for logged-in users but it doesn’t behave that way.

Symptoms:

- Codes appear on checkout despite setting disabled.
- Codes are not sent for logged-in users even though admin expects it.

Typical causes:

- Feature scope: the checkout verification PRO feature is intended for guest users only; logged-in users may not be supported or behave differently.
- Misunderstanding of setting location (global vs PRO options).

Solution (step-by-step)

1. **Confirm plugin setting:** In **WooCommerce → Email Verification**, check *Checkout verification* setting and whether it requires PRO.
2. **Understand scope:** Note that the plugin author clarified checkout verification is designed for guest users; logged-in users typically aren’t prompted on checkout. If you need logged-in verification on checkout, request the feature from the author.

3. **If codes still sent despite setting disabled:** Update plugin to latest, clear caches, and re-check settings. If issue persists, take screenshots of settings and open a support thread including site URL.
4. **If this is a bug introduced in a release:** The author has fixed similar setting behavior in patches, update plugin to the latest version.

Prerequisites

- Access to plugin settings and knowledge whether you have PRO features.

Additional notes

- If you rely on checkout verification for logged-in users, document this as a feature request to the plugin author (they have a feedback board).



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