Plugin Conflicts with Theme or Plugins: Troubleshooting

Troubleshooting · https://wpfactory.com/docs/plugin-conflicts-troubleshooting/

When verification fails or the account pages misbehave only with a certain theme or plugin, run a conflict test, then try the workarounds built into Customer Email Verification for WooCommerce: the **Advanced** sub-tab options for login, logout and email timing, and the **Compatibility** sub-tab integrations at **WPFactory > Email Verification** (also reachable at **WooCommerce > Settings > Email Verification**).

Symptoms

- The "Activate" notice does not appear after registration, or the cart empties after sign-up.
- Unverified users can still log in with a custom login form.
- Activation emails go to users who are already logged in, or not at all with a custom registration form.
- Browser console or PHP errors appear on My Account or checkout.

Step 1: Find the conflict

1. Update WordPress, WooCommerce, your theme and Email Verification.
2. On a staging copy, deactivate every plugin except WooCommerce and Email Verification, and switch to a default theme.
3. Test registration, the activation link and login.
4. Re-enable plugins one at a time until the problem returns.

Step 2: Try the built-in workarounds

Symptom	Option (sub-tab)	Default

Unverified users can log in	**Block auth cookies** (Advanced), or set **Authenticate filter** to `authenticate`	Off / `wp_authenticate_user`
"Activate" notice missing after sign-up, or cart cleared	**Custom "logout" function** (Advanced)	Off
Custom form logs users in after registering	**Prevent login after register** and its **Login prevention method** (Advanced)	On
Activation emails reach logged-in users	**Activation email delay** (Email)	Off
No email from a custom registration form	**Email sending trigger** (Email): On "user register" or On "WooCommerce created customer"	On "user register"
Settings with HTML will not save	**Replace HTML tags** (Advanced)	Off

All options in this table are free. Full details: Email Verification: Advanced Settings Reference.

Step 3: Check the supported integrations

The **Compatibility** sub-tab has Pro options for social login plugins (Nextend, WooCommerce Social Login, Super Socializer, WP Social, WoodMart), Login/Signup Popup, Essential Addons for Elementor, Paid Memberships Pro, Polylang, WooCommerce PayPal Payments and email customizers (WooMail, YayMail, Themehigh, VillaTheme). If your conflicting plugin is listed, enable its option.

Plugins that replace WooCommerce registration and login entirely, such as Ultimate Member, are not in the list. For those, request an integration from our team.

If it still does not work

- **Guest verification does nothing: General > Guest users** works with the classic checkout only, not the block checkout.
- **Guest token errors:** the guest token check may fail when the checkout page is cached. Exclude checkout from your cache.

- **Email failures:** check **WooCommerce > Status > Logs** for the `alg-wc-ev` source.

FAQ

Is Ultimate Member supported?

It is not one of the listed integrations. Email Verification works through the WordPress and WooCommerce registration and login flow, so plugins with their own login flow may skip the check.

Do the Compatibility options need Pro?

Yes. The integrations on the Compatibility sub-tab are Pro. The Advanced sub-tab workarounds are free.

What should I send to support?

Your theme, the list of active plugins, WordPress and WooCommerce versions, the steps to reproduce, and any console or log errors.



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