Verification Code Shows “Incorrect

Troubleshooting · https://wpfactory.com/docs/verification-code-incorrect/

If Customer Email Verification for WooCommerce rejects a correct verification code, first update the plugin to the latest version under Plugins > Installed Plugins, then test in a private browser window. If the code still fails, deactivate other plugins and switch to a default theme to find a conflict, and clear caches and disable minification while testing.

Problem description

Users receive a verification code (OTP) but the verification modal rejects it or reports “code incorrect”.

Common symptoms / error messages

- “Code is wrong” / “Passcode does not work”
- Code received in email but entering it fails repeatedly
- Works after reinstall/rolling back plugin version

Typical causes:

- A recent plugin update introduced a bug (fixes have been issued in minor releases).
- JavaScript conflicts from themes or other plugins that break verification logic.
- The verification state (transient/cookie/session) not being stored/read properly due to caching or server config.

Solution (step-by-step)

1. **Update plugin first.** Go to **Plugins → Installed Plugins** and update *Customer Email Verification for WooCommerce* to the latest release (the author has fixed similar passcode bugs in recent updates).

2. **Test after update.** Try a registration on a private/incognito window (no cached JS/CSS).
3. **If problem persists, isolate conflicts:**
    1. Deactivate all plugins except **WooCommerce** and **Customer Email Verification**. (Plugins → Bulk action → Deactivate.)
    2. Switch temporarily to a default theme (e.g., Twenty Twenty-Three).
    3. Test verification again.
4. **If code works with others disabled:** Reactivate plugins/themes one-by-one, testing after each to find the conflicting plugin or theme. Note the plugin that triggers the problem.
5. **If code still fails with minimal setup:** Enable WP_DEBUG in wp-config.php and check wp-content/debug.log for errors; capture JS console errors in the browser (F12 → Console). Share logs with plugin support if needed.
6. **Rollback if urgent:** If a recent release broke verification and cannot be resolved immediately, you can temporarily revert to the previously working plugin version (download older ZIP from the plugin author or your backups) and upload via Plugins → Add New → Upload Plugin. Make sure to backup before rolling back.

Prerequisites

- Plugin updated to the latest version (authors have released fixes for passcode issues).
- WordPress and WooCommerce up to date.

Additional notes

- Caching (server or plugin) and HTML/JS minification are common causes, clear caches and disable minification while testing.
- If rollback is needed, report the issue with your site URL, theme, and active plugins so author can patch.



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