Verification Email Not Delivered or Delayed

Troubleshooting · https://wpfactory.com/docs/verification-email-not-delivered/

If the first verification email does not arrive, ask the user to check spam, then install and configure an SMTP plugin such as WP Mail SMTP and send a test email. Also confirm at WooCommerce > Email Verification whether checkout verification is enabled and applies to guests or logged-in users, then test the flow again.

Problem description

Users do not receive the first verification email; the plugin reports “code sent” but no email arrives until a manual resend.

Symptoms:

- “No verification email received” on first attempt; resend works.
- Email lands in Spam/junk folder.
- Large numbers of failed email entries in plugin reports.

Typical causes:

- WordPress mail configuration (wp_mail) issues, default PHP mail sometimes blocked or rate-limited.
- Email deliverability problems (mail server, SPF/DKIM/DMARC misconfiguration).
- Plugin behavior: checkout verification feature may be intended only for guests (logged-in users behave differently). WordPress.org

Solution (step-by-step)

1. **Confirm plugin settings and feature scope:**
    1. In WordPress admin go to **WooCommerce → Email Verification** and confirm whether the checkout verification is enabled and whether it applies to guest vs logged-in users. The plugin

author noted the PRO checkout verification is designed for guest users only.

2. **Check Spam/Junk folder:** Ask the user to search Spam and Promotions tabs.
3. **Install and configure SMTP plugin:** Install *WP Mail SMTP* or similar:
    1. Plugins → Add New → search “WP Mail SMTP” → Install & Activate.
    2. Open **WP Mail SMTP** settings and configure with your SMTP provider (Gmail/Google Workspace, SendGrid, Mailgun, Amazon SES, or your host’s SMTP).
    3. Send a test email from WP Mail SMTP: confirm delivery.
4. **Test verification after SMTP setup.** Perform the registration/checkout flow to ensure the first verification email is delivered.
5. **Check server mail logs (host):** If SMTP not used, request raw mail logs from hosting support to see if there are delivery attempts or bounces.
6. **If resend works but first send doesn’t and SMTP is configured:** Check for JavaScript or AJAX timing issues (see KB article: “Verification popup taking too long / not showing”). Also check for race conditions if the user is logged in vs guest.

Prerequisites

- Access to plugin settings and server/SMTP configuration.

Additional notes

- Ensure domain has proper SPF/DKIM/DMARC records, these improve deliverability.
- If emails are marked as failed in plugin logs, capture a screenshot and provide to support.



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