Verification Emails Not Being Sent

Troubleshooting · https://wpfactory.com/docs/verification-emails-not-sent/

If Customer Email Verification for WooCommerce does not send the verification email at all, check the **Email** sub-tab at **WPFactory > Email Verification** (also reachable at **WooCommerce > Settings > Email Verification**): whether the email is sent separately, which registration event triggers it, and which mail function sends it. Then check **WooCommerce > Status > Logs** for send errors.

Quick checks

1. **Is the user already verified?** The activation email is only sent to unverified users. Roles in **General > Ignore user roles** (administrator by default) count as verified, so testing with an admin account sends nothing. Test with a new customer account.
2. **Is it appended rather than separate?** With **Send as a separate email** off, the link is added to the WooCommerce "Customer new account" email. If that email is disabled in **WooCommerce > Settings > Emails**, nothing goes out.
3. **Custom registration form?** Change **Email sending trigger** from On "user register" to On "WooCommerce created customer" (or back) and test again.
4. **Are you waiting on payment?** With **Blocking > Block non-paying users > Activation email** on (Pro), the email is sent only once a non-free order is considered paid.
5. **Check the log.** Failed sends are logged as "Error sending mail" with the mail function and last error, under the `alg-wc-ev` source.

Email sending options

Label (Email sub-tab)	Default	Free/Pro	Notes
Send as a separate email	Yes	Free	Off appends the link to "Customer new account".

Label (Email sub-tab)	Default	Free/Pro	Notes
Email sending trigger	On "user register"	Free	Leave the default if unsure.
Activation email delay	Off	Free	Try it if activation emails reach already logged-in users.
Mail function	WooCommerce "wc_mail()"	Free	Also PHP "mail()" or WordPress "wp_mail()".
From email address	Site default	Free	SMTP plugins may override it.
WC email template	Email Verification plugin	Pro	"WooCommerce > Emails" creates Activation and Confirmation emails there; they must be enabled.
Automatic resending	Off	Pro	Resends to unverified users (default once a day, 3 attempts max).

Fix, step by step

1. Go to **WPFactory > Email Verification** (also reachable at **WooCommerce > Settings > Email Verification**) and open the **Email** sub-tab.
2. Keep **Send as a separate email** on while testing.
3. Leave **Mail function** on its default. PHP "mail()" bypasses WordPress mail, so SMTP plugins cannot route it.
4. Click **Save changes**, register a new test customer, and check the inbox and spam folder.
5. If nothing arrives, resend from **Users** (enable the Resend action in the **Admin** sub-tab) and check **WooCommerce > Status > Logs**.

If it still does not work

- **No log entry and no email:** the send was never attempted. Recheck the trigger, the user's role, and the separate-email setting.

- **Log shows an error:** your server cannot send mail. Configure SMTP; see Verification Email Not Delivered or Delayed and Large Number of Failed Emails.
- **Only the WooCommerce new account email is missing: Customer new account email** (Delay WooCommerce "Customer new account" email) holds it until the account is verified.

FAQ

Why does WooCommerce not send the confirmation email after verification?

The plugin's **Confirmation email** (Email sub-tab) is on by default and goes out when the account is verified. Manually verified users only get it if **Send confirmation email to the user manually verified by admin** is on.

Why do I not receive an email when I test?

You are probably logged in as an administrator or testing with a role in Ignore user roles. Those accounts count as verified.

Can emails be resent automatically?

Yes, with **Automatic resending** (Pro).



CUSTOMER EMAIL VERIFICATION FOR WOOCOMMERCE

See every feature and the pricing on the Customer Email Verification for WooCommerce plugin page.

View plugin →

Need a hand? Our team answers every ticket on the Email Verification support forum.

Related articles

- Verification Email Button or Link Missing / Layout Broken
- Email Verification: Advanced Troubleshooting
- Email Verification: Advanced Settings Reference
- Email Verification: Developer Hooks, Filters and Shortcodes Reference
- Shortcodes Guide: Email Verification for WooCommerce