Verification Popup Slow or Not Visible on Mobile

Troubleshooting · https://wpfactory.com/docs/verification-popup-mobile-issue/

If the email verification popup is slow or does not appear on mobile, clear your plugin, server and CDN caches, and exclude the email verification plugin's JavaScript files from deferral and minification. Then test with a default theme and no other plugins. If the theme hides the popup, a CSS z-index or position fix can bring it forward.

Problem description

The verification modal/popup delays or does not appear on mobile or in certain layouts.

Symptoms:

- Modal appears after a long delay or is hidden below fold.
- On mobile, the authentication form doesn’t display or is visually broken.

Typical causes:

- CSS or JS conflicts with theme or page builders.
- Caching or deferred script loading delaying the plugin JS.
- Modal DOM element being placed outside visible area in some themes.

Solution (step-by-step)

1. **Clear caches** (plugin cache, server cache, CDN).
2. **Disable script minification/defer:** If you use JS defer/minify plugins, exclude the email verification plugin’s JS files from being deferred or minified.
3. **Test with default theme and no other plugins** to check if theme is the issue.

Use browser dev tools (mobile view): Inspect where the modal is inserted in DOM and check CSS visibility/display values (developer can add CSS z-index or position fixes). Example CSS fix to bring modal to front:

.cev-modal { z-index: 99999 !important; position: fixed !important; }

1. *(Adjust class name according to plugin output.)*
2. **Report findings to plugin support** with screenshots and a link to a live page for faster troubleshooting.

Prerequisites

- Ability to edit theme CSS or temporarily disable performance plugins.

Additional notes

- The plugin author may supply specific CSS selectors to adjust if a theme conflicts.



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