How to Delete Unverified Users in WooCommerce

How to · https://wpfactory.com/docs/woocommerce-delete-unverified-users/

To delete unverified users in WooCommerce, use the cleanup tools in Customer Email Verification for WooCommerce. Email Verification can remove accounts that never confirmed their email, either on demand or automatically on a schedule, so fake and abandoned registrations do not pile up in your database.

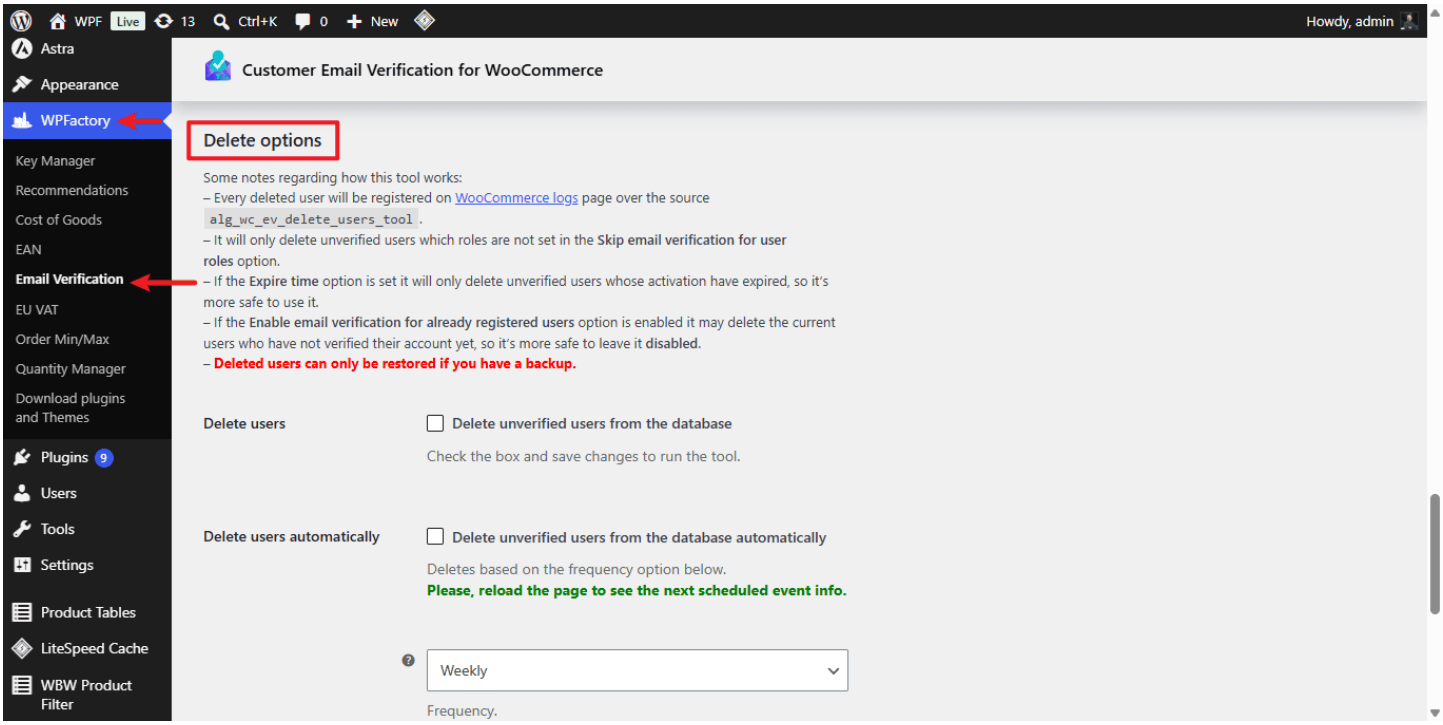
> **Important:** deleted users can only be restored from a backup. Take a database backup before you run either tool.

Before you start

- WooCommerce, active.
- Customer Email Verification for WooCommerce, installed and active.
- A recent database backup.

Where the tools live

Go to **WPFactory > Email Verification** (also reachable at **WooCommerce > Settings > Email Verification**) and open the **Advanced** sub-tab. Scroll to the **Delete options** section.



How the deletion decides who to remove

Both tools only ever delete users who are **unverified** and whose role is not listed in the **Ignore user roles** option (General sub-tab). Two more settings make the tools safer:

- If **Expire time** (General sub-tab) is set, only unverified users whose activation code has already expired are deleted.
- **Registration delay** keeps a brand-new account safe for a set number of hours before it becomes eligible.

Every deleted user is recorded in the WooCommerce logs (**WooCommerce > Status > Logs**) under the source `alg_wc_ev_delete_users_tool`.

Delete unverified users now (one time)

1. Open the **Advanced** sub-tab and find **Delete users**.
2. Check the box **Delete unverified users from the database**.
3. Click **Save changes**. The tool runs on save.

Delete unverified users automatically

1. Enable **Delete users automatically**.

2. Set the **Frequency** (Hourly, Daily, Twice daily or Weekly).
3. Set the **Registration delay** in hours.
4. Click **Save changes**. Reload the page to see the next scheduled run time.

If you change the frequency after the automatic option is already on, turn the option off and on again so the new schedule takes effect.

Options reference

Label	Option ID	Default
Delete users	`alg_wc_ev_delete_users`	No
Delete users automatically	`alg_wc_ev_delete_users_cron`	No
Frequency	`alg_wc_ev_delete_users_cron_frequency`	Weekly
Registration delay	`alg_wc_ev_delete_users_registration_delay`	1 (hour)
Network deletion	`alg_wc_ev_delete_users_from_network`	No

Troubleshooting

- **A current customer got deleted.** Keep **Demand pre-plugin users to verify account** (General sub-tab) disabled, otherwise existing unverified accounts become eligible for deletion.
- **Nothing was deleted.** Check that the accounts are actually unverified and that their role is not in **Ignore user roles**.



CUSTOMER EMAIL VERIFICATION FOR WOOCOMMERCE

Automatic cleanup pairs well with the rest of the toolkit in Customer Email Verification for WooCommerce Pro.

See what Pro unlocks →

Related articles

- How to Restrict Unverified Users with the Blocking Settings
- Restricting Checkout and Cart Access for Unverified Users
- Restricting Logins for Unverified Users in WooCommerce
- How to Verify Users via the REST API
- How to Verify Guest Users at Checkout in WooCommerce