Sutra Plugins

Members do not receive e-mails

Troubleshooting & FAQ · https://sutraplugins.com/docs/membersutra/emails-not-received/

1. In **MemberSutra → Notifications**, check the e-mail is switched on.
2. Click **Send** next to it to send yourself a test.
3. If the test does not arrive, your site cannot send e-mail reliably. Install an SMTP plugin and connect it to your mail service.
4. Set a “From” address on your own domain in **MemberSutra → Settings → Email Branding**.
5. Reminders and expiry e-mails need scheduled tasks – check **MemberSutra → Tools → Cron Jobs** .