The account activation email does not reach the customer.

This article explains how to configure an email account in cairo.B2B and what to do if emails are not being delivered.

Information required to configure an email account

cairo.B2B uses an email account provided by the seller. The following information is required for proper configuration:

- mail server address,
- SMTP port,
- email account username,
- email account password.

Once the email account is configured correctly, messages are sent to their recipients.

Possible causes of email delivery issues

Email delivery to customers may be interrupted for the following reasons:

- the email account password has been changed,
- the email provider has imposed a sending limit, for example, because the daily email limit has been exceeded,
- the email address has been changed or deleted without notifying the CAIRO-soft support team.

What to do when emails are not reaching their recipients

1. If the email account password has been changed, promptly provide the updated password to the CAIRO-soft Helpdesk.
2. If the password has not been changed, check the logs or contact your email service provider.

If you did not find the answer to your question, please contact CAIRO-soft support.

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