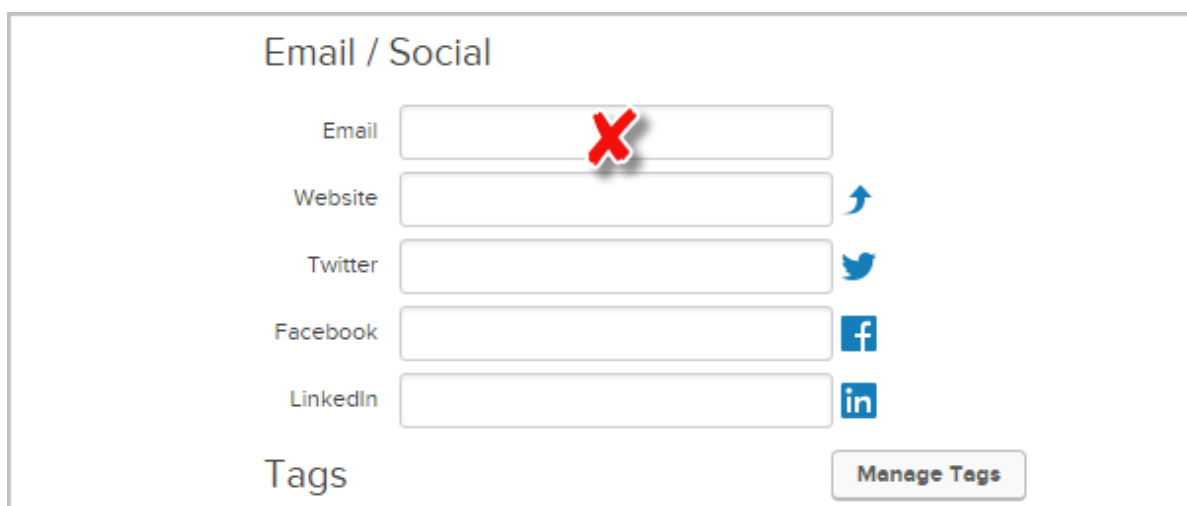


Why did my contact not receive an email🔗

A common troubleshooting question that many Infusionsoft customers experience is "Why didn't a contact/user receive an email that I sent?" In this article, we'll dive into how you can troubleshoot this question just like our Support Team.

Here is the common order of operations that we follow when troubleshooting this problem. Of course, every situation is different, but this should give you a good ideas as to where you can begin looking.

1. Does the contact record have a valid email address in their contact record?



Email / Social

Email

Website

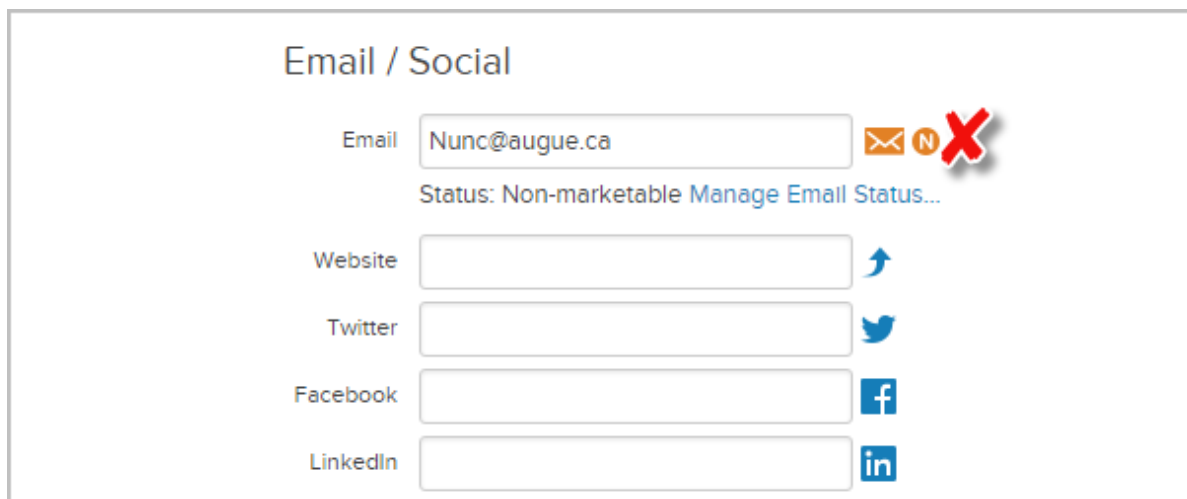
Twitter

Facebook



LinkedIn

Tags [Manage Tags](#)

2. Is their email address opted-in to receive automated marketing emails?



Email / Social

Email  

Status: Non-marketable [Manage Email Status...](#)

Website

Twitter

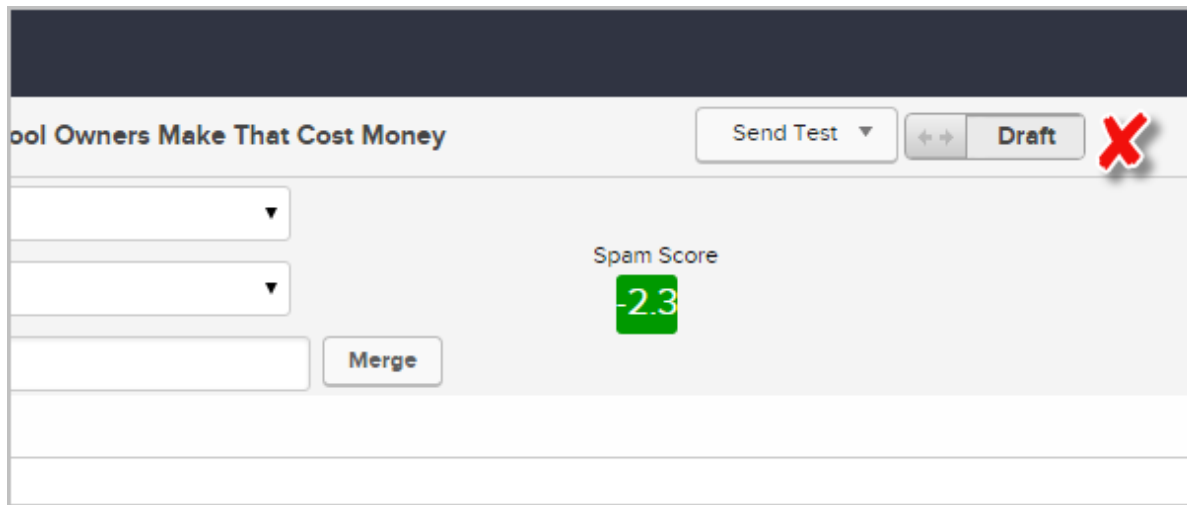
Facebook

LinkedIn

3. Was the contact part of the list being sent to (campaign or broadcast?). The most common example is to check that they have the correct tag applied to their contact record; however, you may be pulling a list based on a custom field that you created or any other number of criteria. Check the contact record to make sure they meet

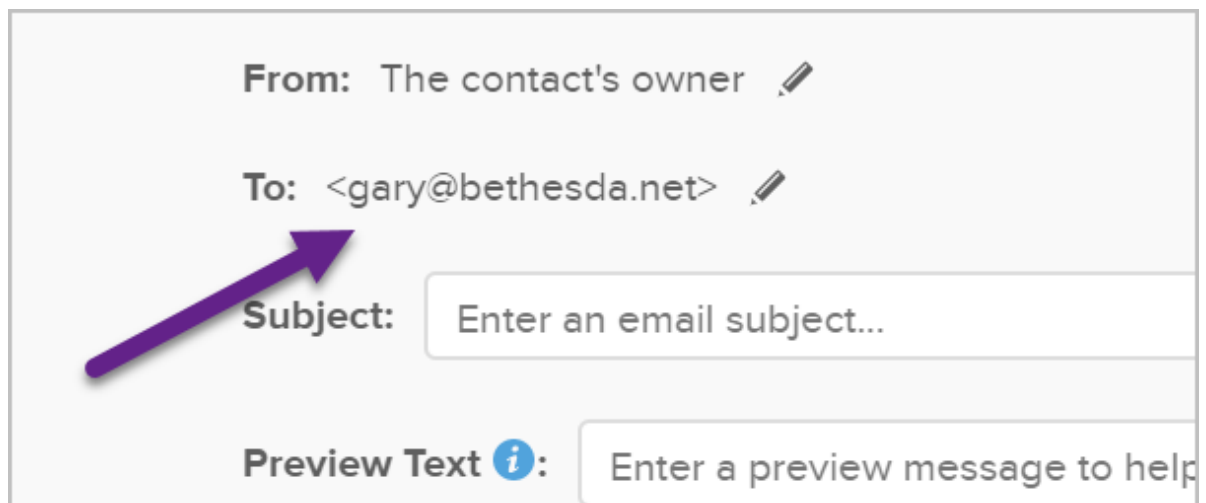
the criteria.

4. If the email is coming from a Campaign, has the email been set to "ready" and published? Is the Sequence that contains the email "ready" and published?



The screenshot shows an email campaign interface. At the top, the subject line is "ool Owners Make That Cost Money". To the right of the subject line are buttons for "Send Test" (with a dropdown arrow), "Draft" (with a double arrow icon), and a red "X" icon. Below the subject line are three input fields: a dropdown menu, a text field, and a text field with a "Merge" button next to it. To the right of these fields, the "Spam Score" is displayed as "-2.3" in a green box.

5. Has the "To" field been accidentally hard-coded to an email address instead of the default "Email" merge field?



The screenshot shows an email composition form. The "From" field is "The contact's owner" with a pencil icon. The "To" field is "<gary@bethesda.net>" with a pencil icon. A purple arrow points to the "To" field. The "Subject" field is "Enter an email subject...". The "Preview Text" field is "Enter a preview message to help".

6. Does the sending domain have their SPF records configured properly?
 7. What time zone was the email scheduled in and what time zone are your user preferences set to?
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