

My subscribers don't receive confirmation emails when they sign up.

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This feature requires Manager user level or higher.

If people sign up to your list and don't receive an email during the [double opt-in process](#), look for these possible causes.

What email address did they use?

Sometimes, there are problems with the receiver's email server.

- If the subscriber signs up with a **corporate email server**, there could be an issue with their company's filter, firewall, or server. Test your forms with an external test account like Yahoo!, Hotmail, Gmail, etc. If you get the confirmation email at those accounts as expected, it may be a corporate email server problem.
- When you send to an **AOL, Yahoo!, or Hotmail account**, give it more time. Some webmail programs delay delivery of bulk mail to your inbox by up to 24 hours.
- Your email could be caught in an aggressive [spam filter](#). Ask the subscriber to check the junk folder.

What email address do you use?

MailChimp sends email on your behalf during the opt-in process, which could cause problems depending on how your email server is set up.

- If your email address is on a corporate domain, check with your IT group about what kind of filtering is set up. The server may ban emails from outside servers (like MailChimp) that claim to be coming from your company (like if you put your company name in the "From" field).
- Spam filters sometimes block delivery of emails from new sources, or senders that aren't added to a white list as a trusted sender.
- If it's an email server issue, try to [whitelist MailChimp](#).

Is the signup form working as expected?

If no one receives confirmation emails and you ruled out a server issue, there could be something wrong on your signup form.

- If you use an [embedded form](#), make sure the embedded form code was copied correctly into the website. When in doubt, copy the code from MailChimp again, paste it into your site, and refresh the page before you test the form again.
- If this doesn't solve the problem, there could be a JavaScript or CSS conflict on your signup form page. This is common when multiple signup forms are displayed on a single page. To work around this, we recommend the [Naked](#) embed form or separating your forms so they appear on their own webpages.
- If you [host your own signup forms](#), make sure all your merge fields are matched correctly and that you correctly updated the form action code.