

# Unapproved Registrations

Admin Page: **Registration Setup > Unapproved Registrations**

If you use the email verification system within the registration process, all registrations will be listed within the registration approval admin tool until the client verifies their registration through the use of the registration approval link with the verifying email sent to them.

If the client does not receive their registration verification email, cannot make the link in the email to work, typed their email address incorrectly in the registration process or just does not click the approval link their registration will be within the registration approval admin tool.

All registrations left unapproved will be removed after a few days.

Unverified registrations are left here so that you as the admin can manually approve the registration in case of communication problems. If a client has not verified their registration they will not be able to register with the same username/email address unless you as the admin delete their unverified registration or the system does it automatically after a few days.

If the client is not receiving their registration verification emails there could be several things happening. Within the email verification system an email is sent to the client that contains a link they must click to verify their registration. The problem is several things could have happened to the email.

1. The client could have received the email several hours after it is sent and hadn't noticed yet to verify.
2. The email could be sitting in the clients spam folder where they wouldn't look.
3. The client could have entered a wrong email address and never received the email. There could be a "bot" responsible for the registration and the registration may never be verified.
4. There could also be email problems at your site or configurations in your software not sending the email.

First, make sure that email is sent from your server. You can then try to send an email to registrant to see if they received the verification email. But there may never be a way of verifying every registrant, as the email verification system is designed to weed out some bad registrants. These bad registrants may never be verified and thus be removed automatically by the script.

You will use this feature for every registration if you have chosen "Admin Approves All Registrations" from the dropdown box on the following page:

**E-MAIL SETUP > NOTIFICATION E-MAIL SETTINGS**

The link within the registration verification email may or may not automatically be converted to a link within the clients email reader. You can force the link in the registration to be a "hot" linked (as well as all links within emails sent by the system) by checking the following in the admin tool:

**E-MAIL SETUP > GENERAL E-MAIL SETTINGS > Convert URL's into HTML links**

<tip c w>The registration verification process is usually the first time you will notice any problems in the e-mail configuration you have. If you cannot complete a registration because the software doesn't seem to "return" a successful registration message after the registration details have been submitted

the problem is most likely the e-mail configuration is incorrect for the server you are on or just takes too long to send emails in the current configuration. Correct any email configuration problems with your host and try this again.</tip>

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