

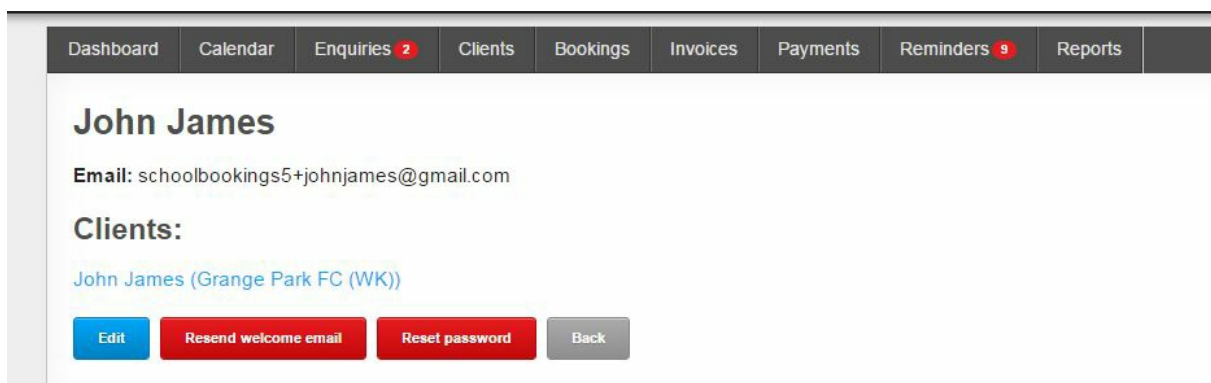
# Troubleshooting - Hirer not receiving emails

Last Modified on 03/02/2021 6:27 pm GMT

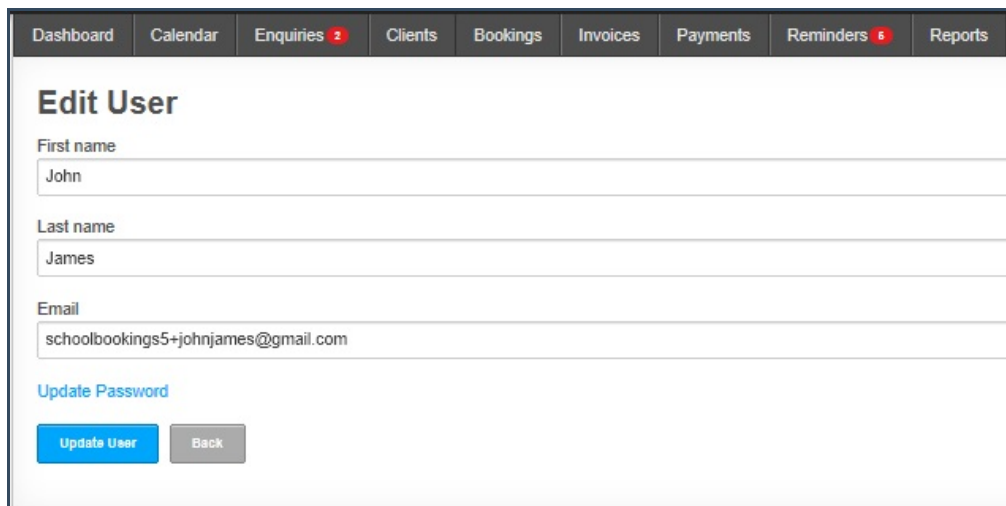
If your hirer isn't receiving BookingsPlus emails, follow our troubleshooting guide to identify the issue:

STEP 1 - Check their email address is correct on their User ID

- Select the **Clients** tab, search and **View** your client
- Click the ID hyperlink within the Client User Logins section and check the email address is correct:



- If changes are required, click on  and make required changes



If the email is not correctly updating, this may be because it is also linked to another venue within BookingsPlus. In this case go back to the **Clients** tab, click **View** and in the **Client User Logins** section click to **Unlink** the client. Once Unlinked, you can Click on **New Client User** to add a New User to the client with the correct email address.

**Email:** [schoolbookings5+johns@example.com](mailto:schoolbookings5+johns@example.com)

**Telephone:** 01604 677764

**Mobile:**

**Notes** (for administrator view only):

None

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**Client User Logins**

ID	Name	Roles			
#62450	John Smith	booking, billing	<a href="#">Resend Welcome Email</a>	<a href="#">Edit User</a>	<a href="#">Unlink User</a>

[New Client User](#)

STEP 2 - Check the email address is valid. There are several websites which you can use (eg mailtester.com)

STEP 3 - Ask them to check their Spam/Junk folders as messages do occasionally find their way in there!

STEP 4 - Emails may sometimes be blocked by firewalls (common with company/organisation email addresses). Ask the hirer to log-on at home using their own PC, or perhaps using a smartphone or tablet. Alternatively, ask the hirer if they have an alternative email address they can use.

STEP 5 - If none of the above work, the Master Venue Admin can manually set a password for them. Either tell them over the phone or by email what it is & see whether they can log-on and subsequently receive emails. This can be done on the **Users** or from their client page (see above steps to access) tab. Please note the Welcome Email is sent from a different email address to all the other automated emails.

STEP 6 - If, after all the above, it's still not working then contact us at the Helpdesk **01604 677764** or email [support@bookingsplus.co.uk](mailto:support@bookingsplus.co.uk)). We are able to track the automated emails sent from BookingsPlus & will be able to see whether they are actually reaching your hirer. We are happy to talk to your hirer directly & talk them through any issues they may be experiencing.

Watch our video tutorial:

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