

Why are emails sent to some addresses not arriving

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There are a number of reasons that emails may not arrive or appear not to arrive. First of all make sure that the email is not being filtered as spam. If the email does not arrive at any email address then contact us for help. We strongly recommend that you warn users to accept emails from your site (add to whitelist) so that they can receive their download links. By default Sitelok uses PHP's mail() function to send email but you can try using our built in support for PHPmailer. To enable this go to the Sitelok configuration page and set the email account details for the email address you set as follows.

Send email using	<input type="text" value="PHPmailer"/>	
Email account username	<input type="text" value="username"/>	required when sending email us
Email account password	<input type="text" value="password"/>	required when sending email us
Email account smtp server	<input type="text" value="mail.yoursite.com"/>	required when sending email us
Email account smtp port	<input type="text" value="25"/>	required when sending email using PHPmailer
Email authentication	<input type="text" value="Enabled"/>	required when sending email using PHPmailer
Email security	<input type="text" value="No SSL"/>	required when sending email using PHPmailer