

Why Do I See "Email Verification Failed" for a Newly Created Contact Handle?

Overview

If you encounter a status of "Email Verification Failed" for a newly created contact handle, this is due to how our system handles email verification. While we have updated the logic for displaying email addresses on the verification page, the fundamental email verification process remains unchanged. Below is an explanation of the scenarios that could lead to this outcome.

Updated System Behavior

- Email addresses with NULL handles (deleted handles) are now hidden on the **Contact Verifications** page.
 - The basic logic of the email verification system has not been altered.
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Scenarios for a Newly Created Contact Handle

a) If the Email Has Failed Verification Before:

1. The system has an existing record for this email with a status of "**failed**".
2. When a new contact handle is created, the email is assigned to this handle.
3. The email reappears on the verification page with a status of "**failed**".

4. **Action Required:** Re-verification of the email is necessary.

b) If the Email Was Previously Verified:

1. The system replaces the NULL handle (from the deleted contact) with the new contact handle.
2. The email appears in the list with a status of "**verified**".
3. **No Action Required:** The email remains verified; no re-verification is needed.

c) If the Email Verification Is in Progress:

1. The system updates the email record with the new contact handle.
2. The ongoing verification process continues for the newly created handle.
3. Once the verification is complete, the status is updated for the new handle.

Key Points to Remember

- A "failed" status indicates that the email needs to be re-verified.
- Previously verified emails will not require re-verification unless explicitly changed.
- Emails under verification will seamlessly continue the process for the new handle.

For further assistance, please reach out to our [support](#) team.

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