

User did not get notification when trying to reset password

Guilhem VERGON - 2025-08-08 - Solutions

User did not get notification when trying to reset password


User relates he did not get notified by email when trying to reset password from web platform.
As an administrator, you get the same result : no email !

Here, you have to check for events on your platform.

Please go to "Events" and filter with [Object type] is [EMAIL]

You should see events like this one :



- If you have an event like this one with id or email of concerned people, then you should check your mailbox and especially the SPAM areas, then add the recipient to your whitelist (web@netexplorer-mailer.com).
- If you do not have any event like this one, check if you have checked in user profile the box "prevent user modification of the account" 
- If you wish users to be able to reset their password without administrator's help, you can activate the option "**always_allow_new_password**" in CONFIGURATION/SECURITY tab. *Then user will be able to reset password without asking administrators to do it.*