I am not receiving Marketing Cloud's identity validation email. What should I do? [1]

August 6, 2021 by jennifer.mortensen [2]

Marketing Cloud will occasionally ask users to verify their identity when logging in. This verification occurs when Marketing Cloud sends the user an email containing a verification code that is copied and pasted back into Marketing Cloud. But what happens if you never receive the verification code email?

A few tips:

1. First, check your spam folder to see if the message was inadvertently delivered there rather than to your inbox. If the message is not in your spam folder, proceed to step two.
2. Clear your cache and cookies, or use an incognito browser window. Try to login again. If this does not resolve the issue, proceed to step three.
3. Ensure that your browser is fully up-to-date. Try to login again.

If you complete these steps and are still not receiving the verification email as expected, please contact your eComm specialist [3].

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