

## I am not receiving Marketing Cloud's identity validation email. What should I do? <sup>[1]</sup>



August 6, 2021 by [jennifer.mortensen](#) <sup>[2]</sup>

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](#) <sup>[3]</sup>.

### **Display Title:**

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

### **Send email when Published:**

Yes

---

**Source URL:**<https://www.cu.edu/blog/ecommerce-wiki/i-am-not-receiving-marketing-clouds-identity-validation-email-what-should-i-do>

### **Links**

<sup>[1]</sup> <https://www.cu.edu/blog/ecommerce-wiki/i-am-not-receiving-marketing-clouds-identity-validation-email-what-should-i-do> <sup>[2]</sup> <https://www.cu.edu/blog/ecommerce-wiki/author/13789> <sup>[3]</sup> <https://www.cu.edu/ecommerce/submit-help-ticket>